



## Getting Started Guide for Faculty & Staff

### Welcome to MySuccess

MySuccess gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware.

Getting started is easy. Accessible through Blackboard, MySuccess will automatically display all students that you have been assigned or are enrolled in your courses.

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

This guide highlights the steps for completing common tasks in MySuccess:

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## Setup your Profile

Some of your profile, such as your contact information, is imported from Blackboard or Enroll & Pay. You have the ability to edit other parts of your profile, such as your biography.

1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.



2. Edit your **Phone** and add an **Alternate Email** address if you would like Starfish to send email to an address in addition to your institution email.

Please fill out as much of your profile as possible; students will see this information.

**Yasmin Gold** [Last Login: 1:10 PM April 29, 2014]

Login Page: Default Login Page

Login: yasminG Institution Email: yasmin@starfishcollege.edu

Phone: 703-555-1212 Alternate Email: schmid\_t\_patty@hotmail.com mobile Users ?

mobile: Video: Send my correspondence to:  Institution Email  Alternate Email  Both

Time zone: (GMT-05:00) Eastern Time

Display all time zones

Never Mind Submit

Select the **Both** radio button to receive email at both accounts.

3. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.
4. Help students put a face to your name by clicking the **Upload Photo** link beneath the existing photo or photo placeholder.

Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

5. Click the **Submit** button to save your changes.

## Setup your Office Hours blocks

The first time you log in to Starfish, Starfish will provide a ‘wizard’ to walk you through setting up your office hours, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled “**Show me this Office Hours Setup Page again next time I login if I don’t have any Office Hours**”, and then click the **Close** button.

If your office hours are different week to week, follow the “**If your office hours don’t repeat weekly, [click here](#)**” link.

If your office hours recur:

1. Complete the fields presented to specify:

- **What day(s) do you have office hours?** - check the boxes for each day.
- **What time are your office hours?** - enter a start and end time.
- **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office).

**Office Hours Setup Wizard**  
If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?  
 M  T  W  T  F  S  S

2. What time are your office hours?  
Enter Start Time to Enter End Time

3. Where are they?  
Type: in an office  
Details: Enter an office location  
Instructions: Knock once and enter

Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

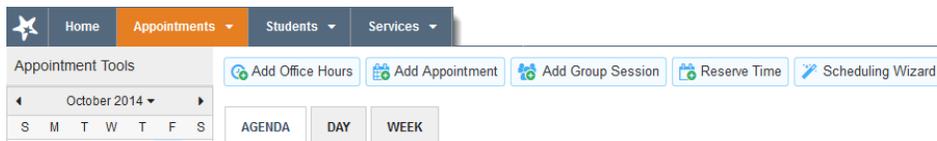
Close Set up Office Hours

- If relevant, provide **Instructions** for students who make appointments with you.

2. Click the **Set up Office Hours** button to save your office hours.

### □ Notes:

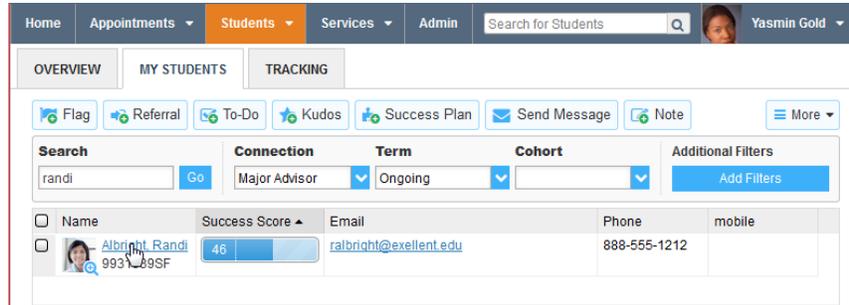
To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours**, **Add Appointment**, **Add Group Session**, **Reserve Time** or use the **Scheduling Wizard**.



## Raise a Flag on one of your students

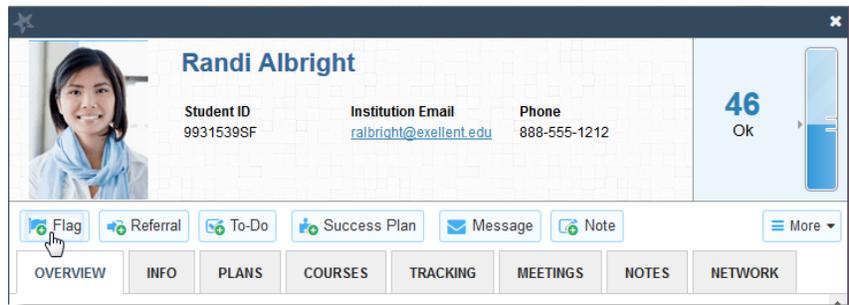
When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.



2. Find the desired student by typing the name into the **Search** box.

3. Click on the student's name to bring up the **Student Folder**.



4. Click the **Flag** button.

A list of flags that you have permission to raise on this student is displayed.

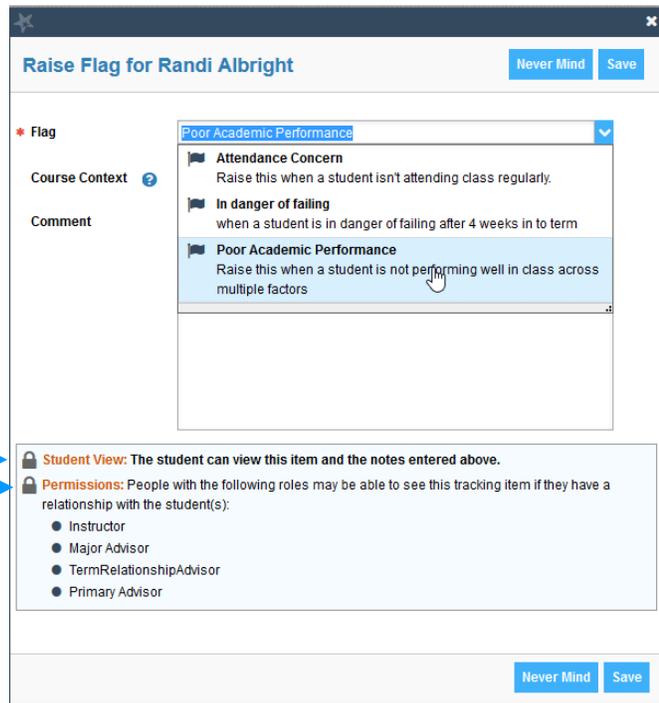
5. Select the desired **Flag** from the list.

6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

7. Click the **Save** button.

### Notes:

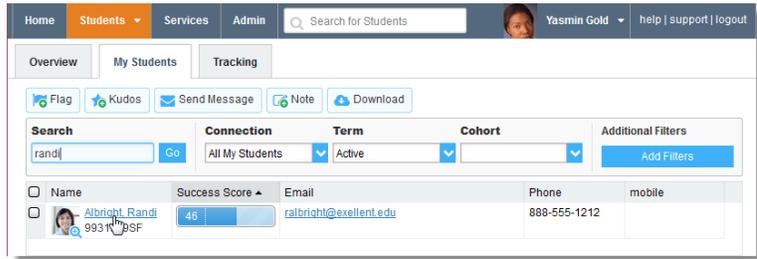
The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box. The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.



## Frequently Asked questions

### How do I get more detail on a student?

Anytime you see a student’s name as a hyperlink (e.g. in your student list, on an appointment or in a progress survey) this hyperlink takes you to the **Student Folder**.



### What does the four digit code in the Academic Standing represent?

The **Academic Program Academic Standing** for a student is displayed on the **Overview** tab in the student folder.

- Academic Program Academic Standing: 4129-CLASU-Good Stand /4132-CLASU-Good Stand /4136-CLASU-Good Stand

The four digit code is used in Campus Solutions to specify the term.

**Example:** 4132

4	13	2
Century	Year	Term

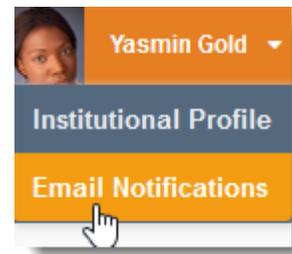
4 represents the century: 2000. 13 represents the year: 2013.

2 represents the term:

2	Spring
6	Summer
9	Fall

### How do I change how I am emailed by MySuccess?

MySuccess will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.



### Where can I find information about flags raised on my students?

The **Tracking** tab within the **Students** area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example you can filter to your role as advisor vs. your role as instructor, or as an instructor to one of your specific course sections.

# MySuccess Getting Started Guide – Faculty & Staff

Student	Success Score	Item Name	Status	Created	Assigned	Due
Nicehen, Emilio 9931519SF		Low Participation in Class	Active	09-29-2014 by Maltz, Don via Survey		
Caricks, Peter 9931543SF	46	Poor Academic Performance	Active	09-29-2014 by Maltz, Don via Survey		
Albright, Randi 9931539SF	46	Poor Academic Performance	Active	09-29-2014 by Maltz, Don via Survey		

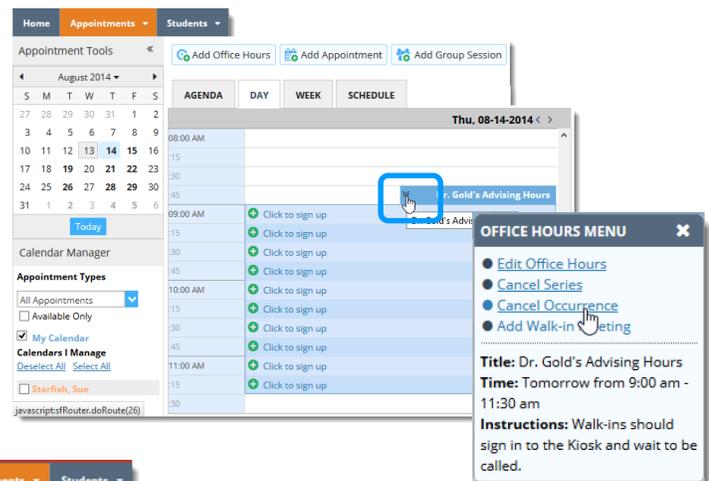
You can also go into the individual **Tracking** tab of any **Student Folder** to look at details of flags raised on that student. The details of what you see are based on your relationship to the student(s) and the privileges granted to your role.

## How do I cancel office hours?

### Cancel one occurrence

Select the day from the calendar, then click the icon associated with the **Office Hours** on the desired day.

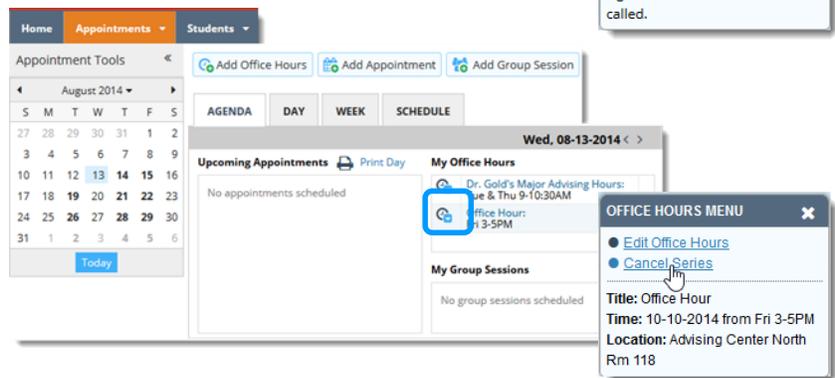
Select **Cancel Occurrence** from the **Office Hours Menu** presented.



### Cancel a series

From the **Agenda** view, click the **Office Hours Menu** icon (🗨️) next to an office hour title.

Select **Cancel Series** from the **Office Hours Menu** presented.



## Institutional Expectations

Instructors	Academic Advisors	Students	Everyone
<ul style="list-style-type: none"><li>• Raise flags when appropriate.</li><li>• Submit flag survey when emailed.</li></ul>	<ul style="list-style-type: none"><li>• Receive email notifications from Starfish.</li><li>• Record follow up actions in Starfish:<ul style="list-style-type: none"><li>• Add notes</li><li>• Schedule appointments</li><li>• Clear flags</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Receive email notifications when flagged.</li><li>• Contact appropriate support office.</li></ul>	<ul style="list-style-type: none"><li>• Complete your Profile so students know more about you.</li><li>• Utilize online appointment scheduling to facilitate student meetings.</li></ul>