

MySuccess @ KU

TERM GLOSSARY

Last Updated 8/30/2017

Attribute

Student information displayed on the Overview screen that can be used to inform an advisor when interacting with a student. A list of possible attributes can be located in the Resources section on the MySuccess webpage (mysuccess.ku.edu).

Clear Flag / Resolve

Clearing a flag indicates that an academic concern has been addressed with the student. Instructors and advisors can clear flags. When a flag is cleared by someone other than a raiser, users should also Close the Loop. Flags that remain open at the end of the term will be administratively closed.

Close the Loop

A Close the Loop comment can be added at the time a flag is cleared to notify the flag raiser of the reasons the flag has been cleared. This comment is recorded in the notes and is sent to the flag raiser.

Comment / Message / Note

Comments are any additional clarifying information a user enters in a text box anywhere in MySuccess. Comments are linked to a meeting, tracking item, or stand-alone note. All comments are recorded in the Notes tab of the student folder. Comments added to tracking items (flags/kudos/referrals) and appointments are included in the email message to the student. Email notifications sent to users informing of a recent change related to a students' flag or referral in MySuccess is referred to as a message.

Connection

Connections identify the relationships a user has with a student through roles. If a user is connected to students through multiple roles, a users can choose which connection, or role, they use when viewing students by using the Connection drop-down menu on the My Students and Tracking tabs.

Daily Digest / Daily Summary

The email that is sent to advisors, faculty advisors, and major/department/college contacts once a day with a summary of academic alerts that have been raised in the last 24 hours for their advisees. Users can adjust the time the digest is delivered in their Email



Notifications settings. The digest is only delivered if there are new alerts sent with in the last 24 hours. The subject line of the digest is “Recent Tracking Item Summary”.

Early Alert

It has been shown that reaching out to students early in the term to address issues related to academic progress or attendance can often help steer the student back on track, allowing them to be successful in achieving their academic goals. Students are alerted by instructors through flags and referrals and receive email notifications informing them of their instructor’s concern.

Flag

Flags are designed to alert students to an area of concern. Students receive an email message that include any comments added by the raiser. Flags also generate an email to the student’s assigned advisor.

Filter

Searching for students within the My Students or Tracking areas using information tied to a student’s folder.

Kudo

Kudos are positive alerts sent to students. Students receive an email message that include any comments added by the raiser. Kudos also generate an email to the student’s assigned advisor.

Manage

A privilege associated with tracking items that allows a user to add comments and mark a tracking item as resolved.

MySuccess

KU branding for Starfish Early Alert and Starfish Connect. Vendor product allowing instructors, students and professors to coordinate student success.

“My Students” tab

This tab displays a list of undergraduate students that are connected to the instructor or advisor. The display can be manipulated by selecting a different "Connection" (if the user has more than one). To return to the full list of students you just need to select "All My Students" in the Connection drop-down.

Profile

The profile page includes information about each user that can be seen in MySuccess. Basic information is imported nightly from Blackboard and SIS E&P, and can be supplemented by the user. Users may add their own profile picture and set up email notification preferences. If no preferences are set, all MySuccess emails will be sent to the user’s KU email address.



Progress Survey

This functionality allows instructors to provide critical feedback at specific times throughout the term. Progress surveys include a class roster and several types of tracking items that can be raised by the instructor to flag a need for change or to reinforce positive engagement.

Provider

The faculty/staff person who interacts with a student through scheduled appointments.

Raiser

The faculty/staff person who initiates a tracking item for a student.

Referral

Referrals point students to a particular office where they need to take some action. Referrals can include a due date. Students receive an email message that includes any comments added by the raiser. Some referrals also generate an email to the student's assigned advisor. Comments are associated with the referral and are recorded in the Notes tab of the student folder.

Starfish

Product vendor name, managed by Hobsons.

Student Folder

The student folder contains an overview of student information imported nightly from Blackboard and SIS E&P, their course schedule, tracking items, meeting history, and notes. Viewing permissions of these elements vary by role.

Tracking Items

Tracking items are the generic name for Flags, Kudos, and Referrals in MySuccess. All tracking items are recorded in the student's folder and generate an email to the student and the student's assigned advisor.

"Tracking" tab

The Tracking tab displays a list of all of the tracking items that have been sent to students. Every tracking item is displayed individually so if a student receives more than one alert their name will appear multiple times on this list. From the "Tracking" tab, you can click on a student's name to access their student folder. You can also click on the blue flag icon to access the flag menu. In the student folder, there is also a Tracking tab that lists the tracking items the individual student has received.

View

A privilege associated with tracking items that allows a user to see the tracking item and all associated comments.