STUDENT SUCCESS NETWORK

Welcome to the Student Success Network®

The Student Success Network 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. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through Porches in the Faculty Registration Tools channel, the Student Success Network 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 four common tasks in the Student Success Network:

That's it. Simple for you. Empowering for your students.

Setup your Profile

Some of your profile, such as your contact information, is imported from Banner.

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

2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo.

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

3. Edit your **Phone** and add an **Alternate Email** address to have Student Success Network send email to an address other than your institution email. Select the **Both** radio button to receive email at both accounts.

4. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Student Success Network.

5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

   This information will appear to students who can make appointments with you in Student Success Network.

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

☐ **Notes:**

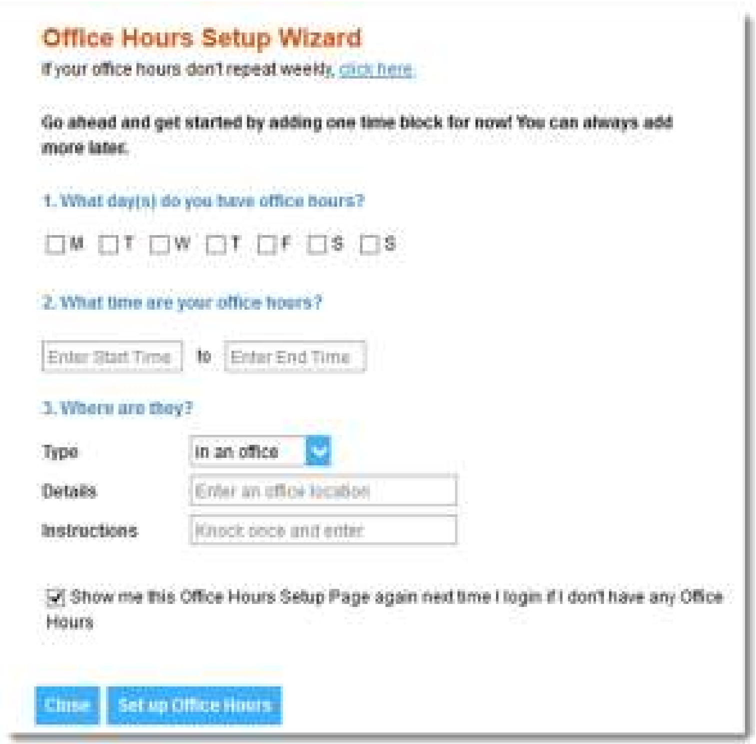
For more information and additional profile settings, reference the [End Users' Guide to Connect.](#) You may also find the following Student Success Network Two Minute Tips helpful:

Setup your first Office Hours block

The first time you log in to the Student Success Network, the Student Success Network 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).
   - 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:**

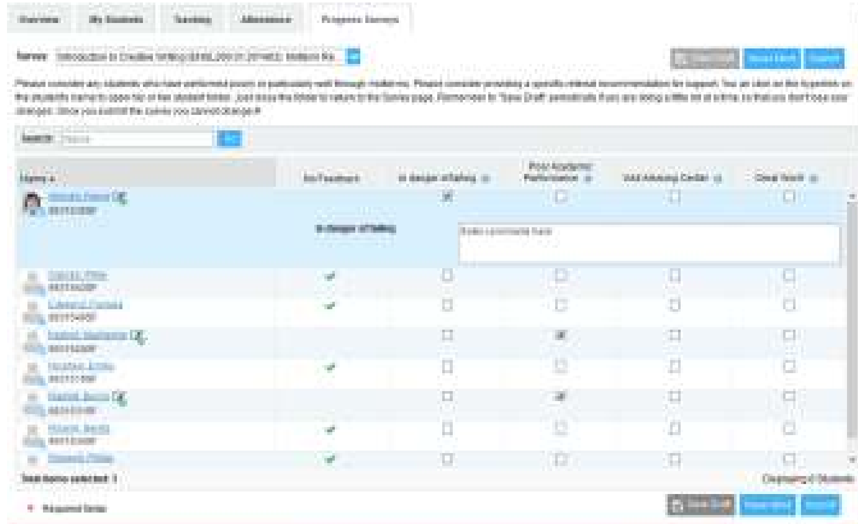
To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours, Add Appointment, Add Group Session, Reserve Time** or use the **Scheduling Wizard.**

Each of these options is discussed in greater detail in the End Users' Guide to Connect.

Respond to a Progress Survey for students in your courses

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the progress survey link on your Student Success Network **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).
   The selected survey opens, listing your students on the left, and items you may raise across the top.



2. Check the box for each desired item/ student combination.

   Click the comments icon ( ) to open a text box for your notes.

   Click the information icon ( ) associated with an item to verify whether or not the student can view the flag and related comments.

3. Click the **Submit** button ***only*** when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

Important: Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you aren't ready to submit your survey.

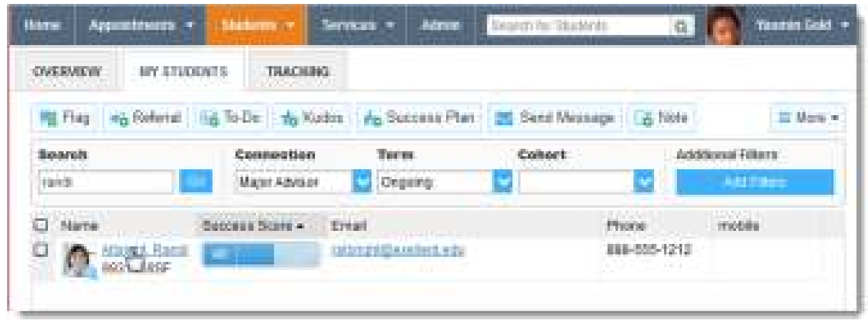
Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.

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.

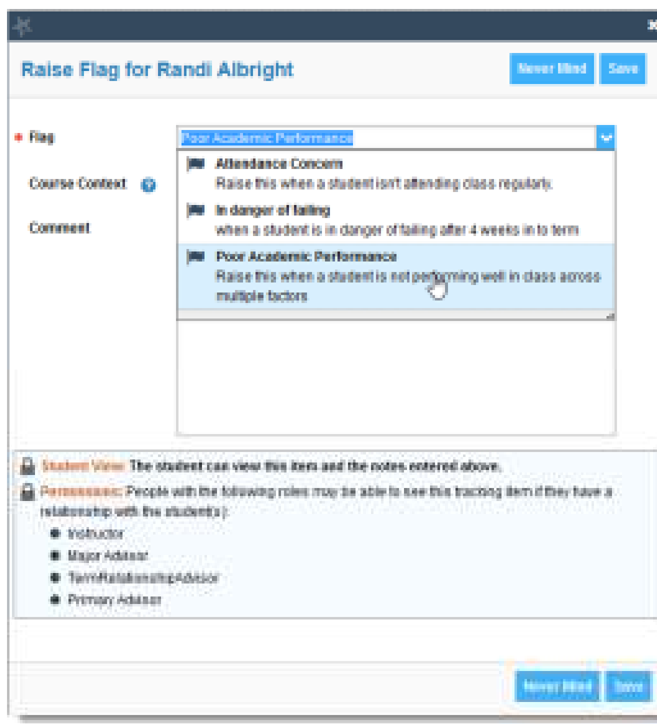
1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.
3. Click on the student's name to bring up the **Student Folder**.



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.

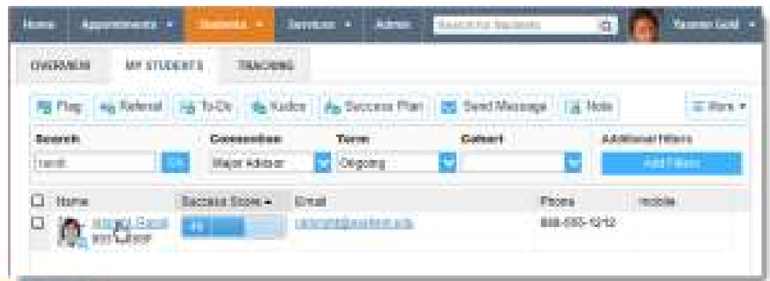
The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Frequently Asked questions

How do I change how I am emailed by the Student Success Network?

The Student Success Network 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.

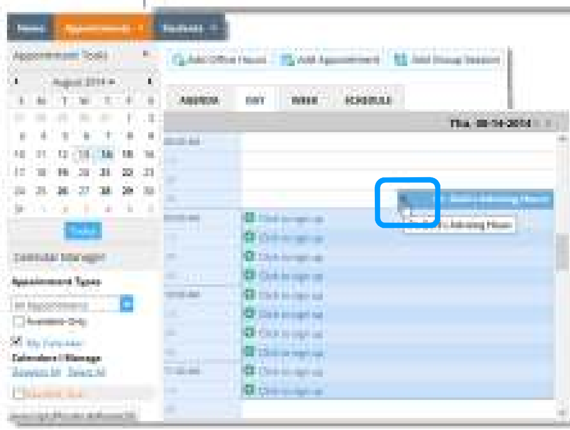
How do I get more detail on a student?



Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (E.g. in the student list, on an appointment or in a progress survey).

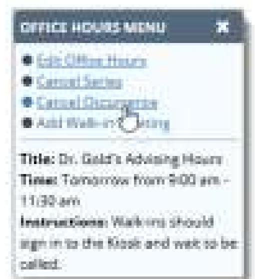
How do I cancel office hours?

Cancel one occurrence

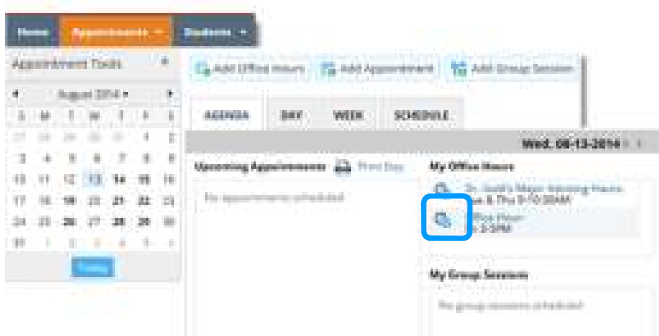


Select the day from the calendar, then click the icon associated with the **Office Hours** on the desired day( ).

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.