STUDENT SUCCESS NETWORK

Welcome to the Student Success Network

The Student Success Network provides you with a central location to connect to the people and services that can help you finish what you start – all accessible right from your Student Success Network **Home** page.

Log in to your The Student Success Network from the Student Tools channel on the Flyers First page in Porches.

Your **Home** page includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors, advisors or counselors. The Student Success Network can also help you manage the steps you need to take to stay on track and meet your goals.

Here are three great ways to get started:

1. **Set up your profile**
   Make it easier for your instructors and advisors to get to know you and stay in contact.

2. **Connect to people and services that can help you**
   Use your personalized **My Success Network** and **Courses I'm Taking** channels for quick access to contact information, appointment scheduling, and course help.

3. **Stay on track**
   Stay on top of recommendations from your instructors and manage personalized plans with the **My Success Path** and **Plans** channels. Review emails sent to you from The Student Success Network in the **My Messages** channel.

Not sure what you need?
Browse the Services Catalog or use the Request Help option if you can't find what you're looking for through your personalized channels.
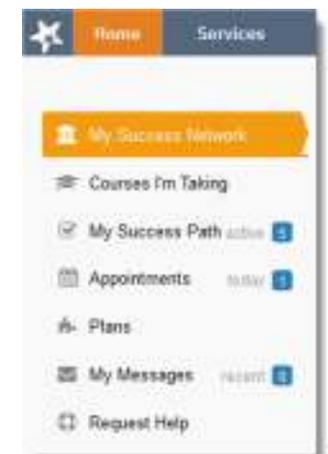
That's it. Simple for you. Powerful for your future.

Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click your name in the top right corner of your **Home** page to open your profile. From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving The Student Success Network emails (e.g. your mobile phone).

To have the Student Success Network emails sent to your mobile phone (in addition to sending to your primary institutional email address):

- Enter the *email address* of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon ( ) for a list of common carriers and email address formats :
- Click the **Both** radio button associated with "**Send my correspondence to**".

2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

Connect to people and services that can help you

The **My Success Network** and **Courses I'm Taking** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.
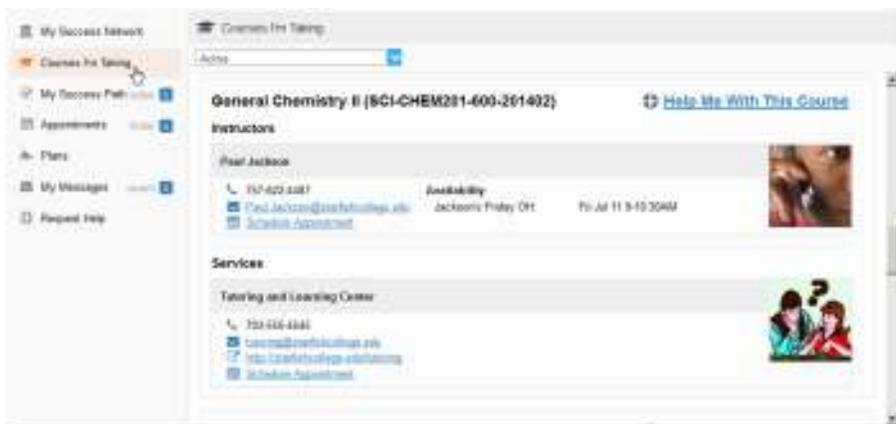
My Success Network

The **My Success Network** channel is displayed by default on your Home page when you log in to the Student Success Network. It displays a personalized list of the people and resources that are available to assist you. (You can browse a broader list of available services in the Service Catalog).For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to make an appointment.
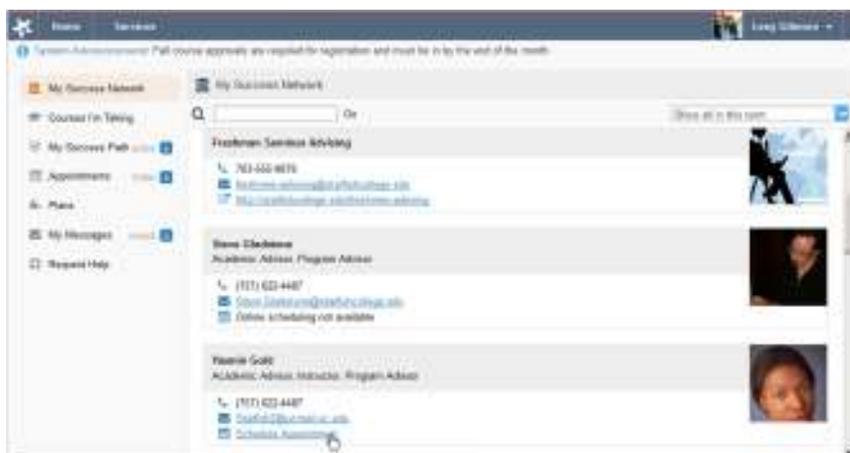
Courses I'm Taking

The **Courses I'm Taking** channel lists each course you are enrolled in, and provides contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking, and gives you the ability to make an appointment or request help related to a course.

Make an Appointment

Click the **Schedule Appointment** link below the contact information for the desired person or service in the **My Success Network** or **Courses I'm Taking** channel.]

Use the small calendar on the left to quickly identify days with available office hours (available days will be shown in **bold**). Click the desired date in the small monthly calendar to display availability on that day

Available time slots on the selected day will include a **Sign up** link. Click the **Sign Up** link associated with the desired time slot.


This opens the **Add Appointment** form. Complete the form by selecting a reason for the meeting and a course (if relevant). Include an explanation of what you need so that your instructor or advisor can be prepared for the meeting.

Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed in the **Appointments** Channel.

Change an Appointment

Existing appointments will be listed in your **Appointments** channel. Click the calendar icon (📅) to open the **Appointment Menu**. From here you can **Cancel** or **Edit** an existing appointment.
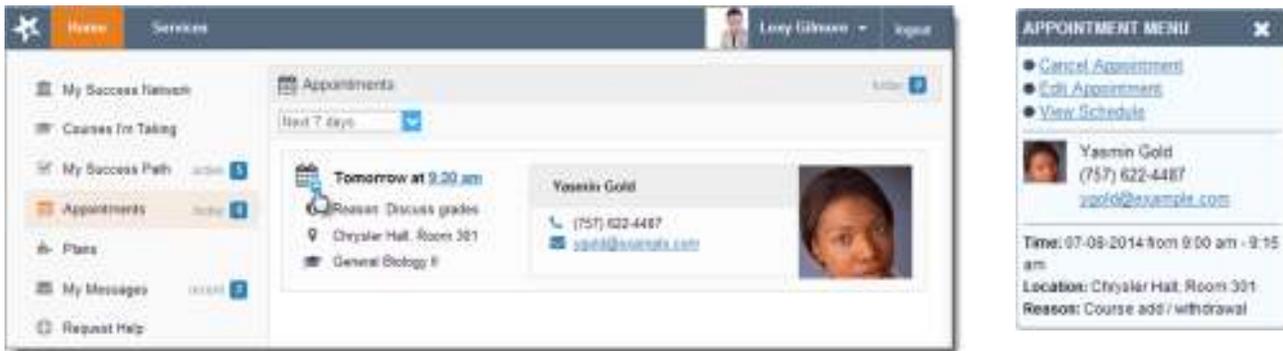
Request Help with a Course

Need help with a course, but not sure where to go? Now you can request help with courses directly from the **Courses I'm Taking** channel.

1. Click the **Help Me With This Course** link next to any of the courses in which you are currently enrolled.

2. This will bring up the **Request Help** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on how staff can assist you.

3. Click the **Save** button to submit your request when you are finished.

Stay on track

My Success Path

The **My Success Path** channel page may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors. You might also receive email notifications for the items listed here. Copies of those emails are available in the **My Messages** channel.

Click the **View Details** link associated with an item to display a popup window providing you with additional information regarding the item selected.


Plans

The **Plans** channel will display any customized **Plans** created for you by your advisor. This might include an Academic Plan or a more targeted plan for a set of specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.
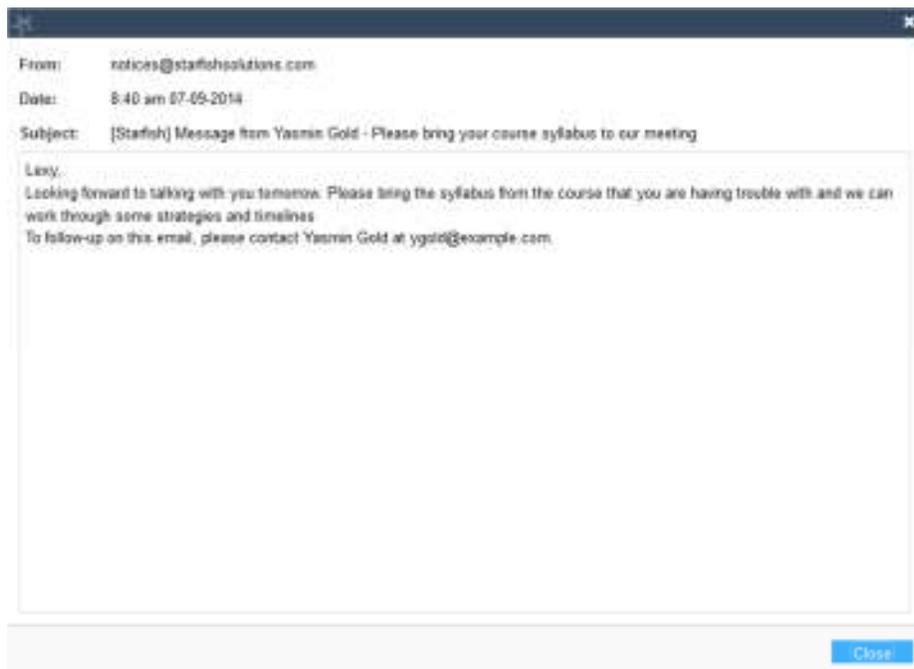
My Messages

Email notifications that have been sent to you from the Student Success Network will also be listed in your **My Messages** channel. Use the drop down filter to limit the view to a selected time period.
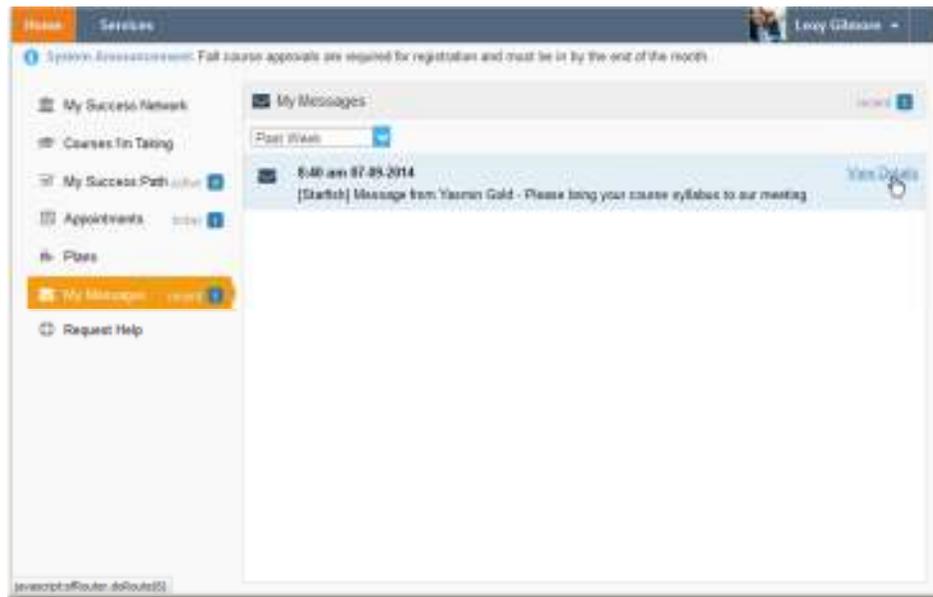
To read a message listed in this channel, click the **View Details** link to the right. This will display the entire message.

Not sure what you Need?

Request Help

Click on the **Request Help** channel link at the bottom of the left hand menu. Additional information about where to go for help will be displayed on the page. Click **Help Me** button to submit a request for help.

You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and a description.

We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Save** to submit your request when done.

Services Catalog

Certain counselors and advisors may be listed in your personal My Success Network channel, but other individuals and services can be found in the broader **Services** catalog accessed from the top navigation bar. On this page you can search for a service or scroll through the list of available services. For each service you can, view contact information, visit service websites, and schedule online appoints (if available).

Frequently Asked Questions

What if I don't see anyone listed in My Success Network?

Your specific advisors or counselors might not be assigned yet. Check back later or contact the help desk for additional assistance.

What if I click the Student Success Network link and get a "You do not have access" message?

Contact the help desk for assistance with accessing the Student Success Network system.

What if I need more help?

For technical issues, contact the Help Desk at 937-229-3888. For questions regarding a flag, please contact your instructor, advisor, or the Office of Student Success.

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