ADVISOR TRAINING

May 30, 2017

SIGN IN TO YOUR COMPUTERS

Slcci\{your username}

Password

Pick a browser and sign in to your online email at http://webmail.slcc.edu

FERPA REMINDERS

All activities recorded in MySuccess are a part of the Student's Academic Record, including private notes.

Look for the confidentiality attribute on the student overview page.

Dance like no one is watching; email like it may one day be read aloud in a deposition.

SYNC YOUR OUTLOOK

1. Open outlook
2. Make sure you are in Calendar
3. Click on Share Calendar
4. Share your Calendar with Star.Fish@slcc.edu
5. It may need to cycle overnight before it lets you go on to the next step
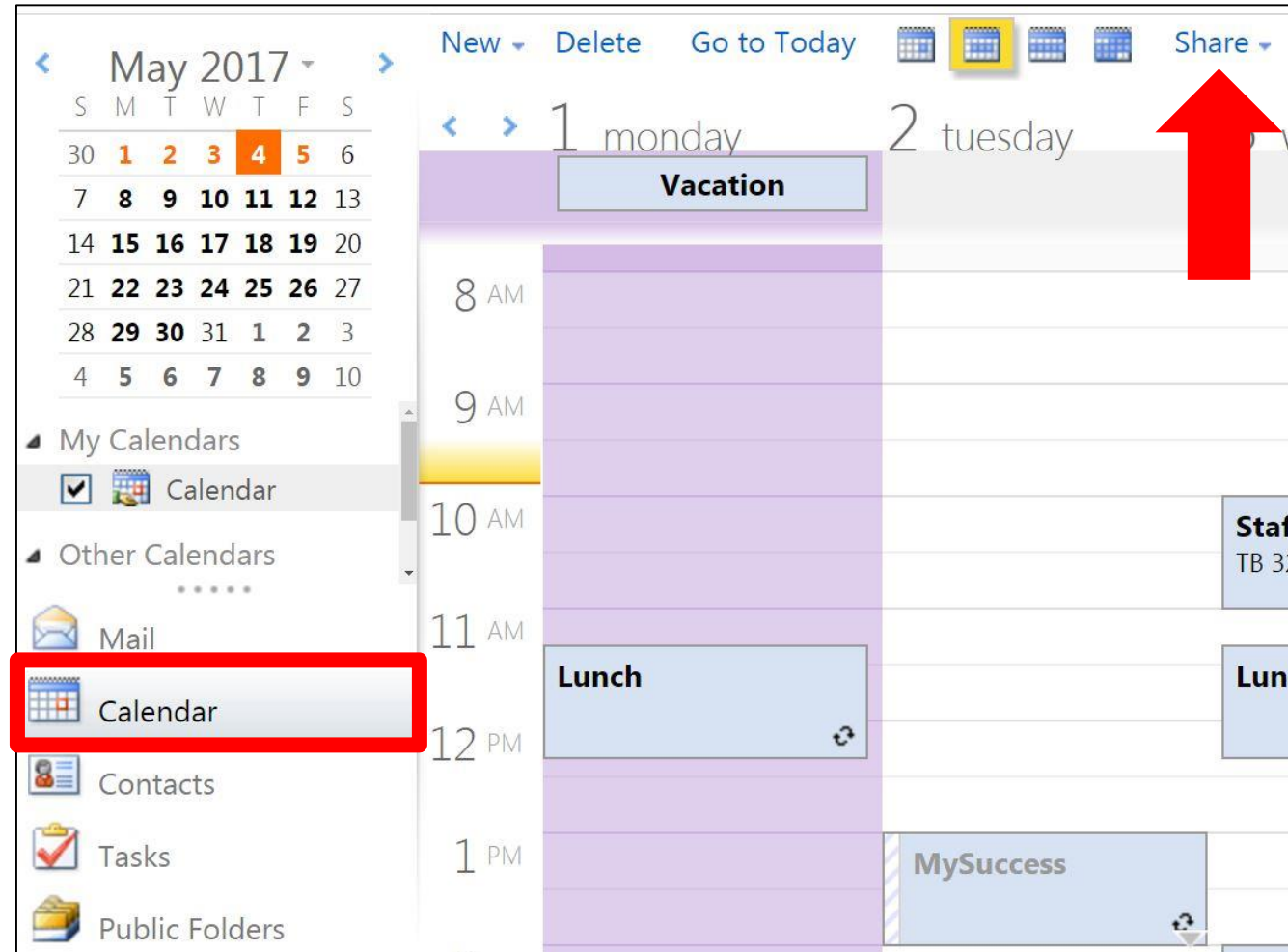
SIGN IN TO MYSUCCESS

Go to MySLCC

Go to Advisor Tab

Click "Login to MySuccess"

If you see a prompt to set up your office hours, uncheck the box and hit close

Home | Appointments ▾ | Students ▾ | Services ▾ | Admin | 🔍 Search for Students | Ashley Sokia ▾ | help | logout

Institutional Profile | Appointment Preferences | Email Notifications

CLICK HERE!!!

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

Ashley Sokia [Last Login: 4:05 pm March 30, 2017]

Login Page — Students -> Tracking

SET YOUR DEFAULT PAGE

Contact Information

Login — asokia
Institution Email — ashley.sokia@slcc.edu

CHECK YOUR EMAIL

Phone — 8019574493
Alternate Email

Cell Phone
Video Phone

Upload Photo

UPLOAD PHOTO

*May be blurry

Send my correspondence to — ⦿ Institution Email ◯ Alternate Email ◯ Both

SET YOUR EMAIL PREFERENCE

☐ Display all time zones
Time zone — (GMT-07:00) Mountain Time

General Overview

Program or special groups you advise

A general message should go here. Tell people how you can help them during your office hours.

Hi! I'm the Starfish Coordinator. I can help you figure out how to use Starfish to serve students and set up Starfish for special tracking or outreach for your department or program.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

Ashley Sokia joined us as Coordinator for Student Retention Systems in April 2016. Ms. Sokia attended SLCC from 2002-2004 and participated in PALS, Clubs and Organizations board, and the Pacific Unity Association. After graduating in 2004, Ms. Sokia continued to work at SLCC in Orientation, Enrollment Services, and Continuing Education until 2013 when she left to work at Westminster College as an admissions counselor. She graduated with an Associates of Science in General Studies from SLCC and went on to get a Bachelor's in Business Administration and a Master's of Strategic Communication at Westminster College.

Make yourself human

Home | Appointments ▾ | Students ▾ | Services ▾ | Admin | 🔍 Search for Students | Ashley Sokia ▾ | help | logout

Institutional Profile | **Appointment Preferences** | Email Notifications

Basics

Please choose your defa[...] You can [...]ange these whenever you add a block of office hours.

CLICK HERE

Minimum Appointment length   30 minutes ▾

SET TO 30 MINUTES

Scheduling deadline: ○ None

⦿ 5:00 pm ▾ the day before the office hours

4:00 PM DAY BEFORE

○ 9:00 am ▾ the day of the office hours

○ 1 hour(s) before the office hours

☑ Allow drop-ins after deadline has passed

My Locations

Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

⊕ Add Location

ADD YOUR OFFICE AND WEBEX

Type	Name ▲	Instructions	
Office	CT 282	Leave a message on the whiteboard if I'm not there.	✏ ✖
Online	Webex	https://slcc.webex.com/meet/ashley.sokiaslcc.edu	✏ ✖

**ADD CAMI KNAPP
ADD YOUR ADMIN
ADD SITE SUPERVISOR**

Calendar Man[...]

Select people to manage y[...] calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.

⊕ Add Calendar Manager

Tracking Item Notifications

Send me an immediate email whenever: ☐ an item is raised   ☐ an item is cleared   ☐ an item is assigned to me

Turn off all alerts

You may be notified of tracking items raised for the following rules created by the administrator. Note that for rules with emergency notifications, your personal notification preferences will be overridden and you will always be notified immediately when a tracking item is raised for that rule.

Flag Rules

Name	Category	Description
➡️ TRIO Student Support Services	ACADEMIC: REFERRAL	TRIO is a program designed to help students who are low-income, first-generation and/or an underrepresented minority in higher education. This referral will alert a TRIO Advisor of a student that may be eligible for their services and they will follow up.
➡️ Needs to Meet with an Advisor	ACADEMIC: REFERRAL	Ask for advisor intervention. Raise notes required. Please let advisor ...ed
🚩 3 or more flags	EXPERIMENTAL: FLAG	Identifies students who have 3 or more active flags in Starfish
🚩 Low Quiz/Test Scores	ACADEMIC: FLAG	Raise this when a student receives a poor grade on a quiz or test.
🚩 Missing/Late Assignments	ACADEMIC: FLAG	Raise this flag when a student is missing or late with assignments.
➡️ Writing Help	ACADEMIC: REFERRAL	Student Writing Centers are available at several campus for writing help in any subject. Raise this referral to send students information about the writing center and to send writing center staff information to follow up with the student.
🚩 In Danger of Failing	ACADEMIC: FLAG	Raise this when a student is in danger of failing a course.
➡️ English Speaking/Presentation Help	ACADEMIC: REFERRAL	Sends student information about the Academic Literacy Center's

These are the only two alerts you should see

❗ An emergency rule, which means that you will be notified immediately when a tracking item is raised regardless of your notification preferences.

OFFICE HOURS

Home	Appointments ▾	Students ▾	Services ▾	Admin

CLICK HERE!!!

THEN HERE!

⏱ Office Hours   📅 Appointment   👥 Group Session

March 2017

S	M					
26	27					
5	6	7	8	9	10	1
12	13	14	15	16	17	1
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Today

Week

Mon 3/27

:15

:30

:45

Office Hours

Office Hours

🕐 03-27-2017 at 9:00 am
📍 CT 282
ℹ Leave a message on the whiteboard if I'm not there.

Participants

✏ Edit   ⊗ Cancel

📅 Lear (9:00

📅 Lunch (11:20 am)

➕ Time
➕ Time
➕ Time

Time has already passed
➕ Time has already passed

✶ **Add Office Hours**   Never Mind   **Submit**   ✕

* Title	Office Hours

* What day(s)?   Weekly ▾   Repeats every   1 ▾ week(s)

Repeat on: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

* What time?   Enter Start Time   to   Enter End Time

* Where?   **Note:** You may select more than one location to give students a choice.

☐ Webex
https://slcc.webex.com/meet/ashley.sokiaslcc.edu

☐ CT 282
Leave a message on the whiteboard if I'm not there.

* Office hours Type ❓   Scheduled And Walk-ins ▾

Take either scheduled appointments or walk-ins

* How long?   30 minutes ▾   minimum appointment length
                   30 minutes ▾   maximum appointment length

* Appointment Types   Select the types of meetings you will have in these office hours.

☐ Advising   ☐ Program Advising
☐ West Valley Advising

Instructions	Start/End Date

These will be sent to anyone who makes an appointment.

* Required fields   Never Mind   **Submit**

HOMEWORK

Make sure MySuccess is syncing with Outlook

I will make an appointment with you through MySuccess

After you see my appointment you will change the time in Outlook

I will email you with my confirmation of the new appointment time

MySuccess

3+ Flags and GPA Below 2.0 Process

List of students below 2.0 available

System email sent from faculty with due date for student to respond to the ADVISOR

Student Responds

Yes → Meets with advisor → Success Plan developed if needed → Flag cleared by advisor

No → Advisor sends email and makes a to do follow up 3 days out → Student Responds

Yes → Student meets with Advisor → Success Plan developed if needed → Flag cleared by Advisor

Student Responds
- Yes → Student meets with Advisor
- No → Flag cleared by Advisor

Advisor calls the student. Set up a to do follow up 1 week out.

No

Questions:

- Will the system automatically send an email to the student? What would it look like?

What about P3? Can the system send/make flags based on academic / financial aid standing?

MYSUCCESS TRAINING #2

FERPA Reminder:

SIGN INTO YOUR COMPUTER & MYSUCCESS

COMPUTER SIGN IN

Slcci\{your username}

Password

SIGN INTO MYSUCCESS

Go to MySLCC

Go to Advisor Tab

Click "Login to MySuccess"

If you see a prompt to set up your office hours, uncheck the box and hit close

WORKING WITH STUDENTS
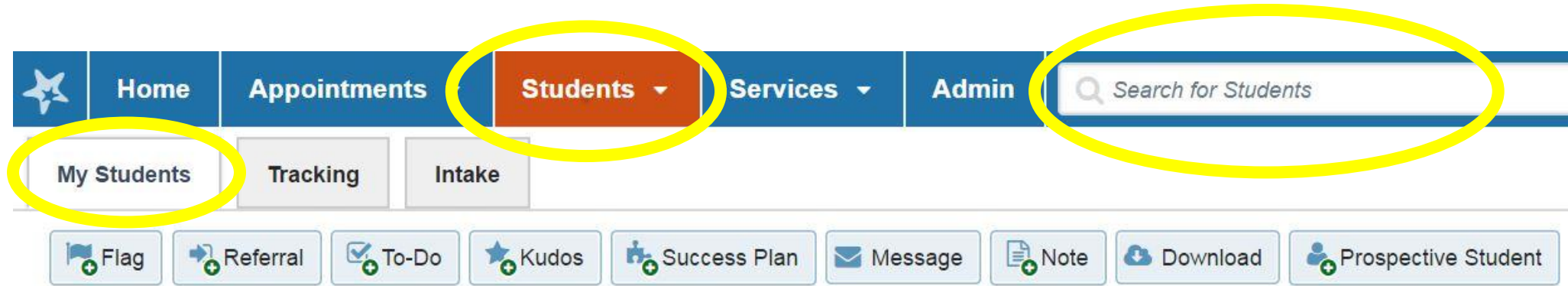
All student information is within the students tab. You can search for students by S-Number or by Name. A list of your current students will be under the "My Students" tab. You can access a student's folder by clicking on their name when it is shown as a hyperlink.

Ashley Kaiulani Sokia

[⚑ Flag] [➜ Referral] [☑ To-Do] [★ Kudos] [🏃 Success Plan] [✉ Message] [📄 Note] [📅 Appointment] [☰ Intake]

- 👤 **Overview**
- ℹ Info
- 🏃 Success Plans
- 🎓 Courses
- ⚑ Tracking
- 📅 Meetings
- 📄 Notes
- 🏛 Network

Student Information

✔ Current Academic Program: General Studies Pl

✔ Total Completed C

✔ Cumulative GPA:

✔ Most Recent Sem

➕ Current Enrollmen

➕ Financial Aid

Success Plans

🏃 **Student Success Essentials** (Status: In Progress)

🏃 **New Bruin Checklist** (Status: In Progress)

🏃 **Canvas Orientation Overview** (Status: In Progress)

ℹ FERPA standards protect student data.
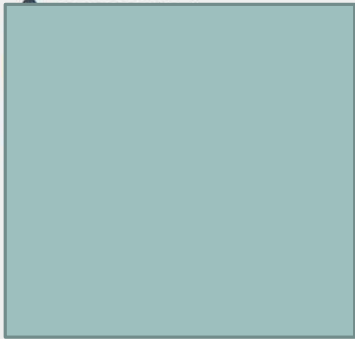
PROSPECTIVE STUDENTS

▪Students that are not currently enrolled and do not have access to MySuccess.

▪These student folders are created by staff

▪Folders can only contain notes and appointments

▪Once the student officially enrolls, we can merge their info to create a current student folder

CREATING A PROSPECTIVE STUDENT FOLDER

Click here

| Home | Appointments ▾ | Students ▾ | Services ▾ | Admin | 🔍 Search for Students |

My Students | Tracking | Intake

⚑ Flag | ➥ Referral | ☑ To-Do | ★ Kudos | ⛭ Success Plan | ✉ Message | 📄 Note | ☁ Downloa | 👤 Prospective Student
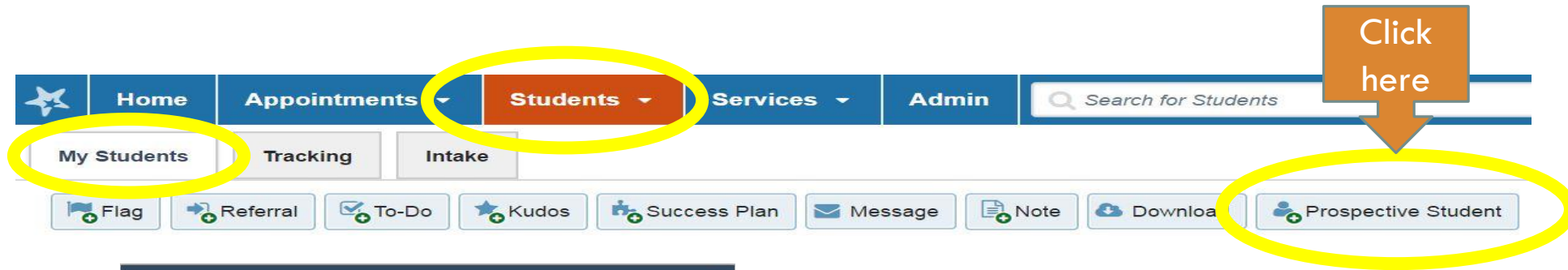
Create a Prospective Student

* First Name	Harvey
* Last Name	Danger
* Personal Email	paranoia@everyoneiscomingtoget.me
* Date of Birth	06-26-1994 📅

Enter Info here

* All Fields Required | ‹ Back | **Create**

Once a new folder is created, you will be able to add notes and meetings for the prospective student.

YOUR TURN!

Create a new "prospective student" using the name of your favorite fictional character, with a made up email address and date of birth.

PROSPECTIVE STUDENT APPOINTMENTS

FINDING A PROSPECTIVE STUDENT

OR

Click on student's name in calendar
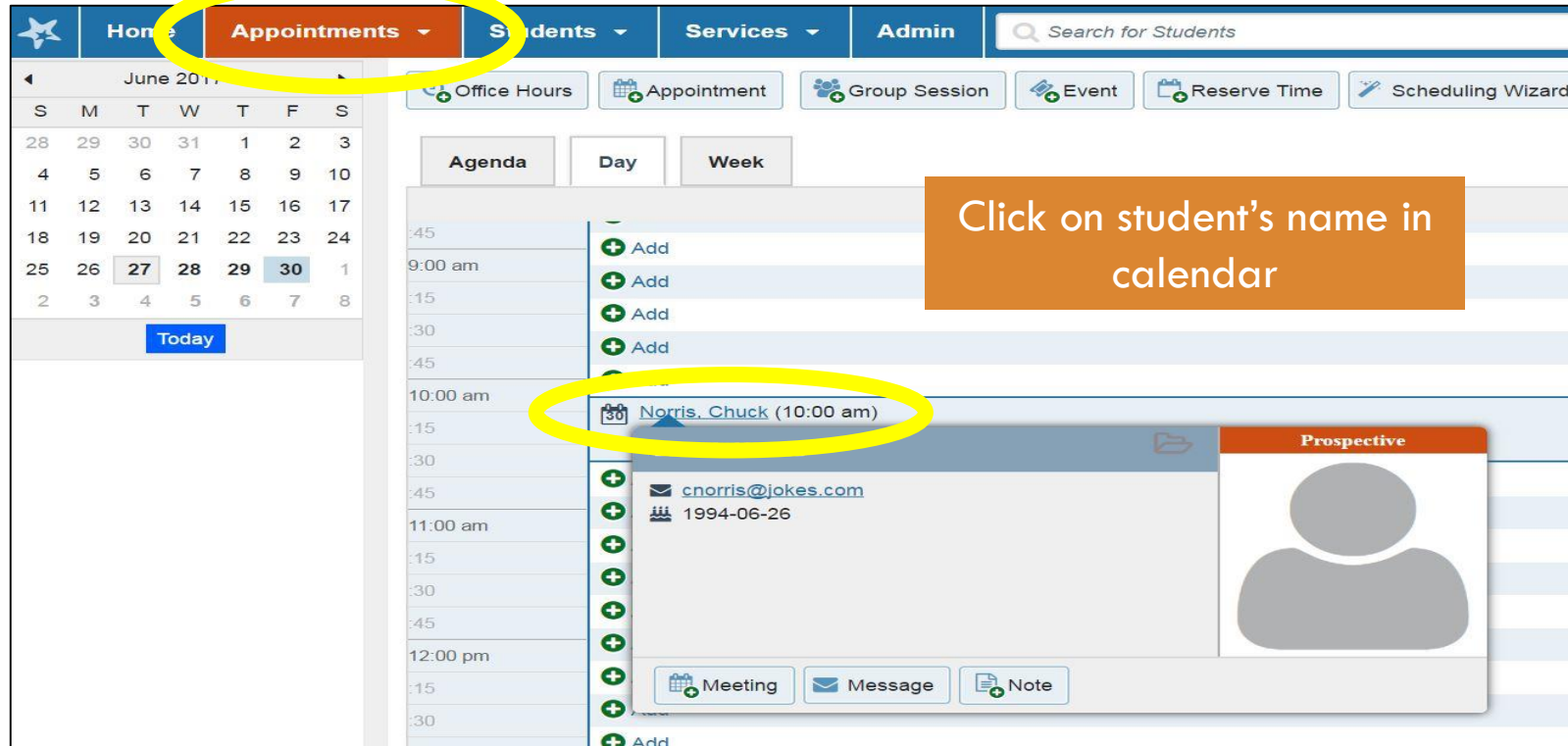
ADDING NOTES FOR PROSPECTIVE STUDENTS
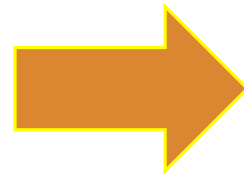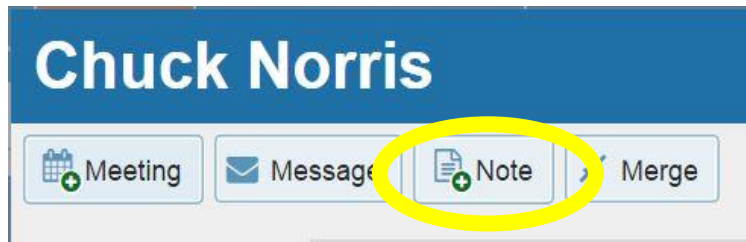
Make sure notes for prospective students are always shared

* Notes will be merged into the student record when the student is added to MySuccess upon admission.

YOUR TURN!

Find your "Prospective Student Fictional Character" and send them a Prospective Student Note.

WORKING WITH CURRENT STUDENTS

STUDENT INFO

TRACKING ITEMS

Note: Please be aware, even though you have the student's alternate e-mail, you should still contact the student primarily through their bruinmail.

THE STUDENT PROFILE

Ashley Kaiulani Sokia

Flag | Referral | To-Do | Kudos | Success Plan | Message | Note | Appointment | Intake

- Overview
- **Info**
- Success Plans
- Courses
- Tracking
- Meetings
- Notes
- Network

Student Intake

Please fill out or update this form before meeting with your advisor.

What is today's date?
06-14-2017

Personal Preferences

What is your preferred name?
Ashley

What are your preferred pronouns?
She, her, hers

Academic and Career Goals

What areas of study are you interested in?
Communication

Have you taken the Accuplacer, SAT, and/or ACT within the last 2 years?
Yes

What do you want to do with your degree or certificate?
Transfer to another school

If your goal is a Bachelor's degree or to transfer, where do you want to transfer to?
Westminster
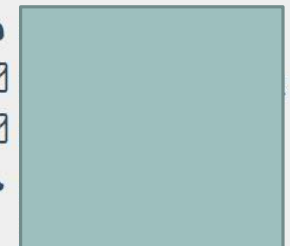
Ashley Kaiulani Sokia

Flag | **Referral** | **To-Do** | **Kudos** | **Success Plan** | **Message** | **Note** | **Appointment** | **Intake**

- **Overview**
- **Info**
- **Success Plans**
- **Courses**
- **Tracking**
- **Meetings**
- **Notes**
- **Network**

Success Plan: Student Success Essentials

Developing good study habits requires practice, time and patience. Everyone has their own study style and not everything works for all students. This success plan has simple suggestions for becoming the best student you can be.

Created By: Mixco, Renee on 05-30-2017   **Status:** In Progress

PLAN MENU

- View/Print
- Edit Plan
- Delete Plan

Plan: New Bruin Checklist
Description: Welcome to SLCC! We're excited to have you join us this semester. This getting started checklist should be completed by the end of your first week of classes.
Created By: Mixco, Renee on 05-30-2017
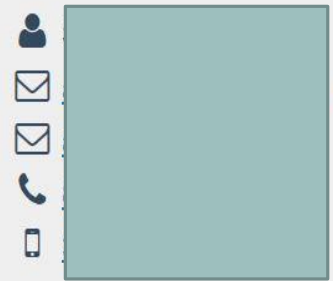
cklist

ed to have you join us this semester. This getting started checklist should be

st week of classes.

05-30-2017   **Status:** In Progress

tion Overview

he course management system at SLCC. Regardless of which class you are taking ngs the same way. The Getting Started Online Guide

Ashley Kaiulani Sokia ✕

🚩 Flag	➡️ Referral	☑️ To-Do	⭐ Kudos	👥 Success Plan	✉️ Message	📄 Note	📅 Appointment	📧 Intake

- 👤 Overview
- ℹ️ Info
- 🚩 Success Plans
- 🎓 **Courses**
- 🚩 Tracking
- 🗓️ Meetings
- 📄 Notes
- 🏛️ Network

Search
Course Name or Course Id

Term
Spring Semester 2017 ▾

Status
All ▾ | Go | ☐ Show grades hidden to the student

Kickboxing (LW)
HLAC-1030-002_201720

Instructors: 👤 Heidi Fluhman

Official Grade: AUD

Credit Hours: 1   [Spring Semester 2017 Full Term] —

Grades

No Grades

Attendance

No attendance information has been saved.

Tracking

The student has no tracking items associated with this course

Meetings

📅 **10:30 am 04-07-2017 with Jewly Harris**

  Location: BB 226F

📅 **9:00 am 01-23-2017 with Renee Mixco**
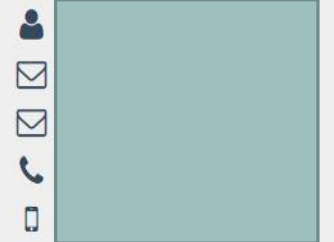
Ashley Kaiulani Sokia

| Flag | Referral | To-Do | Kudos | Success Plan | Message | Note | Appointment | Intake |

Overview

Info

Success Plans

Courses

Tracking

Meetings

Notes

Network

View: Flag Inbox | Status: ○ Active ○ Resolved ● Both | Created By: ● Anyone ○ Me

Item Name	Status	Created ▲	Due	Assignee	Context
⊟ 🚩 In Danger of Failing	Active	Today by Mixco, Renee			

Journal

Today Mixco, Renee	**Raise Comment** Test comment.	

⊞ ☑ Meet with Your Instructor(s) (Success Plan)	Active	05-30-2017 by Mixco, Renee			
⊞ ☑ Attend an Academic Performance Booster	Active	05-30-2017 by Mixco, Renee			
⊞ ☑ Register for Essentials of College Study (EDU 1020)	Active	05-30-2017 by Mixco, Renee			
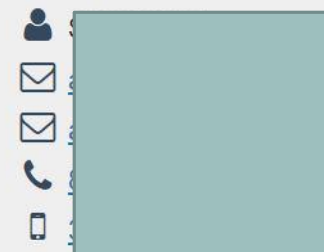
Ashley Kaiulani Sokia   ✖

🏳 Flag   ➡ Referral   ☑ To-Do   ⭐ Kudos   🏫 Success Plan   ✉ Message   📄 Note   📅 Appointment   🗔 Intake

- 👤 Overview
- ℹ Info
- 🏫 Success Plans
- 🎓 Courses
- 🏳 Tracking
- 📅 **Meetings**
- 📄 Notes
- 🏛 Network

Date / Time	Reason	Scheduled By	With	Location
📅 04-03-2017 at 8:30 am (Walk-in Meeting)	Academic Warning Hold	Renee Mixco	Renee Mixco	SI 201c

Comments: such a delightful human!!

SpeedNotes: Academic Planning   Completed degree audit

       Use of Technology   DegreeWorks, MySuccess

Start: 8:30 am 04-03-2017

End: 9:00 am 04-03-2017

Date / Time	Reason	Scheduled By	With	Location
📅 01-23-2017 at 9:00 am (Canceled)	Program/Major questions **Course:** Kickboxing (LW) (HLAC-1030-002_201720)	Renee Mixco	Renee Mixco	SI 201c

Ashley Kaiulani Sokia

Flag | **Referral** | **To-Do** | **Kudos** | **Success Plan** | **Message** | **Note** | **Appointment** | **Intake**

- Overview
- Info
- Success Plans
- Courses
- Tracking
- Meetings
- Notes
- **Network**

Search
Name

Connection
All

Term
All

Go

Select All | Deselect All | Email Selected

Raymond Bingham
Instructor

☎ 801957 xNA   ☰ **Assigned Items:** 0
✉ raymond.bingham@slcc.edu
🎓 Instructor for Elem. of Effective Comm. (CM)

Bob Burdette
Instructor

☎ 8019575334   ☰ **Assigned Items:** 0
✉ bob.burdette@slcc.edu
🎓 Instructor for Survey of Financial Accounting
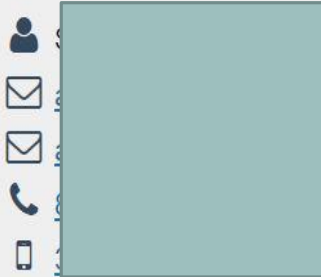
WHAT DO EACH OF THE TRACKING ITEMS MEAN?

*Adding any of these to a student's folder sends an e-mail to the student through bruinmail and, depending on the item and the student's network, other staff at the college.

❖ Flags indicate a concern that requires an intervention.

❖ Referrals send the student information about other offices on campus and also sends the student's information to the referred office for follow up.

❖ To-dos are "nudges" for the student to complete a task or contact a college or community resource.

❖ Kudos are messages to encourage students to continue doing well.

❖Success Plans are preset checklists of referrals and to-dos to help a student overcome a challenge.

❖Messages are a way to send an e-mail to the student via bruinmail that saves a copy in their folder. Messages that are sent through MySuccess will also indicate if the student opened the e-mail.

❖Notes are added to the Student Folder and have different permissions for who can see the note. Students do not see the note unless the note creator sends a copy to the student.

❖Appointments are a way to make an appointment with the student while you are in the Student Folder. You can also make an appointment with a student through the calendar under the appointments tab on your own profile.

❖Intake is a questionnaire about the student that either the student or a staff member can fill out. The information from the Intake form also becomes a part of the student's info page.

ADDING TRACKING ITEM FROM STUDENT FOLDER (FLAG, KUDO, REFERRAL, OR TO-DO)

YOUR TURN!

Raise a flag on Ashley Sokia

ADDING TRACKING TO MULTIPLE STUDENTS

Select students using the check box next to their name and use the action buttons at the top to raise an item.

RESOLVING A TRACKING ITEM

Clear flag for Chuck Norris

Show flag details

Select a reason for clearing this flag: *

○ Student spoke to faculty or advisor about concern

○ Student did not respond to outreach

○ Student dropped the class

○ The flag was raised by mistake

Add a comment:

Provide some more details about why you're clearing this flag.

☑ Send a message to Bennett, Sandi to close the loop

* Required fields

Never Mind   **Submit**

Resolving a tracking item means you have had a meaningful conversation about the concern

YOUR TURN!

Resolve your flag on Ashley Sokia

ADDING AN APPOINTMENT

SENDING MESSAGES

The message feature in this software does not allow hyperlinks and has a character limit of 1247.

We recommend using "notes" (send copy to student) instead of messaging because the "notes" do not have restrictions. Using Notes allows everyone to be able to see what the student has already been told. This can be very helpful to be sure students aren't getting different answers from different people.

However, you can still send a message by clicking the [✉ Send Message] button in your tracking list or student folder. Using messages will show you if they have opened it.

CREATING A NOTE

YOUR TURN!

Create a "General Shared Note" for Brooke Bakker

ADDING A SUCCESS PLAN

From the student folder or a student list, select the icon to add a success plan.

Add Success Plan for Sipe, Shannon

Never Mind   Submit

Add Item   Never Mind

☑ **Set Up Your MySuccess Profile (Success Plan)**

MySuccess is a new way for you to track communication between you, your advisors, and your instructors. You can log in to MySuccess through MySLCC (https://my.slcc.edu). Once you have logged into MySuccess Click on your name in the upper right-hand corner to set your communication preferences and upload a picture. Complete or update the student intake form before you meet with an academic advisor. You can also explore your home page and services page to see what's available for you to use in the system.

☑ **Review the First Year Handbook (Success Plan)**

Review the First Year Handbook for an overview of college policies, procedures, programs and resources. (http://www.slcc.edu/fye/docs/first-year-handbook.pdf)

☑ **Review SLCC Academic Standards Policy (Success Plans)**

The Salt Lake Community College Academic Standards Policy exists to help students reach their academic potential and maintain an expected level of academic performance at the institution. The policy focuses on active intervention with students who demonstrate academic difficulty and provides support services necessary to encourage their potential success.http://www.slcc.edu/academic-achievement-center/docs/academic-standards-policy.pdf

☑ **Review Program Requirements (Success Plan)**

There are two ways to review your program's requirements:

Glance through the College Catalog (listed alphabetically). (http://catalog.slcc.edu/content.php?catoid=10&navoid=774)

Utilize DegreeWorks in MySLCC to compare your program of study with the classes you have already taken. (https://www.slcc.edu/degreeworks/index.aspx)

You may want to compare both resources to make sure your information is up to date. Email your advisor with any questions and they can get you the latest information.

✱ Required fields

Never Mind   Submit

You can remove or edit items for the student by clicking these icons

YOUR TURN!

Add a success plan for Ashley Sokia

VIEW OR EDIT CURRENT SUCCESS PLANS

Add Success Plan for Sipe, Shannon

Never Mind   Submit

* Plan Type   New Bruin Checklist

* Plan Name   New Bruin Checklist

Overview ❓   Welcome to SLCC! We're excited to have you join us this semester. This getting started checklist should be completed by the end of your first week of classes.

* Tracking Item   Review Program Requirements (Success Plan)

Due Date

Course Context   No Course

Specific Recommendation

There are two ways to review your program's requirements:

Glance through the College Catalog (listed alphabetically).
(http://catalog.slcc.edu/content.php?catoid=10&navoid=774)

Utilize DegreeWorks in MySLCC to compare your program of study with the classes you have already taken.
(https://www.slcc.edu/degreeworks/index.aspx)

NOTE: This recommendation can be viewed by the student.

Update Item   Never Mind

☑ **Set Up Your MySuccess Profile (Success Plan)**   ✏ ✖

* Required fields   Never Mind   Submit

When you edit the plan, it will always refresh to the top of the page.

YOUR TURN!

Delete one "to-do" on any success plan for Ashley Sokia.

REVIEW

-Find and Create Prospective Student Folders

-Find Student Profiles and View Information

-Send notes, messages, and add appointments

-Add Tracking Items to Students

-Resolve Tracking Items

-Create New Success Plans

-Edit Current Success Plans

QUESTIONS?

Email: brooke.bakker@slcc.edu