

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

Getting started is easy. Accessible through your existing systems (often your Learning Management or Student Information system) MySuccess will automatically display all students that you have been assigned or are enrolled in your courses.

MySuccess Access:

- MyUH Portal
- Direct Link: mysuccess.hawaii.edu
- Lulima: MySuccess Course Tab

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

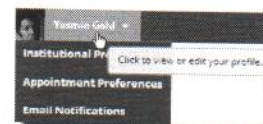
This guide highlights the steps for completing four common tasks in MySuccess:

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Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

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

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

MySuccess 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 MySuccess.
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 MySuccess.

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

Setup your first Office Hours block

The first time you log in to MySuccess, MySuccess 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.

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

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**.



Respond to a Progress Survey for students in your courses

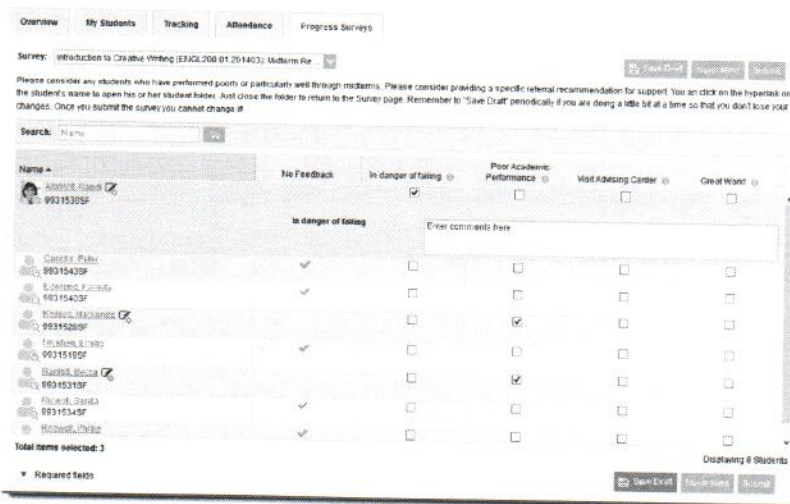
You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the progress survey link on your MySuccess **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).



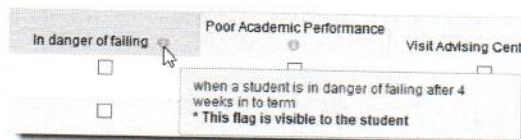
The selected survey opens, listing your students on the left, and items you may raise across the top.

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 (ℹ️) 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.

Progress Surveys at UH Maui College

A progress survey provides an easy way for instructors to provide input on student progress for an entire class at one time. Each survey is a collection of tracking items (flags, kudos, to-dos, and referrals) that instructors can select and comment on for students in each of their classes (or course sections). Instructors are notified via email when surveys require their input, and links to available surveys are presented to them when they log in to MySuccess.

No Show Survey

Use this survey to identify which students have failed to attend your class on the first session, and have neither made prior arrangements nor been granted prior approval for their absence. Students who are flagged as "**Did Not Attend/Did Not Participate**" on this survey will be designated as a 'No Show' and will be marked for an Administrative Withdraw from your course. If you teach multiple sections, you will receive a survey for each section's enrollment. You will fill out the survey for each section, even if you are indicating that the same student is a 'No Show' in more than once section. After a student is flagged as a 'No Show', the student will receive an email addressed from you stating the student will be dropped from the course.

Items on Survey

- **Attended/Participated** The student has attended the course's first session of the semester.
- **Did Not Attend/Did Not Participate** The student has not attended the course's first session of the semester, and has neither made prior arrangements nor been granted prior approval for non-attendance.
- **Did Not Attend/Did Not Participate But Has Prior Approval** The student has not attended the course's first session of the semester, but has either made prior arrangements or has been granted prior approval for not attending.

Early Alert Survey

Using the following 5-point scale, please rate your student's wholistic coursework performance from the beginning of the semester until now. Students who receive a rating of 'Poor' or 'Very Poor' on this survey will receive a follow-up contact from the student's support team.

Items on Survey

- **Very Good Coursework Performance** The student demonstrates exceptional understanding of the course material. All coursework requirements and expectations are met or exceeded.
- **Good Coursework Performance** The student demonstrates consistent understanding of the course material. All coursework requirements and expectations are met.
- **Fair Course Work Performance** The student demonstrates partial understanding of the course material. Most coursework requirements and expectations are met
- **Poor Coursework Performance** The student demonstrates minimal understanding of the course material. Few coursework requirements and expectations are met.

- **Very Poor Coursework Performance** The student demonstrates little understanding of the course material. Majority of coursework requirements and expectations are not met.

Consider Withdrawing Survey

Use this survey to indicate any students who are unable to pass this course and should consider withdrawing to avoid earning a failing grade; or indicate any students who may possibly fail your course if the student does not follow through with a recommended coursework improvement plan from you. Students will immediately receive an email alerting them with information about withdrawing and any feedback you provide on the survey.

Items on Survey

- **No Concerns** Cumulatively, the student's coursework performance indicates that they are doing well and should not have any problems in receiving a passing grade for the course.
- **Improve Coursework Performance** Cumulatively, the student's coursework performance is low, but the student can increase their chances to earn a passing grade by completing instructor recommendations or other types of coursework improvement plans. You will be required to enter feedback on how the student can improve their coursework.
- **Consider Withdrawing** Cumulatively, the student's coursework performance is low, and any additional coursework will not earn the student anything higher than a failing grade. You will be required to enter feedback on why you have determined that the student will not pass.

Raising Tracking Items on one of your students

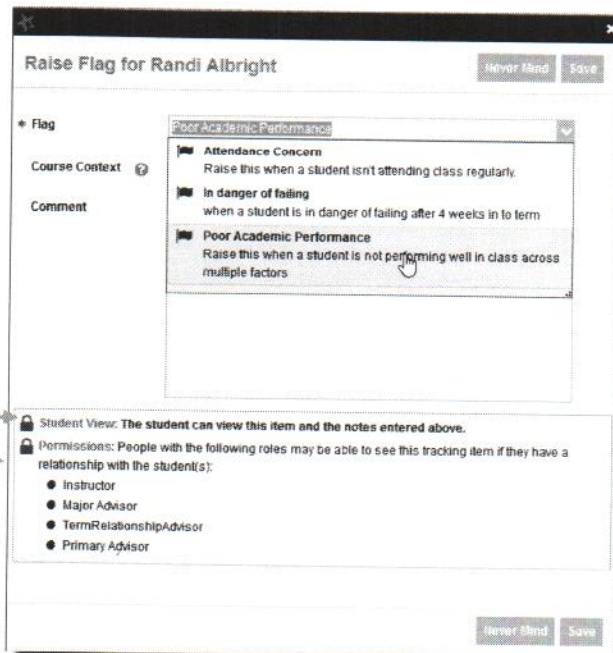
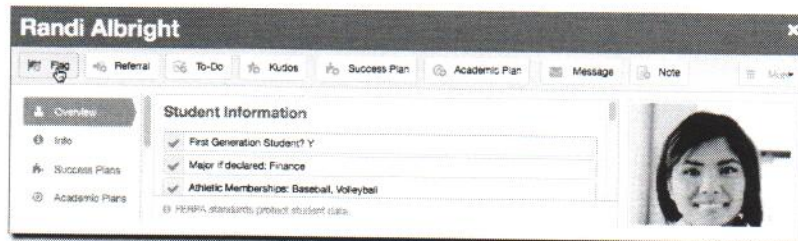
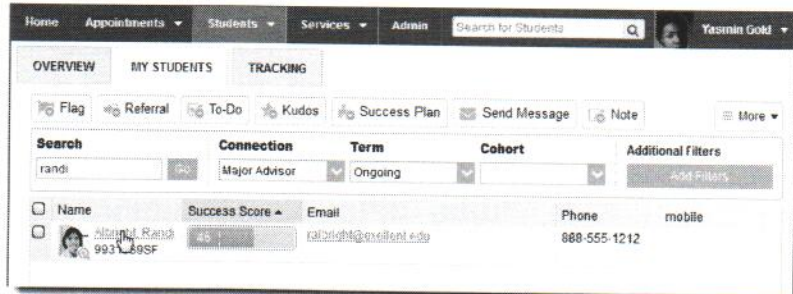
When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

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.



Manual Flags



Flags are raised by faculty to raise concerns about students. However, students can also raise Flags on themselves to ask for help. Flags are categorized into two types: sending a notification to your student, or sending a request for support to the student's support team.

Instructor to Student Notifications

- **Email the student about general concerns** Email the student from your email address about a general coursework performance concern.
- **Email the student about missing/late assignments** Email the student from your email address about missing or late assignment concerns.
- **Email the student from your email address about the student's attendance** Email the student from your email address about the student's attendance in the course usually for unexcused absences.

Request Support: Instructor to Support Services Notifications

- **Maui College: Support Request - Behavioral Concerns** Raise this flag if you request that personal support counselor services to intervene on your behalf for the student's behavior. Please provide detailed comments on how you would like the personal support counselor to help your student.
- **Maui College: Support Request - Counseling or Academic Concerns** Raise this flag if you request that academic advising support intervene on your behalf. This concern must be related to academic advising or course registration concerns. Please provide detailed comments on how you would like us to help your student.
- **Maui College: Support Request – Tutoring** Raise this flag if you request that academic support services such as tutoring and trio departments to intervene on your behalf. Please provide detailed comments on how you would like academic support services to help your student.

Request Help: Student to Support Services Notifications

- **I need help with academic advising** – Students will choose this option if they want someone to help with academic advising, course registration, or academic planning.
- **I need help with dealing with personal issues** – Students will choose this option if they want someone to help in coping with personal issues that may impact their course progress. Emails sent directly to Personal Support Counselor.
- **I need help with coursework** – Students will choose this option if they want someone to help with coursework related concerns.

Manual Kudos



Kudos are used to acknowledge positive progress and achievements of students.

Instructor to Student Kudos

- **Showing Improvement** Emails the student from your email address. You would raise this kudo when the student has improved their coursework performance after a period of struggling.
- **Good Job** Emails the student from your email address. You would raise this kudo when the student has done a good job in their coursework performance.

Outstanding! Emails the student from your email address. You would raise this kudo when the student has been outstanding in their coursework.

Frequently Asked questions

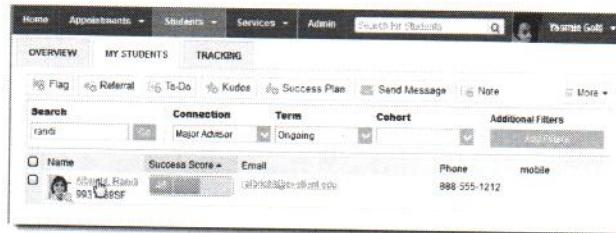
How do I change how I am emailed by MySuccess?

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.



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, and **hover** (don’t click) over the icon associated with the **Office Hours** on the desired day (🕒).

Click the **Cancel button** and select, **“Just this one”** from the pop up **Office Hours** card presented.



Cancel a series

From the **Agenda** view, **hover** (don’t click) over the **Office Hours** icon (🕒) next to an office hour title.

Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel “Just this one” or “The entire series”)

