

## Welcome to UASuccess

UASuccess provides a central location to connect you to people and services that can help you succeed at the University of Arkansas. Login to your UASuccess Home page by going to [Blackboard](#) and clicking UASuccess in the upper right corner.

## Students: Get Started

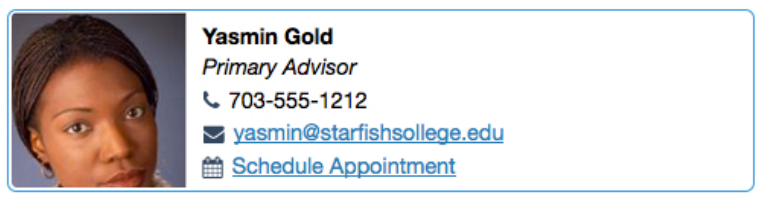
### Connect to People and Services

**My Success Network** displays the student's personalized network.

Student who do not see who they need should look in the **Courses** icon for their instructors or search in the **Services** tab. **Tip: Type only the individuals last or first name to achieve the most accurate results.**

### Make an Appointment

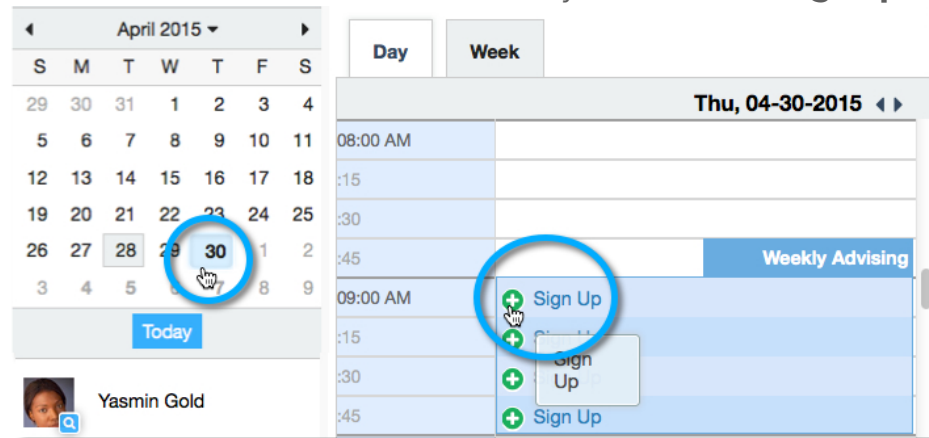
Click the **Schedule Appointment** link below the contact information for the desired person or service.



**Yasmin Gold**  
Primary Advisor  
703-555-1212  
[yasmin@starfishcollege.edu](mailto:yasmin@starfishcollege.edu)  
[Schedule Appointment](#)

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.

Available time slots on the selected day will include a **Sign up** link.



April 2015

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	<b>30</b>	1	2
3	4	5	6	7	8	9

Today

Yasmin Gold

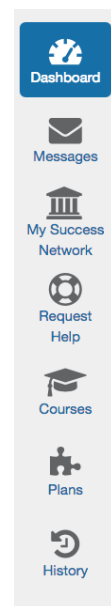
Day Week

Thu, 04-30-2015

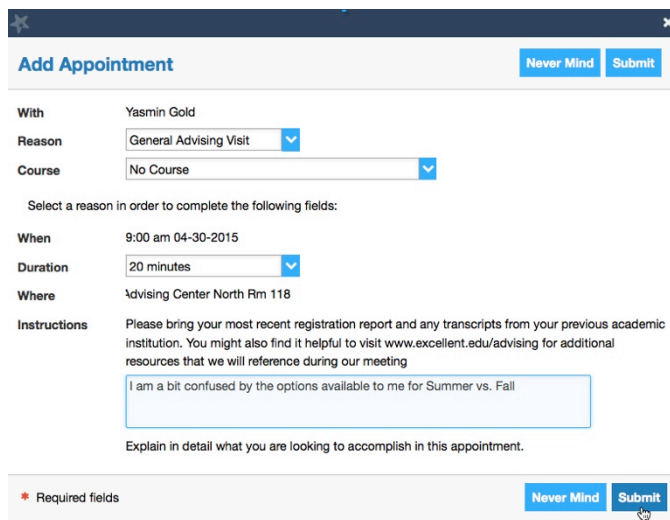
Time	Availability
08:00 AM	
:15	
:30	
:45	
09:00 AM	
:15	
:30	
:45	

Weekly Advising

Sign Up



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.



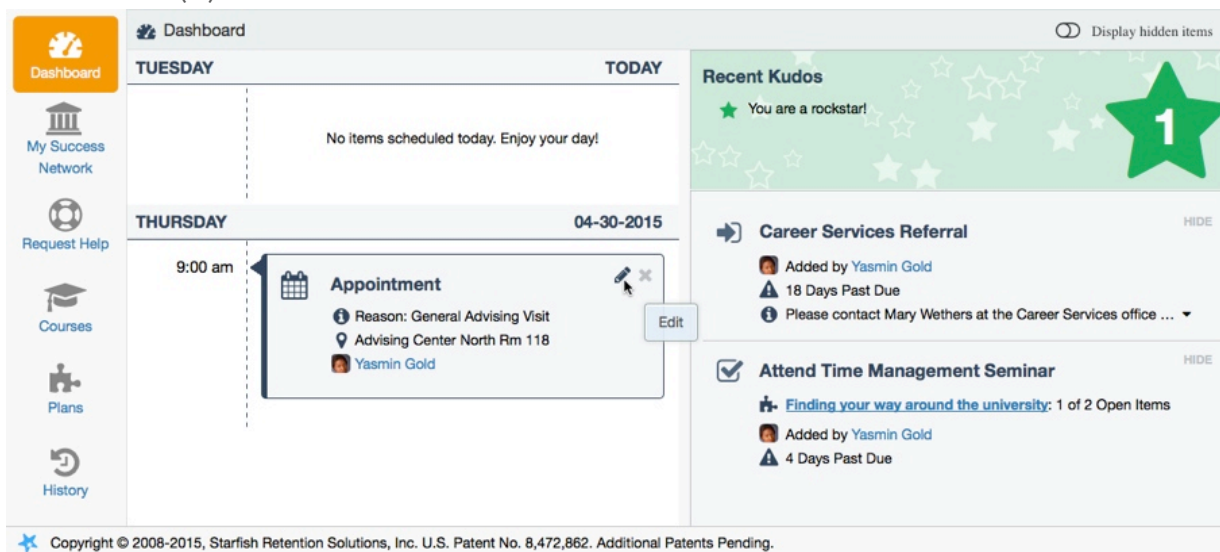
The 'Add Appointment' form is displayed with the following fields and values:

- With:** Yasmin Gold
- Reason:** General Advising Visit (selected from a dropdown)
- Course:** No Course (selected from a dropdown)
- When:** 9:00 am 04-30-2015
- Duration:** 20 minutes (selected from a dropdown)
- Where:** Advising Center North Rm 118
- Instructions:** Please bring your most recent registration report and any transcripts from your previous academic institution. You might also find it helpful to visit [www.excellent.edu/advising](http://www.excellent.edu/advising) for additional resources that we will reference during our meeting. A text box contains the note: "I am a bit confused by the options available to me for Summer vs. Fall".

Buttons at the top right: **Never Mind** and **Submit**. A footer bar contains: **\* Required fields**, **Never Mind**, and **Submit**.

## Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✎) to modify the appointment or the cancel icon (✕) to cancel it.



The Dashboard is titled "Dashboard" and includes a sidebar with navigation links: Dashboard, My Success Network, Request Help, Courses, Plans, and History. The main content area shows a calendar view for Tuesday and Thursday, 04-30-2015. An appointment is scheduled for 9:00 am on Thursday. The appointment details are:

- Appointment**
- Reason:** General Advising Visit
- Location:** Advising Center North Rm 118
- Advisor:** Yasmin Gold

Buttons for "Edit" and "Cancel" are visible next to the appointment. The right sidebar shows "Recent Kudos" with a message "You are a rockstar!" and a large green star with the number 1. Below this, there are two sections: "Career Services Referral" and "Attend Time Management Seminar". The "Career Services Referral" section includes a message "Added by Yasmin Gold", a warning "18 Days Past Due", and a link "Please contact Mary Wethers at the Career Services office ...". The "Attend Time Management Seminar" section includes a message "Added by Yasmin Gold", a warning "4 Days Past Due", and a link "Finding your way around the university: 1 of 2 Open Items".

Copyright © 2008-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.

## Faculty & Staff: Get Started

### Setup Your Profile

Some of your profile, such as your contact information, is imported from Blackboard or UAConnect. You have the ability to edit other parts of your profile.

1. Click on your name in the Top Navigation bar and select the any tab.
2. Visit each tab to make changes. It is recommended to at least update the following
  - a. **Institutional Profile** tab: Upload a photo, correct phone number, and check to make sure the timezone is (GMT-06:00) Central Time
  - b. **Appointment Preferences** tab: Create an office location (required in your plan to have office hours in UASuccess), add appropriate calendar managers. Calendar Managers can see, add, and edit appointments on the calendar
  - c. **Email Notifications** tab: Keep the **change to my appointments** option selected, otherwise UASuccess will not send you Exchange notifications for appointments



### Sharing Your Exchange Calendar

Within the **Email Notifications** tab you have the option of sharing your Exchange account with UASuccess. This is not required – UASuccess will send you appointment notifications when students schedule or cancel as long as the **change to my appointments** option is selected. However, if you want Exchange to send your free/busy times to UASuccess you must do the following:

1. In Exchange, share your calendar with [starfish@uark.edu](mailto:starfish@uark.edu).
  - a. If you are sharing from Outlook.uark.edu, give [starfish@uark.edu](mailto:starfish@uark.edu) “Full Details”
  - b. If you are sharing from your Outlook Desktop Application, give [starfish@uark.edu](mailto:starfish@uark.edu) “Reviewer” permission levels
2. In UASuccess, click your name in the Top Navigation bar and select **Email Notifications**
3. Within Appointment Notifications, select the box that says **Read busy times from my external Exchange Calendar**
4. You and your calendar managers will see appointment subjects and locations, students will only see “Unavailable” and no meeting information

## Office Hours

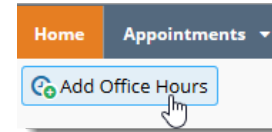
### Adding Office Hours

Select **Office Hours** from either the **Home** or **Appointments** screen to create single or recurring set of office hours. Tips on office hours:

**Title:** Displays on your calendar to distinguish sets of office hours.

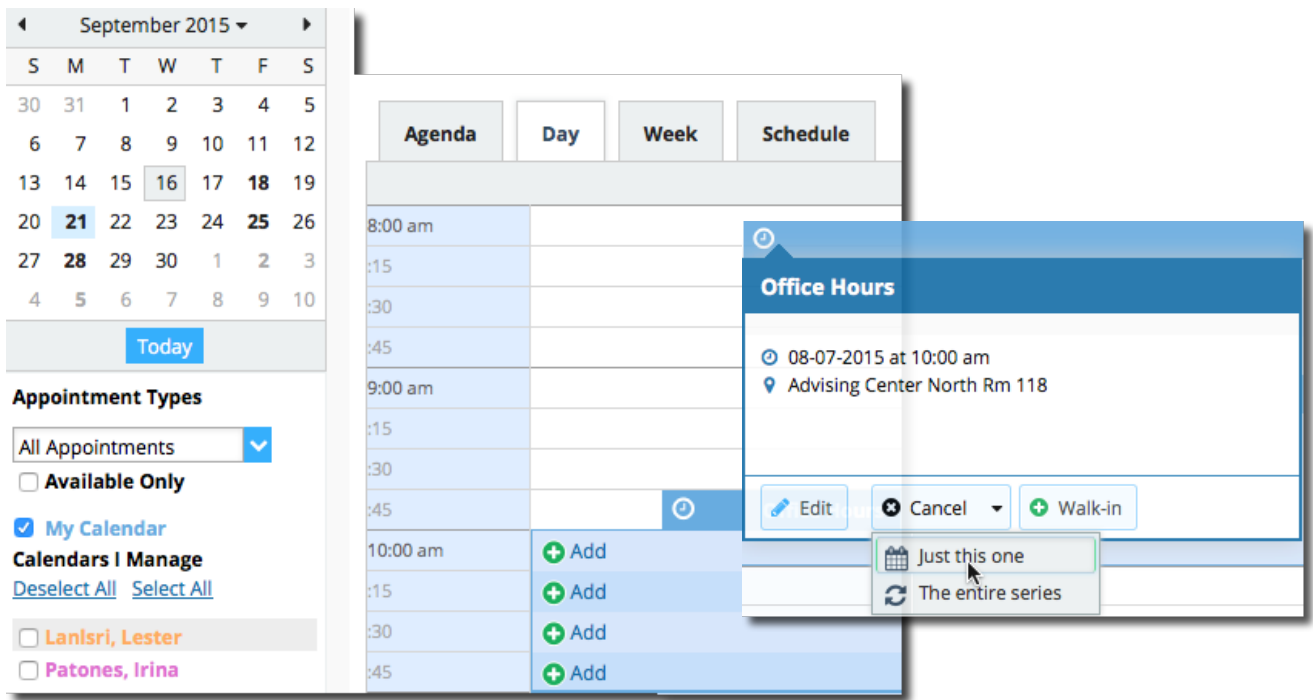
**Where?:** Multiple office locations can be added via Profile → Appointment Preferences.

**Appointment Types:** Use to limit an office hour block to one meeting type i.e. Advising.



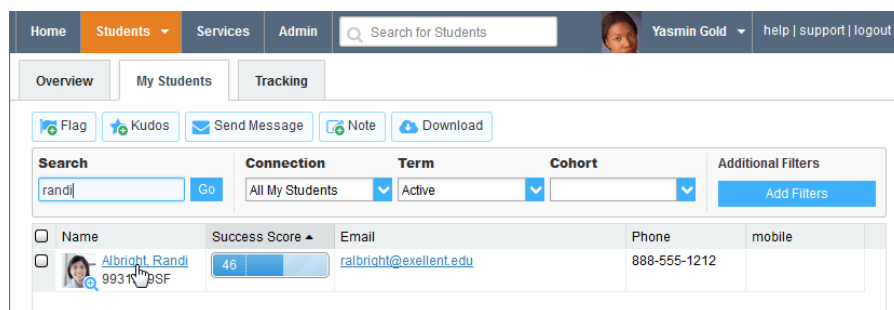
### Editing Office Hours

- **Edit/Cancel** a series of office hours from the **Agenda**, **Day**, or **Week** view. Hover over this icon to display a pop up card from which you can take additional actions.
  - Once a recurring office hour block is saved, you will not be able to edit the weekdays on which it occurs or the frequency (e.g. weekly). You will need to cancel and start again
- **Cancel** a single office hours occurrence in a series from the **Day** or **Week** view. Select the day from the calendar, and hover over the icon. Click the **Cancel button** and select, **“Just this one”** from the pop up **Office Hours** card presented.
  - Emails will be sent to any students who have signed up for appointments in that office hours block



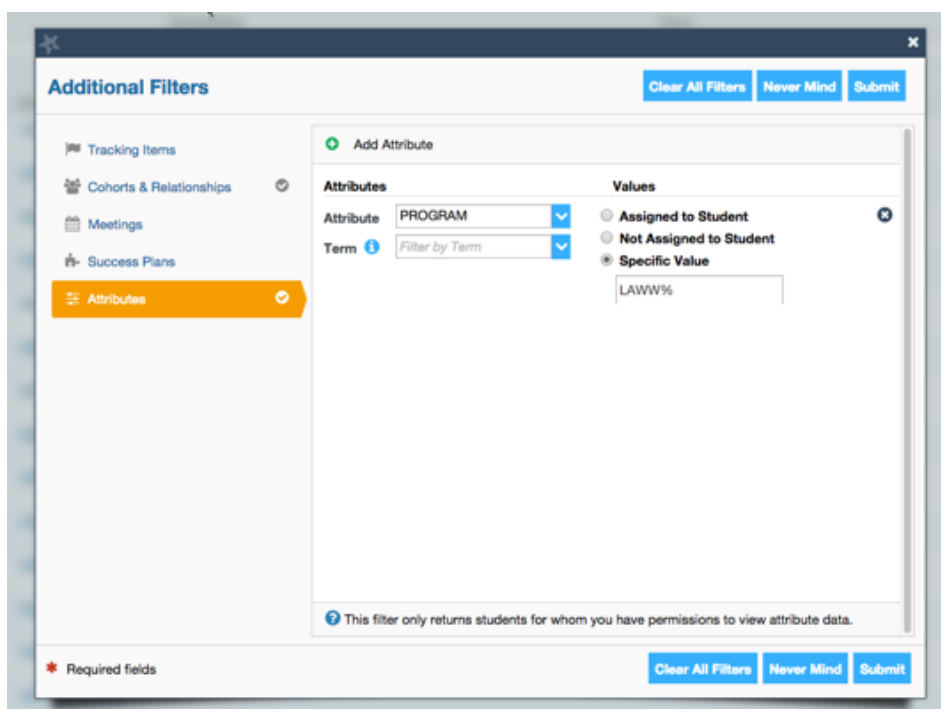
## Finding Students in UASuccess

When you see a student's name as a hyperlink (e.g. in your student list or on an appointment) clicking the hyperlink takes you to the **Student Folder**.



How to search for specific groups of students

1. Click on **Students** in the Top Navigation bar
2. Ensure you are in the **My Students** tab – not the tracking or attendance tab
3. Check your **Connection** setting. Common **Connections** are:
  - a. Academic Advisor: students who are assigned to you in UAConnect
  - b. General Academic Advisor: all students within UASuccess
  - c. Instructor: all students you taught in a particular term. You will need to also edit your **Term** setting for this Connection
4. Students can be filtered further using the **Add Filters** button. The most commonly used is **Attributes**
  - a. Primary Program is the students college. For example, AFLS%, WCOB%, etc. The % is necessary as a wildcard holder



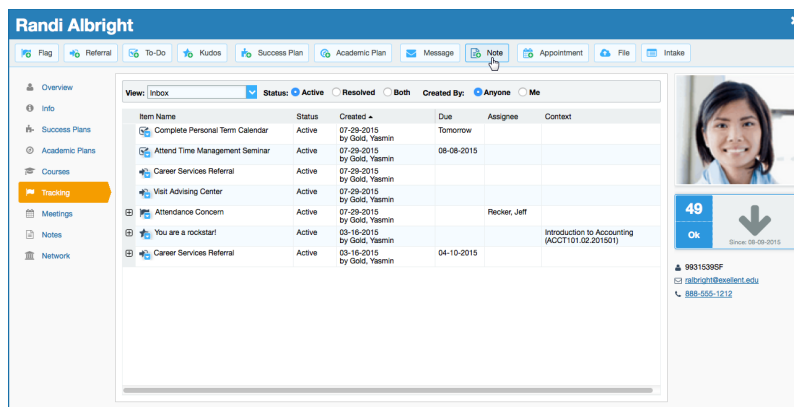
- b. Primary Plan is the students primary major. For example, BIOLBS%, ARTBA%, etc

## Managing Flags, Kudos, Referrals & To-Do's

### Viewing

Flags, Kudos, Referrals and To-Do's can be viewed from the **Student Profile** or the **Tracking** tab. Not all items are visible to every faculty or staff member in UASuccess, as visibility settings may differ based on the **Connection** to students.

1. Click on the **Students** navigation item to see your list of students.
2. Select the **Tracking** tab.
3. Select the appropriate **Connection** to filter by groups of students. Any students with a **Flag**, **Referral**, **To-Do**, or **Kudos** will appear on the list.

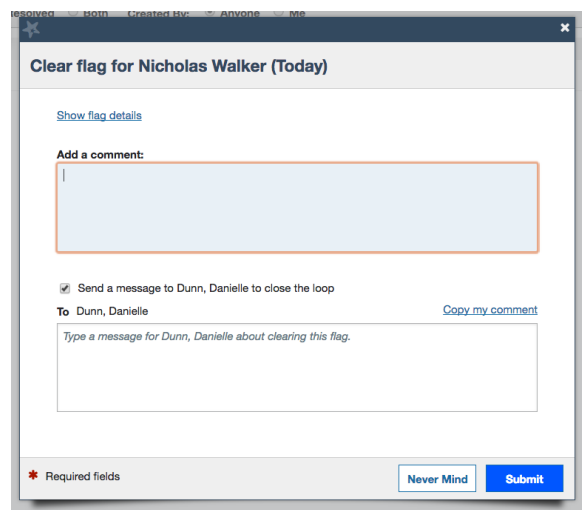


4. To view while in the **Student Profile**, select **Tracking** on the left side.

### Managing

Items may be managed either from the **Tracking** tab in the **Student Profile** or the **Tracking** tab. Hover over the flag/kudos/referral/to-do icon and appropriate actions will appear.

- Details** will bring up comments or other details
- Edit** allows changes to the item to be made
- Comment** allows you to enter comments that are visible to other faculty or staff
- Clear** will mark the item as complete.



At the end of the semester, most items are cleared in bulk by the UASuccess administrator. However, it is encouraged that faculty and staff clear flags as appropriate.

## Student View of UASuccess

The **My Success Network** icon to displays the student's personalized network. 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. Student who do not see who they need should look in the **Courses** icon for their instructors or search in the **Services** tab. **Tip: Type only the individuals last or first name to achieve the most accurate results.**