UASuccess

UNIVERSITY OF ARKANSAS

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.
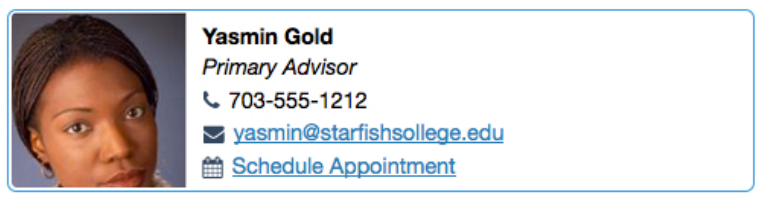
Students: Get Started

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.**
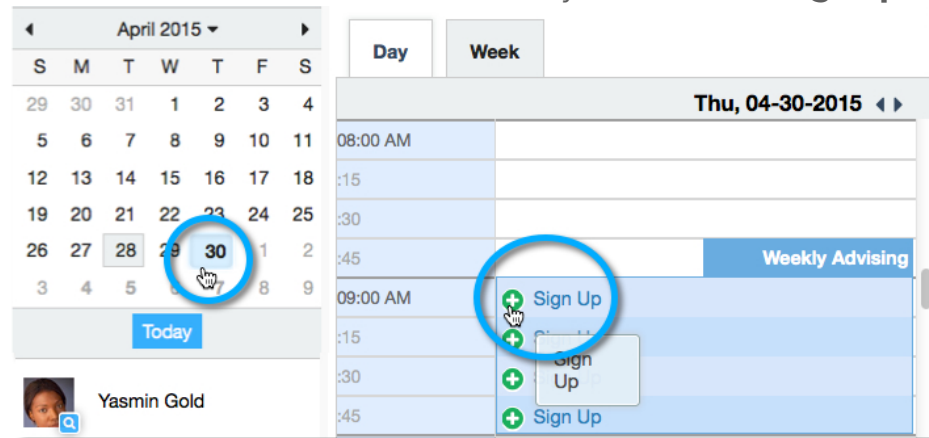
Make an Appointment

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

Yasmin Gold
Primary Advisor
☎ 703-555-1212
✉ yasmin@starfishsollege.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.

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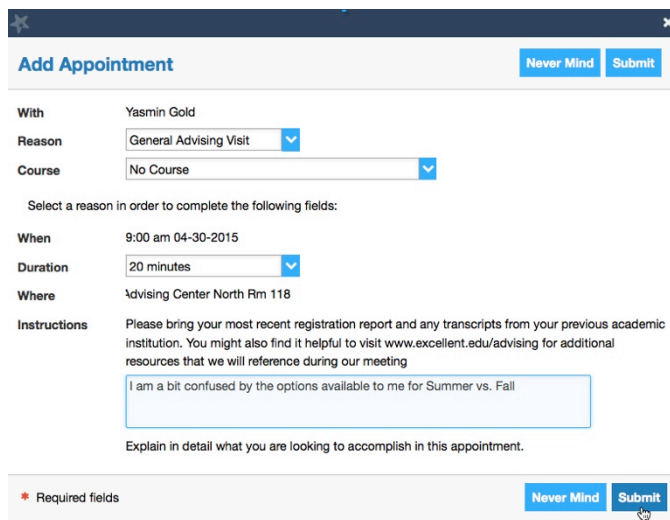
This opens the **Add Appointment** form. Complete the form by selecting a reason for the meeting and a course (if relevant). Include an explanation of what you need so that your instructor or advisor can be prepared for the meeting. Click **Submit** to set the appointment. You will get an email with the appointment details.
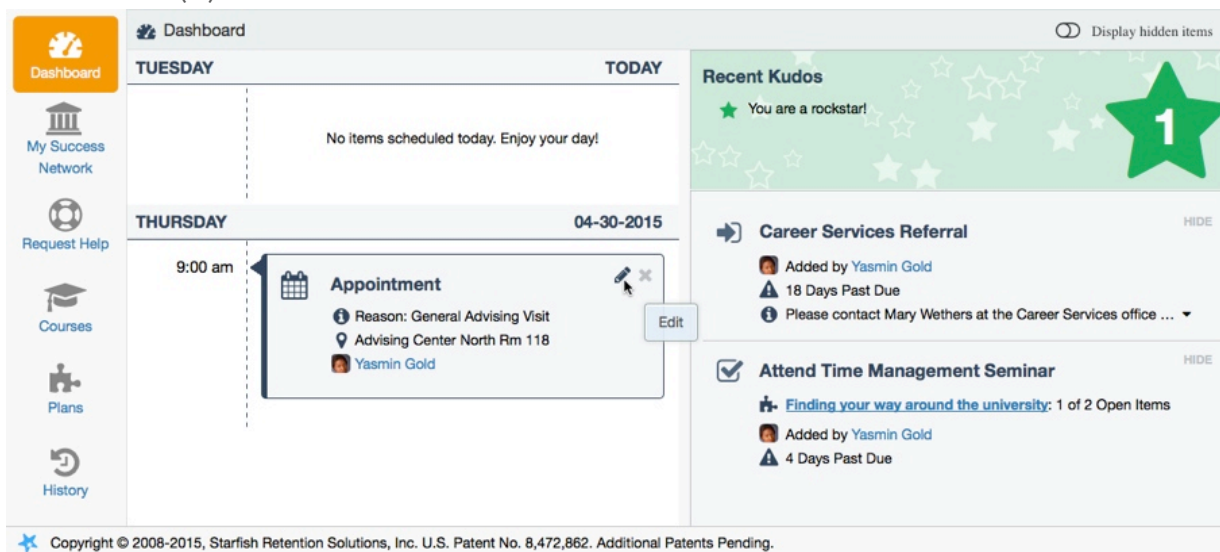
Change an Appointment
Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✏) to modify the appointment or the cancel icon (✖) to cancel it.

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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.
   a. If you are sharing from Outlook.uark.edu, give starfish@uark.edu "Full Details"
   b. If you are sharing from your Outlook Desktop Application, give 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 form 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

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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.
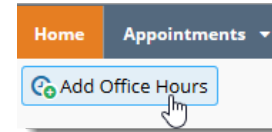
Editing Office Hours

- ⏱ **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 occurance 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

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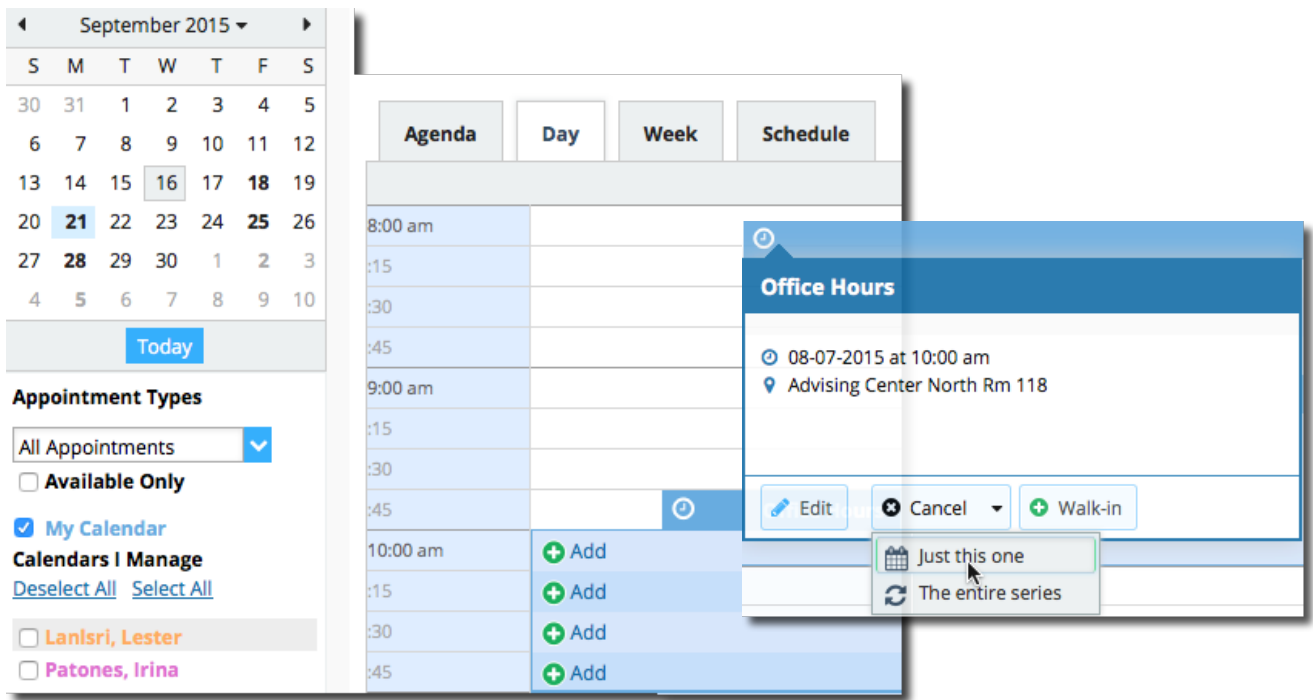
Finding Students in UASuccess

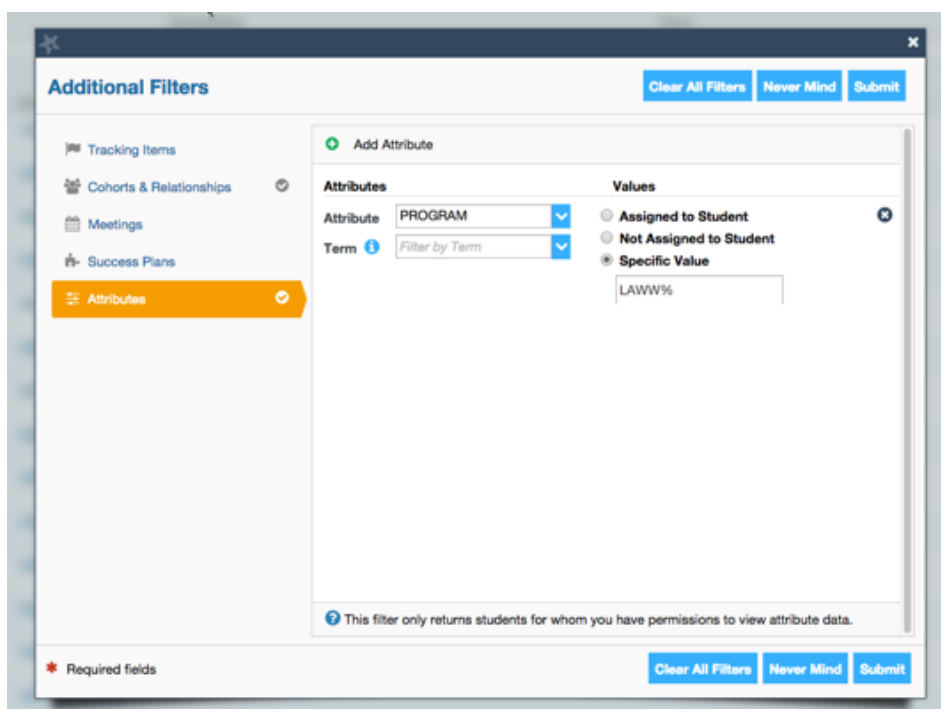When you see a student's name as a hyperlink (e.g. in your student list or on an appointment) clicking the hyperlink takes you to the **Student Folder**.
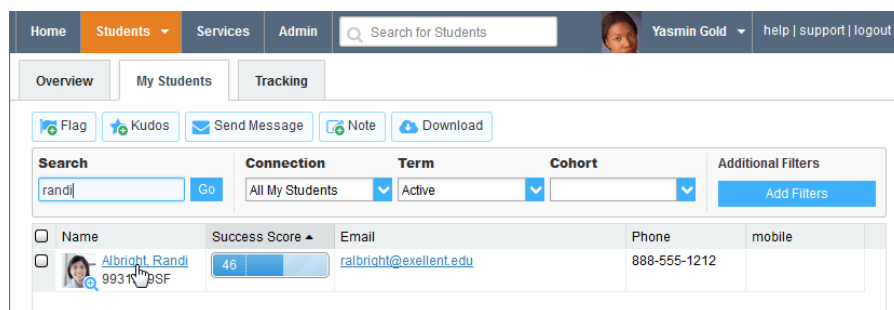
How to search for specific groups of students

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

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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.
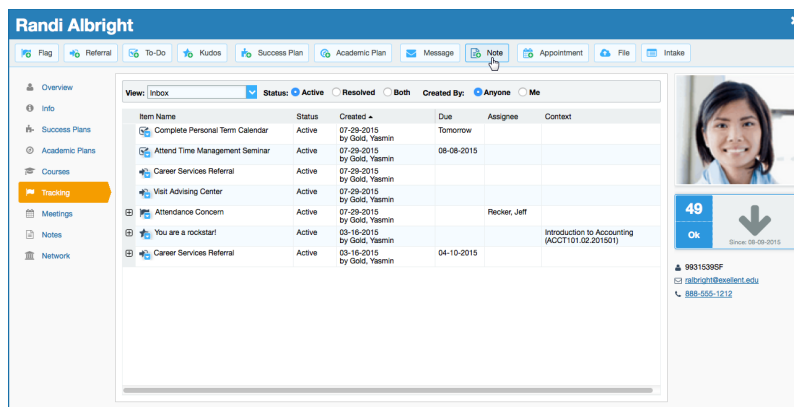

4. To view while in the **Student Profile**, select **Tracking** on the left side.

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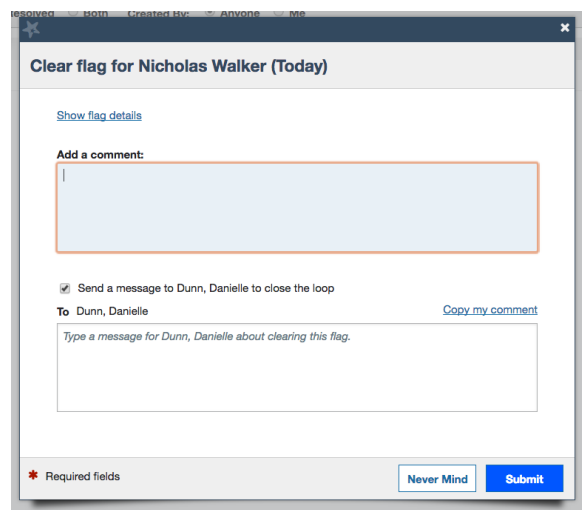
At the end of the semester, most items are cleared in bulk by the UASuccess administrator. However, it is encouraged that faculty and staff clear flags as appropriate.

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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.**