

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. An alternate signon exists at UASuccess.uark.edu.

Tip: Chrome or Firefox are the recommended browsers for using UASuccess. Otherwise you may receive errors

Students: Get Started

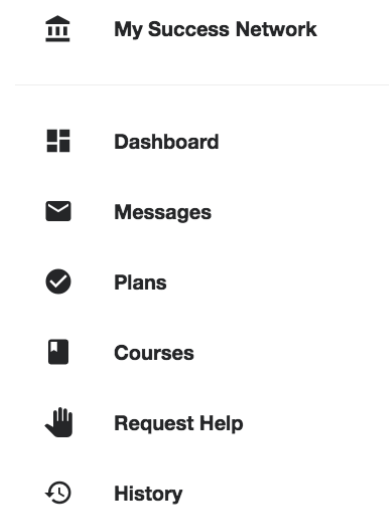
Navigating UASuccess



To navigate within UASuccess, click the navigation icon to open a dropdown menu of options.



My Success Network displays the student's personalized network.

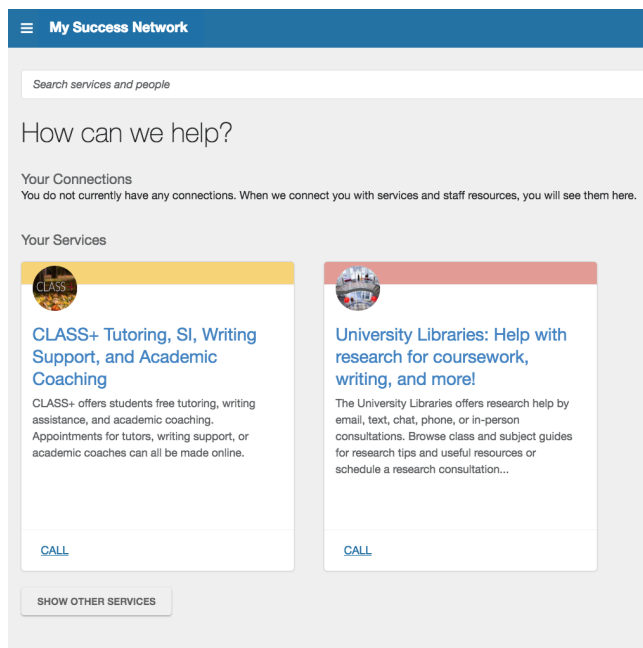


Messages displays any messages that have been sent using the UASuccess system. This includes appointment reminders and notes from advisors.

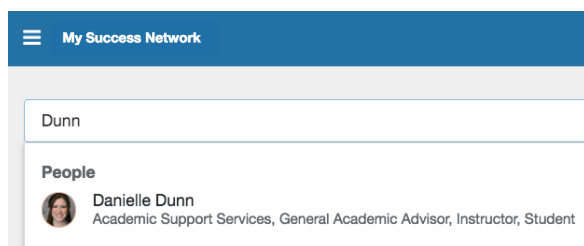
Courses displays current and past courses, instructors, and any services – such as research librarians – that are connected to the course. Students will see the *schedule appointment* option if instructors are using UASuccess to take appointment.

Connecting to People or Services

Students can use **My Success Network** or **Courses** to view individuals and services automatically assigned to the student. If the person or service needed does not show in either of these sections, students can search in the **My Success Network** section.



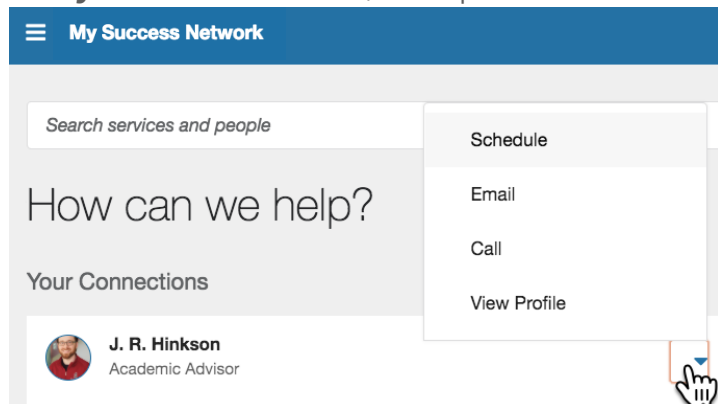
Tip: Type only the individuals last or first name, or keywords about a service, to achieve the most accurate results.



Make an Appointment


Schedule or **Schedule Appointment** links indicate an individual who uses UASuccess to schedule appointments.

In **My Success Network**, a dropdown arrow is used to show a **Schedule** option



UNIVERSITY OF ARKANSAS

In **Courses**, instructors with availability display a **Schedule Appointment** link.



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

Selecting **Schedule** or **Schedule Appointment** will walk you through a series of steps to schedule your appointment.

What do you need help with?

General Appointments

☐ (General Appointments)General Advising Visit ☐ (General Appointments)Other

Make sure to go through all screens, and to **Confirm** your appointment on the last screen.

Does this look correct?

Date and Time
 Wednesday, August 06
 9:30 am – 10:00 am

Location
 328 WCOB
 Sign in at the kiosk in the lobby.

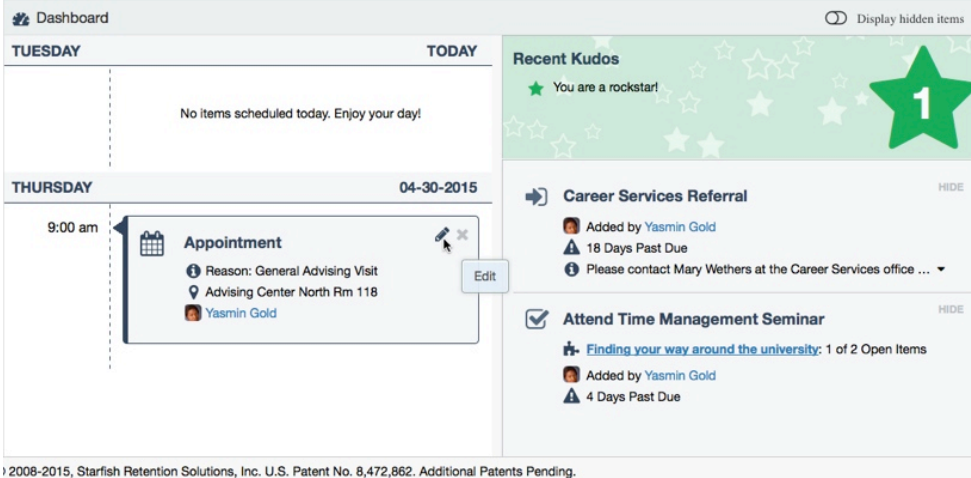
Reason for Visit
 (WCOB)Leadership Walton [Change](#)

If you want, tell us a little bit about what's going on so we can help

[BACK](#) [CONFIRM](#)

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.



Dashboard [Display hidden items](#)

TUESDAY **TODAY**

No items scheduled today. Enjoy your day!

THURSDAY 04-30-2015

9:00 am

Appointment [Edit](#)

- Reason: General Advising Visit
- Advising Center North Rm 118
- Yasmin Gold

Recent Kudos

- ★ You are a rockstar! **1**

Career Services Referral [HIDE](#)

- Added by Yasmin Gold
- 18 Days Past Due
- Please contact Mary Wethers at the Career Services office ...

Attend Time Management Seminar [HIDE](#)

- [Finding your way around the university:](#) 1 of 2 Open Items
- Added by Yasmin Gold
- 4 Days Past Due

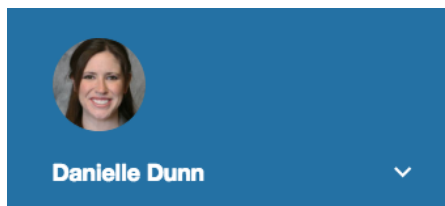
© 2008-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.

Faculty & Staff: Get Started

Navigating UASuccess



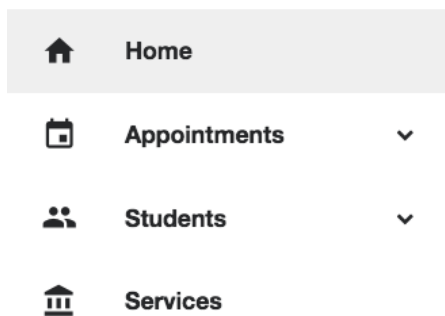
To navigate within UASuccess, click the navigation icon to open a dropdown menu of options.



Home displays upcoming appointments, services you belong to, and recent tracking item changes.

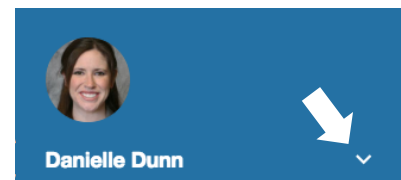
Appointments displays your calendar and allows you to edit/create/delete office hours as well as view any calendars you are managing.

Students allows you to view students and to sort students using cohorts, attributes, tracking items, or other features.



The drop down arrow allows you to edit 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. Visit each tab to make changes. It is recommended to at least update the following

1. **Institutional Profile:** Upload a photo, correct phone number, and make sure the timezone is (GMT-06:00) Central Time
2. **Appointment Preferences:** 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
3. **Email Notifications:** Keep the **change to my appointments** option selected, otherwise UASuccess will not send you Exchange notifications for appointments



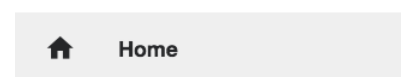
Institutional Profile

Appointment Preferences

Email Notifications

Help

Logout



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, go to **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

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:

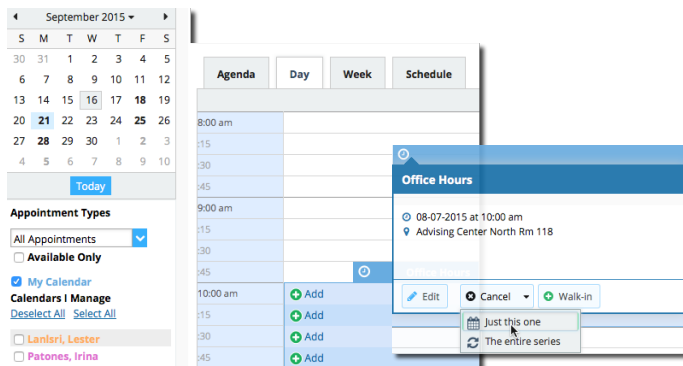
Title: Displays on your calendar to distinguish sets of office hours.

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

Appointment Types: Use to limit an office hour i.e. Advising vs Teaching Office Hours

Editing/Canceling 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**.

The screenshot shows the 'My Students' tab in the UASuccess interface. At the top, there are tabs for 'Overview', 'My Students', and 'Tracking'. Below these are action buttons: 'Flag', 'Kudos', 'Send Message', 'Note', and 'Download'. A search bar contains the text 'randi' with a 'Go' button. To the right of the search bar are dropdown menus for 'Connection' (set to 'All My Students'), 'Term' (set to 'Active'), and 'Cohort'. An 'Add Filters' button is also present. Below the filters is a table of students. The first student listed is 'Albright, Randi' with a success score of 46, email 'ralbright@exellent.edu', and phone number '888-555-1212'. A mouse cursor is hovering over the student's name, which is a hyperlink.

| Name | Success Score | Email | Phone | mobile |
|---|---------------|--|--------------|--------|
| Albright, Randi 993109SF | 46 | ralbright@exellent.edu | 888-555-1212 | |

How to search for specific groups of students

1. Click on **Students** in the 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

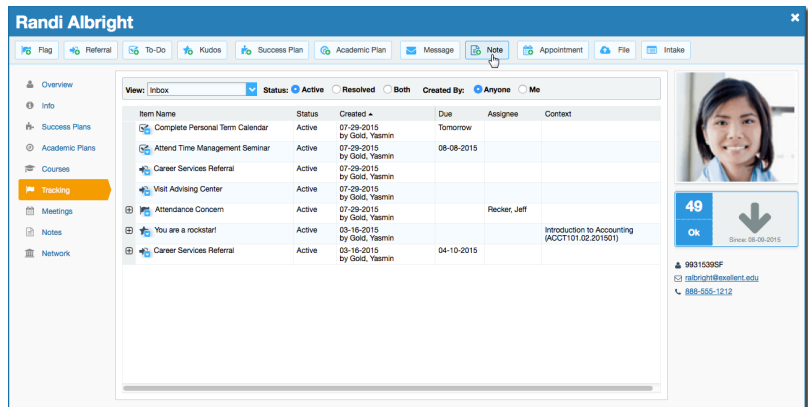
The screenshot shows the 'Additional Filters' dialog box. It has a sidebar with categories: 'Tracking Items', 'Cohorts & Relationships', 'Meetings', 'Success Plans', and 'Attributes' (which is selected). The main area is titled 'Add Attribute'. It has two dropdown menus: 'Attribute' (set to 'PROGRAM') and 'Term' (set to 'Filter by Term'). To the right of these are radio buttons for 'Assigned to Student', 'Not Assigned to Student', and 'Specific Value' (which is selected). Below the radio buttons is a text input field containing 'LAWW%'. At the bottom, there is a note: 'This filter only returns students for whom you have permissions to view attribute data.' and buttons for 'Clear All Filters', 'Never Mind', and 'Submit'.

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.

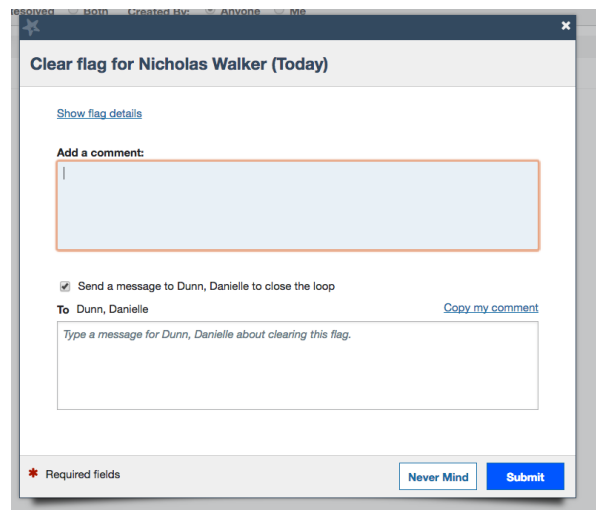


4. To view while in the **Student Profile**, select **Tracking** on the left side.

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.