

Welcome to UASuccess®

UASuccess 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.

Log in to your UASuccess Home page by either of the following:

- Going to [Blackboard](#) selecting 'Assist', then clicking 'UASuccess'
- Visit [MyApps.Microsoft.com](#) and select the UASuccess Tile
- Go to [UASLogin.uark.edu](#)

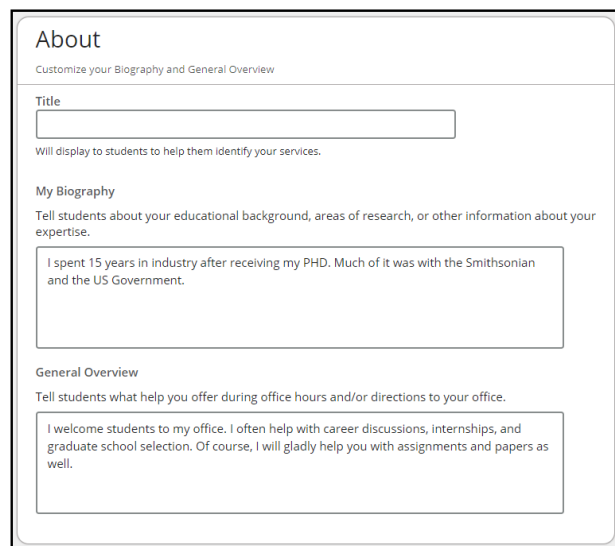
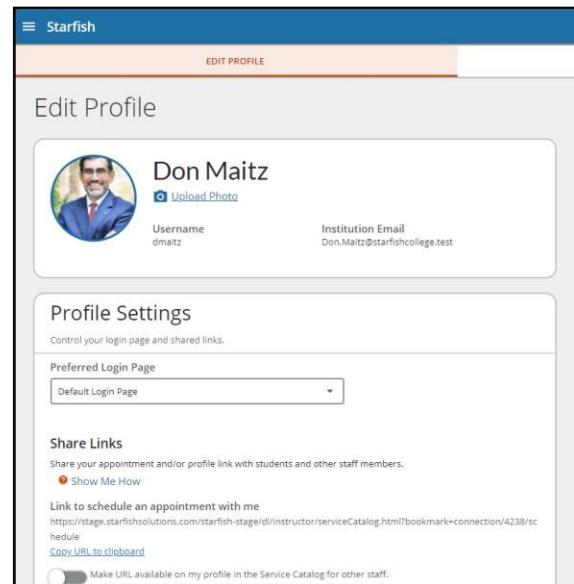
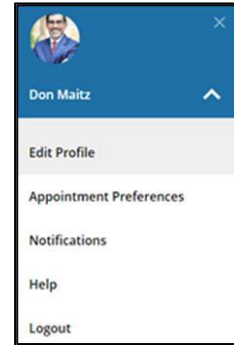
This guide highlights the steps for completing four common tasks in UASuccess:

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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 **Edit 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. Select the **Preferred Login Page** from the dropdown.
4. Toggle the **Share Links** option(s) if you would like to share your appointment and/or profile link with students and staff.
5. View and update your **Contact Information**. If your institution has turned on Text Messaging, enter a valid US phone number and select the checkbox to **Send text notifications to your cell phone**.
6. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from UASuccess.
7. Add information to the **About** section to let students know a bit more about you. This information displays to students who can make appointments with you in UASuccess.
8. Click the **Submit** button to save your changes.



Notes: For more information and additional profile settings, reference the [End Users' Guide to Connect](#). You may also find the following videos helpful:

- [Update your UASuccess Profile](#)
- [Update your Office Hours](#)
- [Update your Email Notifications](#)

Appointment Preferences

You can customize your appointment default settings, add locations, and designate calendar managers from the Appointment Preferences tab. You have the option of sharing your Exchange account with UASuccess.

1. In the Office Hour Defaults section, select the **Minimum Appointment Length** and/or **Scheduling Deadline**.

The screenshot shows the 'Appointment Preferences' tab in the Starfish system. Under the 'Office Hour Defaults' section, the 'Minimum Appointment Length' is set to 15 minutes. The 'Scheduling Deadline' section has three radio button options: 'No Deadline' (selected), 'The day before the office hours at:' (with a time picker set to 5:00 pm), and 'The day of the office hours at:' (with a time picker set to 9:00 am). There is also an option for 'Hours(s) before the office hours:' with a value of 1. At the bottom, there is a checkbox labeled 'I want my schedule deadline to be flexible and allow drop-ins after deadline has passed.' which is currently unchecked.

2. In the Calendar Sync section, select the appropriate option to **Sync**:
 - From your UASuccess Calendar to your External Calendar
 - From your External Calendar to your UASuccess Calendar
 - i. If you are sharing from Outlook.uark.edu, give starfish@uark.edu “Full Details”
 - ii. If you are sharing from your Outlook Desktop Application, give starfish@uark.edu “Reviewer” permission levels
 - iii. You and your calendar managers will see appointment subjects and locations, students will only see “Unavailable” and no meeting information

The screenshot shows the 'Calendar Sync' settings page. It includes sections for 'Starfish Calendar Sync' (with options to email attachments for appointment changes or office hour changes), 'External Calendar Sync' (with a note about sharing private calendar links), 'Outlook Calendar Sync' (with a checked checkbox for 'Allow Starfish to read busy times from my Outlook Calendar'), and 'Google Calendar Sync' (with a checked checkbox for 'Allow Starfish to read busy times from my Google Calendar'). At the bottom, there is a field for 'Paste Google Calendar Link' with a URL starting with 'https://www.google.com/calendar/ical/...'.

- In the My Locations section, customize your appointment **Locations**.

My Locations

Customize your appointment locations.

+ Add Location

Name	Type	
Chrysler Hall, Room 301 Instructions Knock once and enter	Office	⋮
Wimba Instructions access via your Blackboard course	Online	⋮

- In the Calendar Management section, customize and view people who **Manage your Calendar**.

Calendar Management

Customize and view people who manage your calendar.

Indicates a Calendar Administrator. Contact them to make changes to your locked calendar.

If your calendar is **locked** , your Calendar Administrator(s) can add and edit your office hours, group sessions, and reserve time. You and those listed below can view your calendar as well as schedule and edit appointments within already existing schedule blocks.

If your calendar is **unlocked**, you and those listed below have all previously mentioned privileges.

+ Add Calendar Manager

Name	
Bokma, Laura Laura.Bokma@starfishcollege.test	ⓧ
Manager, Student Student.Manager@starfishcollege.test	i
Knopf, Lester Lester.Knopf@starfishcollege.test	i
Goldfinger, Auric agoldfinger@starfishcollege.test	ⓧ
Mary, Berry Berry.Mary@starfishcollege.test	
Paul, Hollywood	ⓧ

- Save Changes** when you are finished.

Notifications

You can customize notifications of UASuccess Activity and verify the accuracy of the contact information in your profile from the **Notifications** tab.

1. In the Text Notifications section, toggle to turn on/off text messaging (if available at your institution).

Text Notifications

Will send to my Cell Phone Number:
+17576224487 [Edit in Profile](#)
[Not receiving texts?](#)



You may receive texts about Starfish activity, such as appointment reminders and other updates, depending on your institution's settings.



2. In the Email Notifications section, toggle to turn on at least one email address you want to receive **Email Notifications**.

Email Notifications

Select at least one email address you want to receive notifications.

You will receive emails about Starfish activity, such as appointment reminders and tracking item updates, depending on your institution's settings and your preferences.

Send to my institution email:  
ygold@hobsonsdev.com

Send to my alternate email:  
ygold@starfishu.com

- In the Appointment Notifications section, select the appropriate **Reminders**.

Appointments

Customize appointment notification preferences.

I do **not** want to receive appointment notifications during the weekend.
When selected, appointment notifications for Saturday, Sunday, or Monday will be sent on the Friday prior to those appointments.

Summary Reminders

Don't send me planning reminders

Send me a notification individually for each appointment

Send me a digest of all appointments

Send Digest at

8:00 am the day of

Alert Reminders

Notify me **before the start:**

15 minutes

- In the Tracking Items section, select the appropriate cadence (Daily, Weekly, None) for Tracking Item activity.

Tracking Items

Customize tracking item notification preferences.

Summary Email

Send me a digest of all my Tracking Item activity:

Daily at 8:00 am

Weekly at 5:00 am

on Monday

None

Tracking Item Updates

These may be emails and/or texts based on your institution's settings and permissions to the items displayed below.

Send me an immediate notification for every:

New item raised

Item cleared

Item assigned to me

[Show list of Tracking Items I may receive](#)

- Save Changes** when you are finished.

Setup your first Office Hours block

The first time you log in to UASuccess, UASuccess 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.

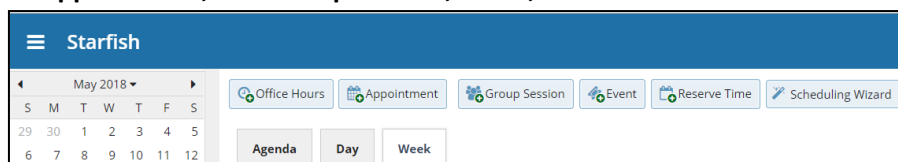
If your office hours are different week to week, follow the “**If your office hours don’t repeat weekly, click here**” link.

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.
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**, **Event**, **Reserve Time** or use the **Scheduling Wizard**.

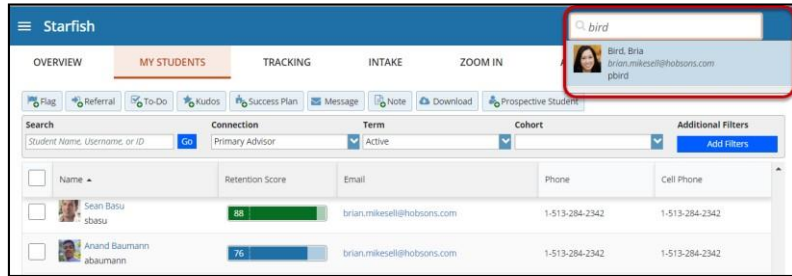


Each of these options is discussed in greater detail in the [End Users’ Guide to Connect](#). You may also find the [Update your Office Hours](#) video helpful.

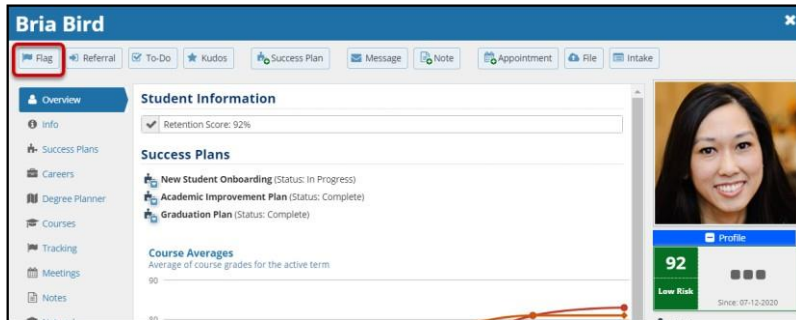
Raise a Flag on one of your students

When you have a concern with a 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.

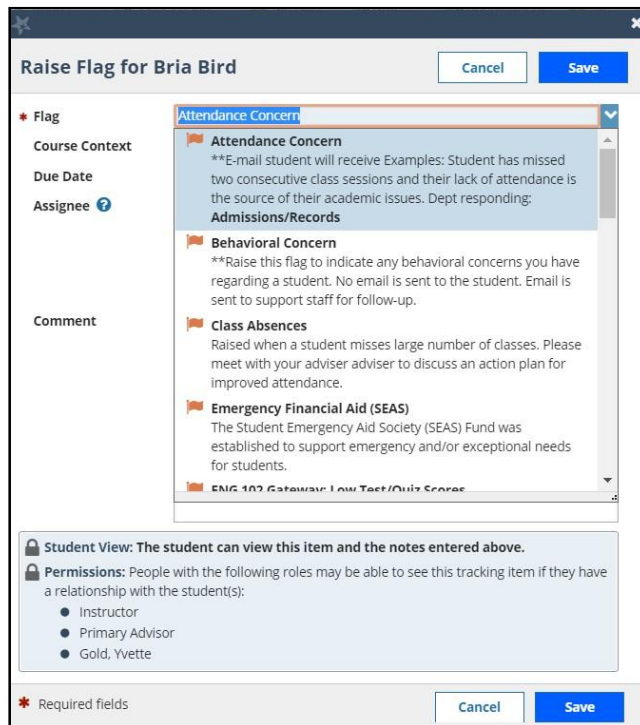


5. Select the desired **Flag** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click the **Save** button.

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.

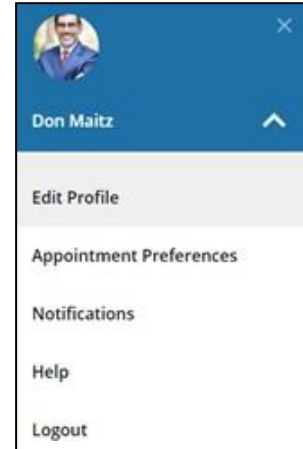


Frequently Asked Questions

How do I change how I am emailed by UASuccess?

UASuccess will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:

- [Updating your Profile](#)



How do I get more detail on a student?

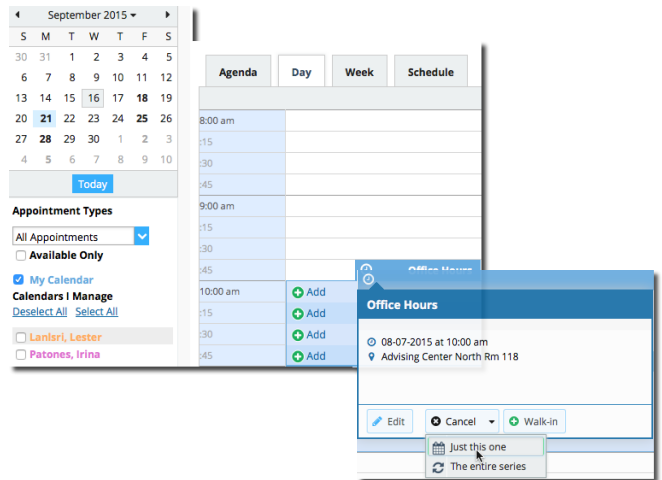
Click the hyperlink associated with the student’s name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).

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”)

