

UCCS

Student Support Network

EARLY ALERT, APPOINTMENT SCHEDULING, & MORE!



University of Colorado
Colorado Springs

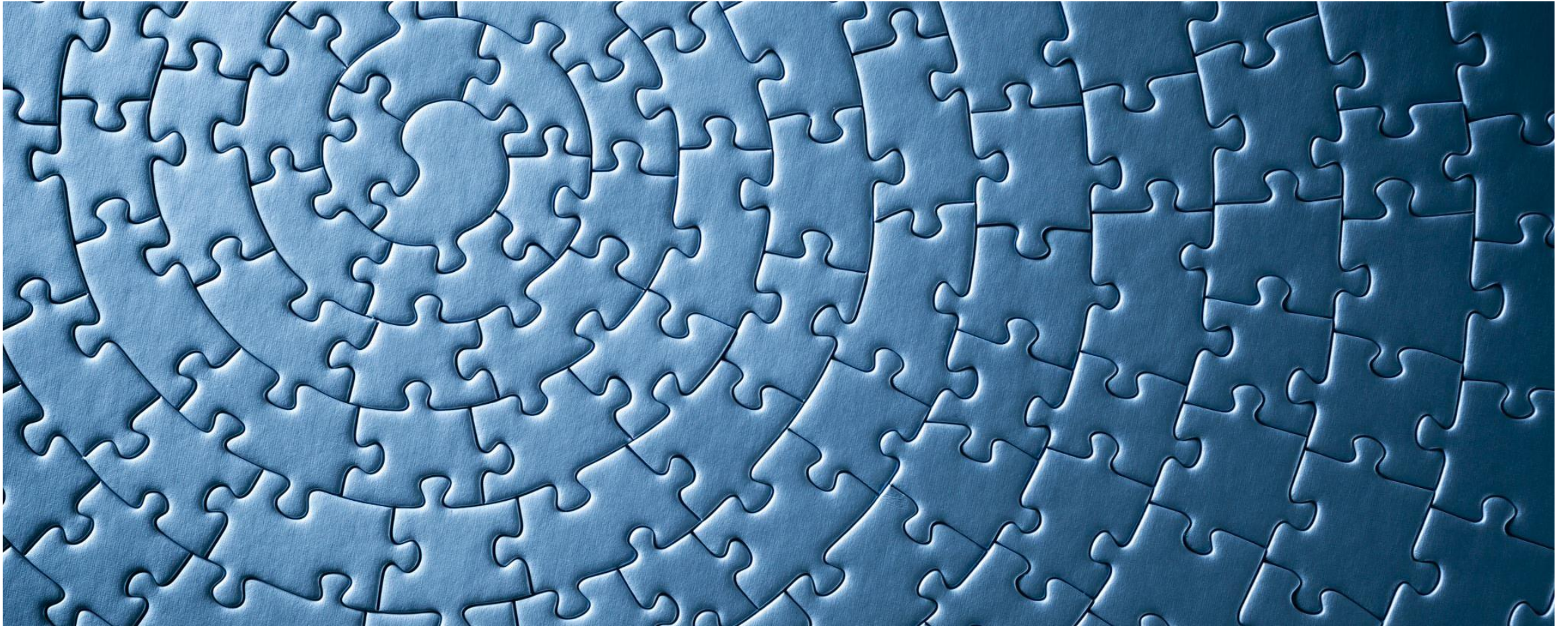


University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

Agenda

- **Support Network & UCCS Strategy**
- **Faculty Resources**
- **Logins**
- **Alerts & Progress Reports**
- **Scheduling**
- **Q&A**

Strategy & Big Picture



UCCS Strategy & Student Support Network

- “Operationally, my time in leadership at UCCS will be guided by three priorities: shared governance, strategic enrollment and transparency in the budget.” -- Jennifer Sobanet

Strategic Enrollment. To set ourselves up for future success, it is imperative that we prioritize enrollment efforts. We have immense potential to diversify our student body and to cultivate a healthy student pipeline right here in Colorado Springs, across Colorado and the globe. **Every member of campus must be involved in the retention of our students as we create for them a sense of belonging and a place where they find a safe, supportive environment to learn and grow.** By fostering a culture of community and belonging among faculty and staff, that culture extends to the students.



Enhance Enrollment, Retention and Graduation Efforts to Drive Long-term Stability

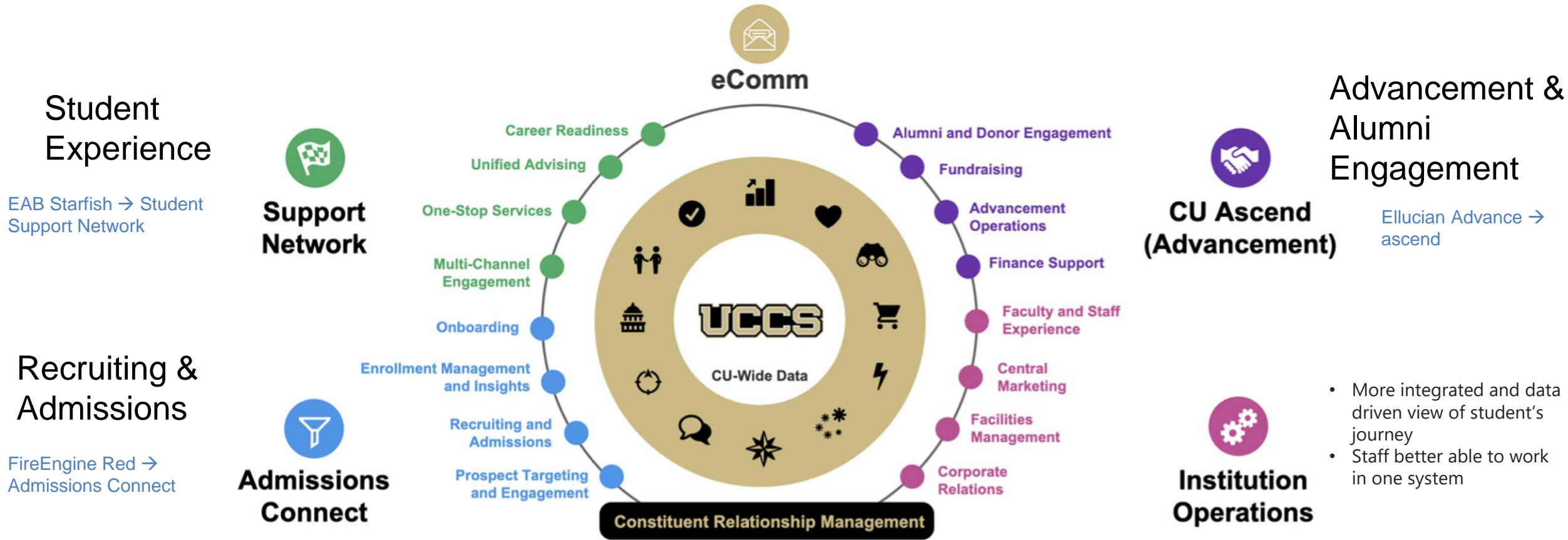
HOW WILL WE ACCOMPLISH THIS? WE WILL...

1. Integrate student service systems dedicated to recruiting, academic support, continuing enrollment, and graduation services.
2. Strengthen online program offerings to meet evolving academic and professional needs of students.
3. Expand the recruiting pipeline to include non-resident and international students and through K-12 outreach.

HOW WILL WE KNOW WE'RE SUCCESSFUL? WE WILL HAVE...

1. Increased retention, persistence, and graduation rates.
2. Increased the number of online programs and online enrollments.
3. Demonstrated significant growth in non-resident and international students.

UCCS Strategy & SF Platform/Ecosystem





Next Steps

- **Encourage your faculty to use SN**
 - Early intervention & student support directly relates to retention
 - Colleges & departments start working with SN Team for reporting
- **We're just getting started**
 - This is Phase 1 – Replace Starfish
 - Foundational groundwork is in place
- **This is a Platform (not just a tool), and we can change/enhance it**
 - We are adding new capabilities all the time and will be for the next several years.
- **Help us improve**
 - Adoption Survey next month
 - Tell us what you hear and what you experience and what you need
 - *Special requests, further department training, etc. – Work through FRC (Dave Anderson & Jackie Crouch)*

FRC -- Support Network Page

Support Network Faculty Console Resources

- Support Network Faculty Console [Login](#)
 - In your Canvas course click:

 - In the Links & Tools on UCCS web pages click:

 - **Note:** If you are presented with the option to log in with your username and password or with single sign-on, choose **single sign-on**.
- Editing your Profile – [PDF](#) | [Video](#)
- Submitting Alerts – [PDF](#) | [Video](#)
 - **Note:** Scores from Canvas are updated once a day in the Support Network.
- Responding to a Progress Report – [PDF](#) | [Video](#)
- Setting up your Office Hours calendar – [PDF](#)
 - Creating recurring availability – [Video](#)
 - Creating one-time availability – [Video](#)
- Support Network sample syllabus entry – [Word](#)
- Emails sent to students – [PDF](#)
- If you need help using the Support Network Faculty Console, please email frc@uccs.edu.
- For technical issues or other problems, please email sshtech@uccs.edu.

Support Network Student Resource

- Support Network Student Flyer - [PDF](#)

Resources

- **FRC Support Network Site --**
https://frc.uccs.edu/teaching_resources/student-support-network
- **FRC Helpdesk** frc@uccs.edu
- **Student Support Network Information Site –**
<https://uccsoffice365.sharepoint.com/sites/SalesforceStudentSupportNetwork>

Support Network Team

Brett Fugate

Academic Advising –
Director & Application Owner/Manager

Dave Neis

Academic Advising –
Lead Academic Advisor

Sarah Stoltz

Academic Advising –
Administrative Assistant SN SME

Ellen Burkart

Student & Family Connections –
Director

Dave Anderson

Faculty Resource Center –
Associate Professor & Chair Chemistry &
Biochemistry

Chuck Carter

Office of Information Technology –
Sr. IT Project Manager

Change Champions

- **Cindy Brown**
- **Tim Callahan**
- **Beth Gabbard**
- **Lynnane George**
- **Niki Juhl**
- **Kristi McCann**
- **Rashell McCann**
- **Anna Kosloski**
- **Regina Winters**

Who else would
like to be
involved?

Business
Education
Chemistry
Engineering
Public Service

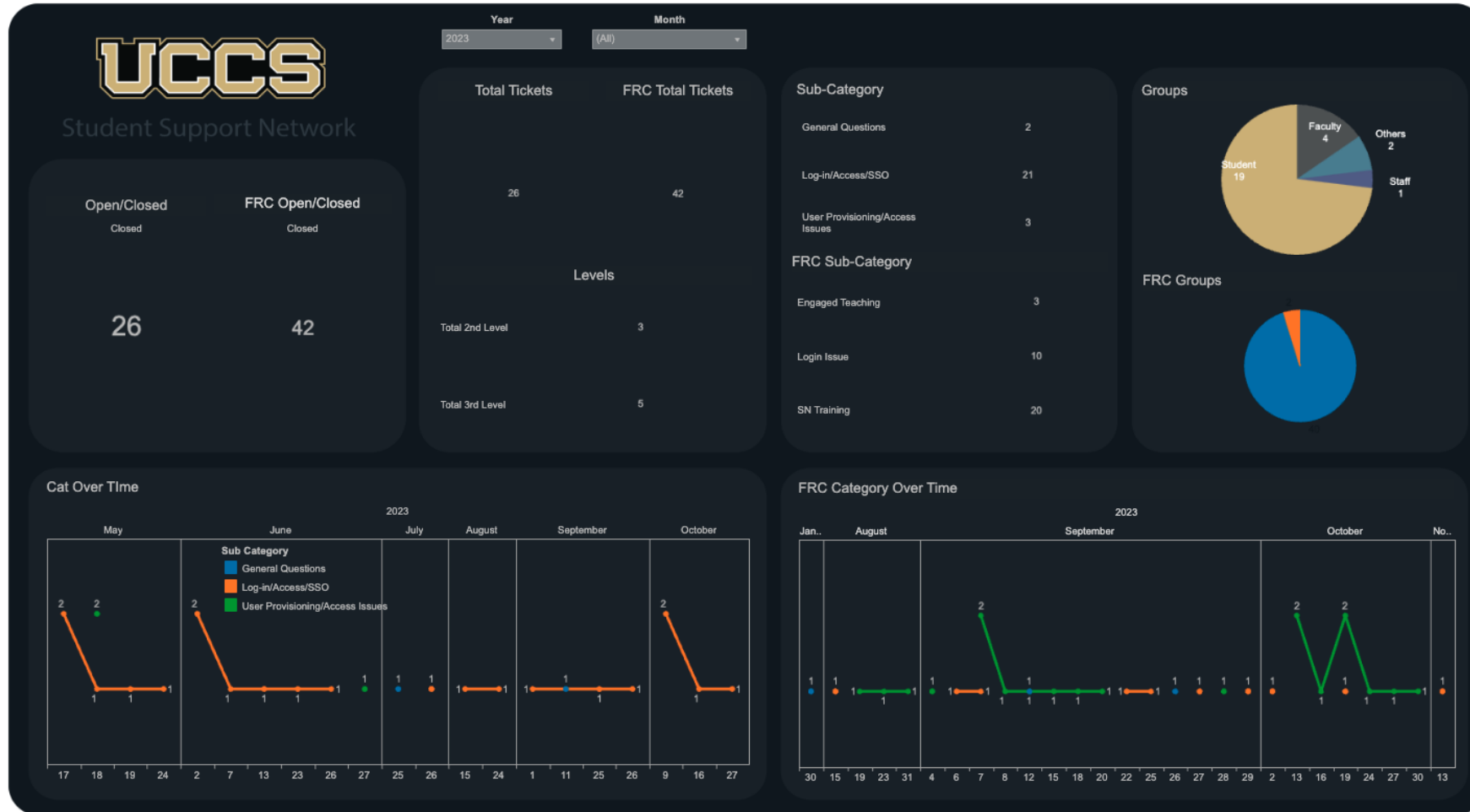
HELP!!!

- **Faculty**

- FRC is your first stop
- Dedicated helpdesk:
frc@uccs.edu
 - **Staff & Students:**
 - OIT Helpdesk



SN Issues -- OIT & FRC Helpdesk



OIT SN Tickets

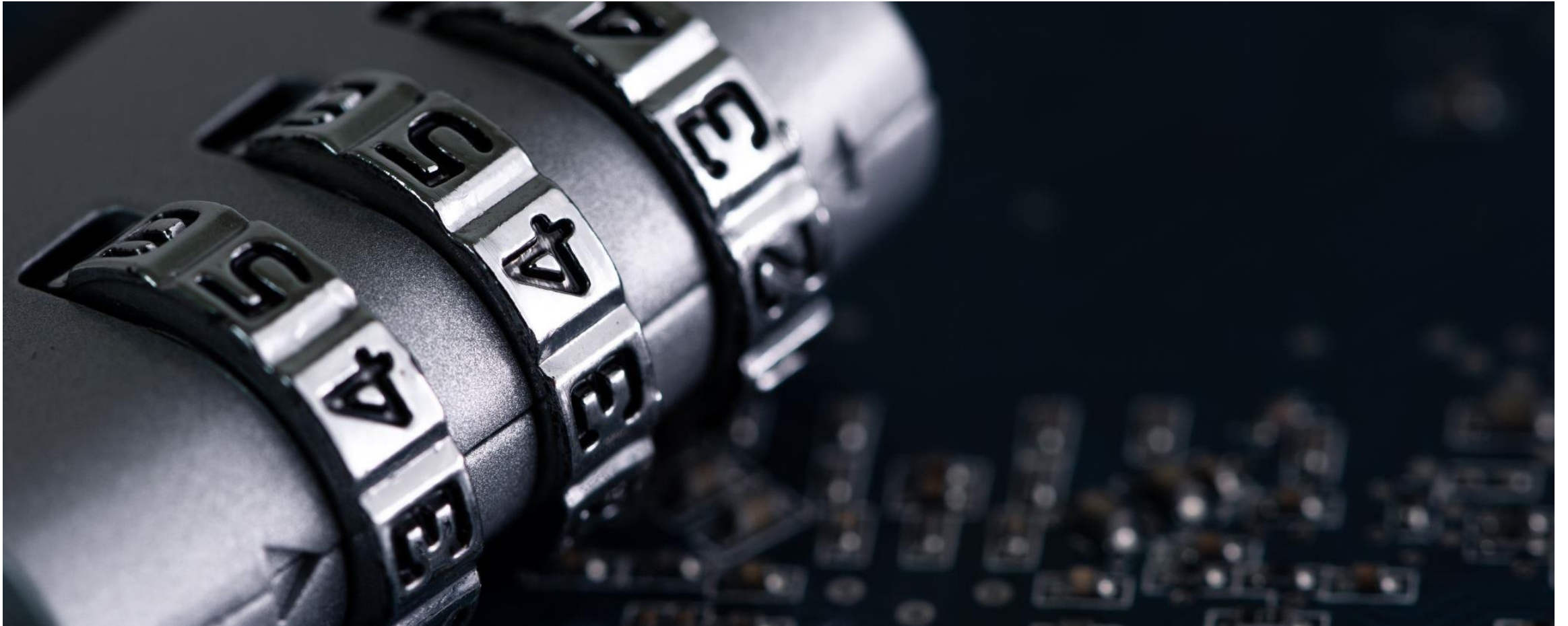
- 21 of 25 Log-ins

FRC SN Tickets

- 30 of 42 tickets were classified either as Log-in questions or Training issues


- Problems: System, Set-up, or Training?


Logging In & Access



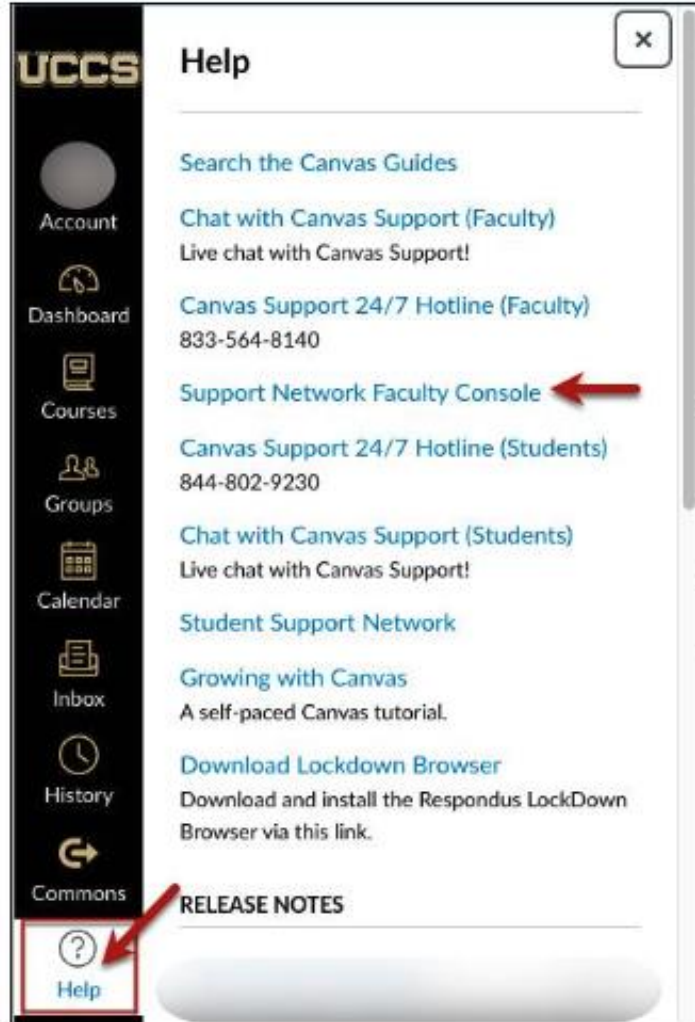
Access -- UCCS Homepage

UCCS University of Colorado Colorado Springs

[COVID-19 Info](#) [UCCS Status Board](#) [Give Today](#) [Apply Now](#) [Links & Tools](#) 

UCCS Community	Schools and Colleges	Quick Links	Tools
Current Students	College of Business	Academic Advising	Canvas
Faculty Staff	College of Education	Athletics	myUCCS Portal
Alumni & Friends	College of Engineering and Applied Science	Ent Center for the Arts	Campus Email
Parents & Families	College of Engineering and Applied Science	Kraemer Family Library	Microsoft 365
	College of Letters, Arts & Sciences	Military and Veteran Affairs	Mountain Lion Connect
	College of Public Service		Support Network: Students
	Graduate School		Support Network: Faculty
	Helen and Arthur E. Johnson Beth-El College of Nursing and Health Sciences		Account Help
			Covid-19 Info
			Status Board

Access – Canvas



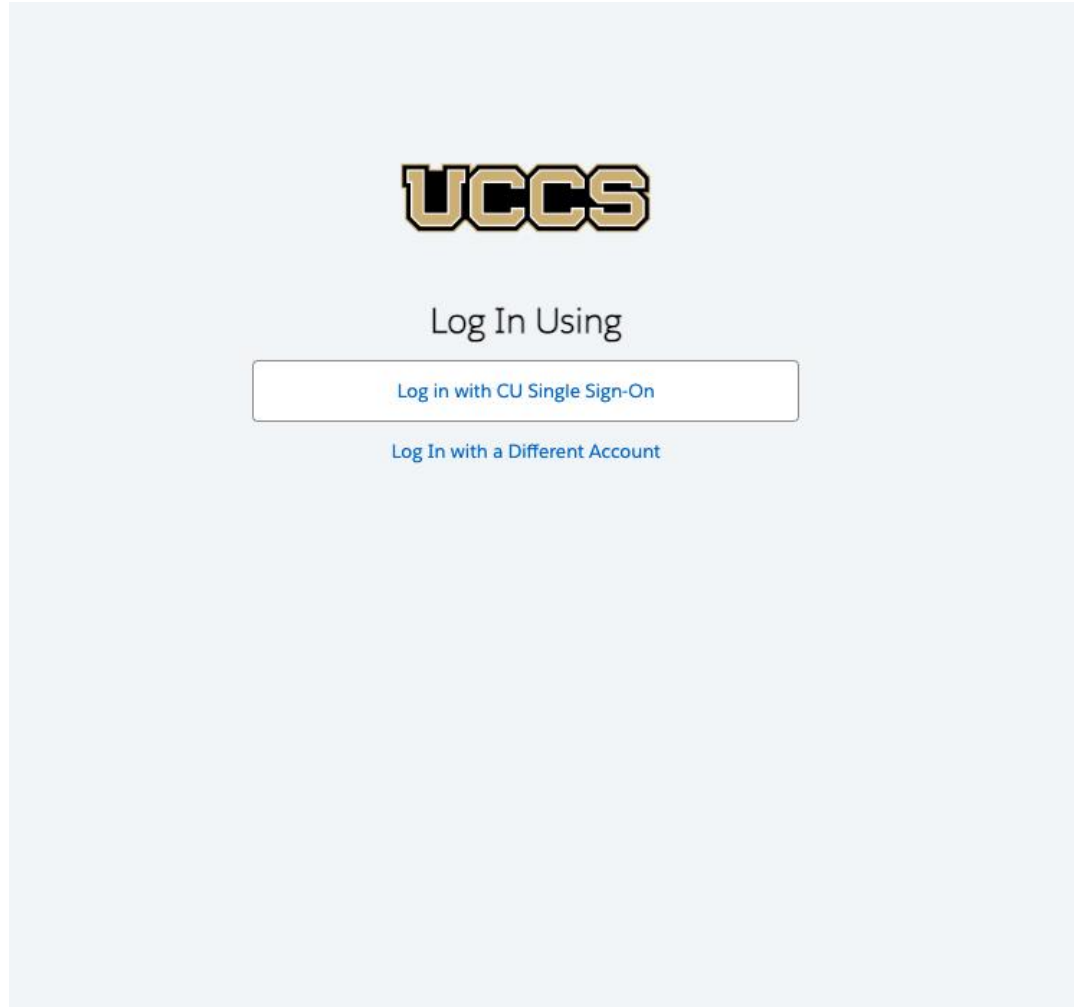
Located in each Individual Course Menu* & on Left Navigation Menu

Remember:
Faculty Console

* Starting in Spring 2024 the links will not be in the individual course menu, so access via "Help" menu.

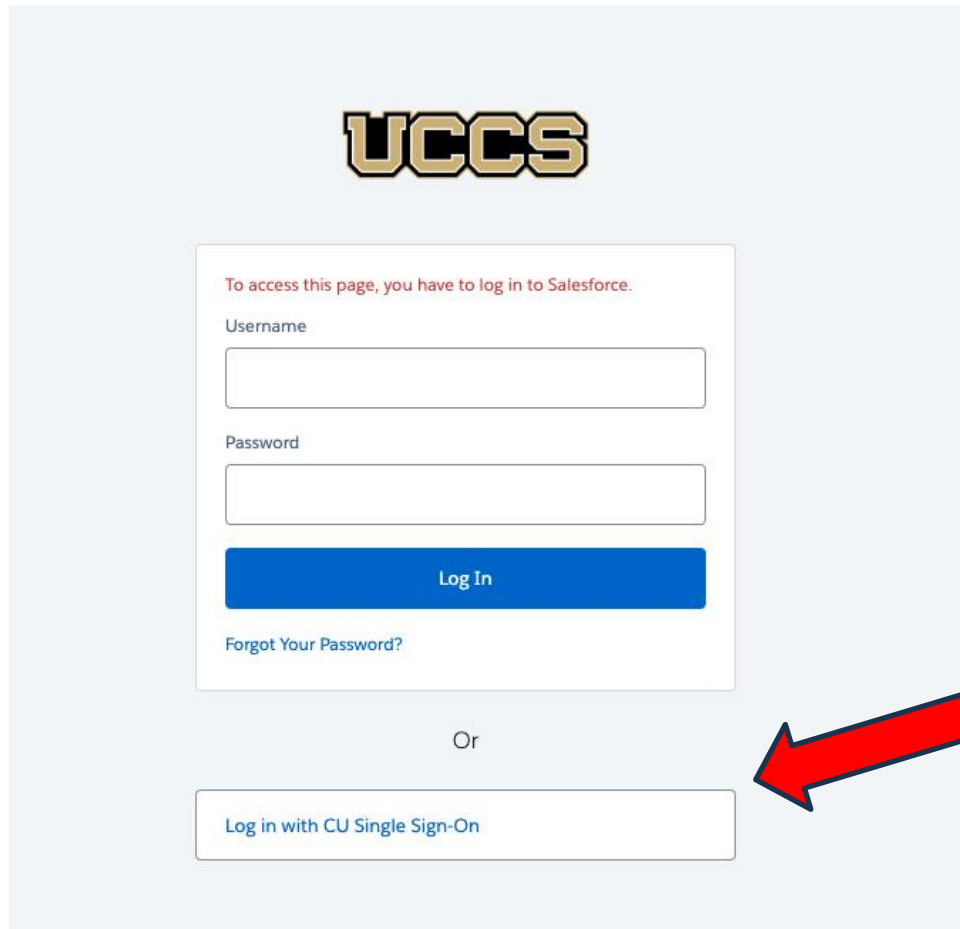
Use Single Sign-On

You should see this page for SSO usage



Use Single Sign-On

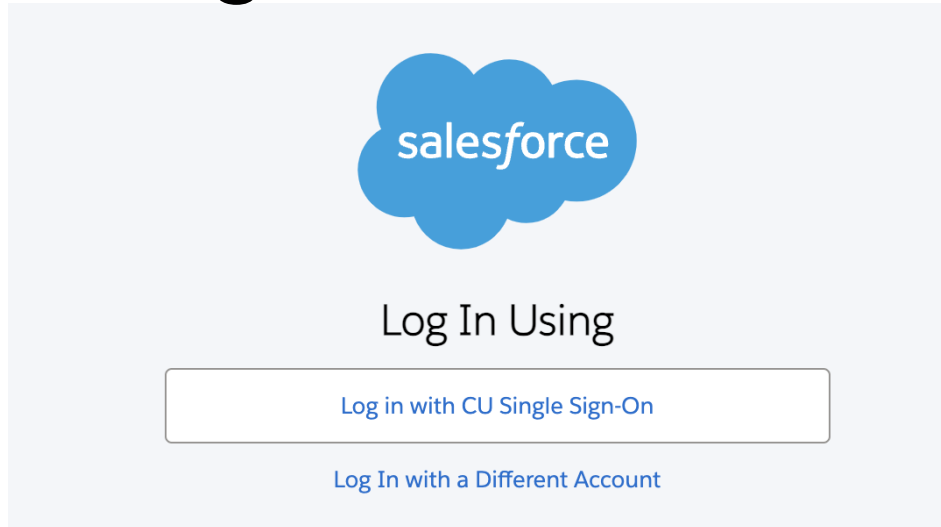
You may see this page, (especially if this is your first time logging in) but just click for SSO usage



The screenshot shows the UCCS login interface. At the top is the UCCS logo. Below it is a message: "To access this page, you have to log in to Salesforce." There are two input fields: "Username" and "Password". Below the password field is a blue "Log In" button. Underneath the button is a link for "Forgot Your Password?". Below this section is the word "Or" and a button labeled "Log in with CU Single Sign-On". A red arrow points from the right side of the image towards this button.



Single Sign-On




salesforce

Log In Using


Log in with CU Single Sign-On

Log In with a Different Account



University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

Click on your campus to log in.



CU Boulder

CU Denver | Anschutz

UCCS

CU System Office

Duo – (Two-Factor Authentication)

The image displays two screenshots of the Duo authentication interface. The left screenshot is a 'Stay signed in?' prompt for the user ccarte16@uccs.edu. It includes the UCCS logo and text: 'Do this to reduce the number of times you are asked to sign in.' Below this is a checkbox for 'Don't show this again' and two buttons: 'No' and 'Yes'. At the bottom, there is a sign-in instruction and a link to a phishing awareness page. The right screenshot is a 'Send a text passcode' prompt. It features the CU logo and text: 'Verify it's you by sending a text passcode to "CELL" (.....1045)'. A large blue button labeled 'Send a passcode' is centered. Below it is a link for 'Other options', a checked 'Remember me' checkbox, and a 'Need help?' link. The text 'Secured by Duo' is in the bottom right corner.

- Based on Primary/Preferred Contact Info
- Update in Portal or Call Employee Services for help 303-860-4200 option 1.
- Does not work for International Numbers

<https://www.cu.edu/employee-services/mycuedu-security-strengthened-new-authentication-tool>

Duo – (Two-Factor Authentication)

The screenshot shows the 'My Info and Pay' portal with a grid of icons. A red arrow points to the 'Contact Details' icon. The 'Contact Details' section is expanded, showing a sidebar menu and a main content area. The sidebar menu includes: Addresses, Contact Details (highlighted), Name, Ethnic Groups, Emergency Contacts, Additional Information, Disability, and Veteran Status. The main content area shows 'Contact Details' with sections for 'Phone' and 'Email'. The 'Phone' section contains a table with columns: Number, Extension, Type, and Preferred. The 'Email' section contains a table with columns: Email Address, Type, and Preferred.

Number	Extension	Type	Preferred
[REDACTED]		Cellular	<input checked="" type="checkbox"/>
[REDACTED]		Home	<input type="checkbox"/>

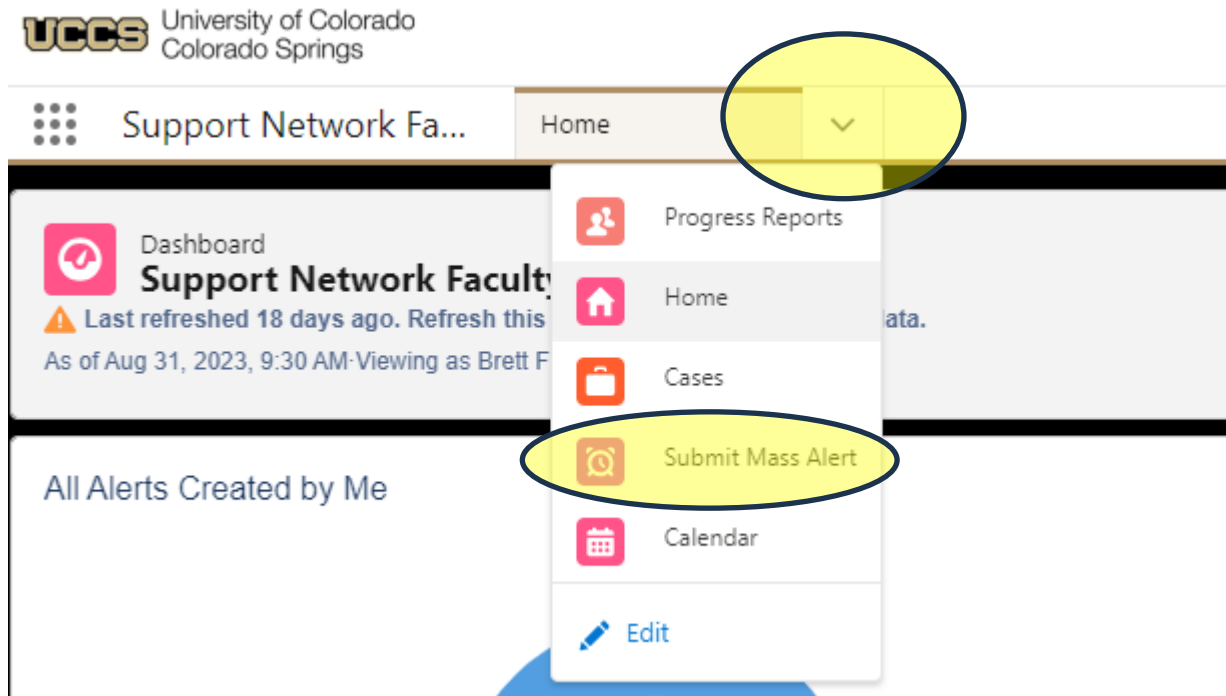
Email Address	Type	Preferred
[REDACTED].com	Business	<input checked="" type="checkbox"/>
[REDACTED].com	Home	<input type="checkbox"/>
[REDACTED]	Official	<input type="checkbox"/>
[REDACTED]	CU Colorado Springs	<input type="checkbox"/>

- Based on Primary/Preferred Contact Info
- Update in Portal or Call Employee Services for help (303-860-4200 option 1).
- Does not work for International Numbers

Support Network Faculty Console

The screenshot shows a web application interface for the Support Network Faculty Console. At the top left is the UCCS logo and the text "University of Colorado Colorado Springs". A search bar is located to the right of the logo. In the top right corner, there are several utility icons: a star, a plus sign, a house, a question mark, a bell, and a user profile picture. Below the search bar is a navigation menu with a grid icon and the text "Support Network F...", and a "Home" button with a dropdown arrow. The main content area is a dashboard titled "Dashboard Support Network Faculty Homepage" with a sub-header "As of Oct 16, 2023, 9:24 AM Viewing as Chuck Carter". The dashboard contains four widgets: "All Alerts Created by Me" (displaying "We can't draw this chart because there is no data."), "Unresolved Alerts Created by Me" (displaying a large red "0"), "My Course Roster", and "Today's & Tomorrow's Appointments". Each widget has a "View Report" link at the bottom. The dashboard also includes "Open" and "Refresh" buttons in the top right corner.

Submitting Alerts and Kudos Outside of Progress Surveys



1. Click caret to view options

2. Click Submit Mass Alert

Submit Mass Alert - easy for one or many

The screenshot displays the 'Submit Mass Alert' interface. A modal window titled 'New Alert' is open, showing a dropdown menu for 'Select A Reason' with the option 'In Danger of Failing - Can Pass with Assistance' selected. Below this is a 'Comments' text area and a 'Save' button. The background shows a table of students with checkboxes for selection and buttons for 'Set Assignment Filter', 'Set Default Grade Preference', and 'New Alert'.

1. Select which students you would like to create the same alert for

2. Click New Alert

3. Select a reason and enter any comments. Note: Only comments for kudos will be shared with the student directly

4. Click Save

Assignment Grade Filtering

To filter, select Good / OK / Poor on the main page under Assignment Grade filter button
Select Active assignments to determine which assignments to filter on after identifying desired cutoff ranges

Course Section: GPS-1010-1-CGS-008

Row Number	Name	Active	Due Date	Points Possible	Cutoffs
1	SMARTMove	<input type="checkbox"/>		10	Poor 80.00 % OK 85.00 % Good
2	Attendance/Participation - Aug 17	<input type="checkbox"/>	8/17/2023	30	Poor 80.00 % OK 85.00 % Good
3	Attendance/Participation - Aug 18	<input type="checkbox"/>	8/18/2023	30	Poor 80.00 % OK 85.00 % Good
4	Reflection 1	<input type="checkbox"/>	8/29/2023	35	Poor 80.00 % OK 85.00 % Good
5	Roll Call Attendance	<input type="checkbox"/>		240	Poor 80.00 % OK 85.00 % Good
6	Vision Board	<input type="checkbox"/>	9/19/2023	200	Poor 80.00 % OK 85.00 % Good

Set Assignment Filter

ers

Set Assignment Filter **Set Default Grade Preference** **New Alert**

Course Section: All

Filter Grade Status: Course Assignment Grade

Grade Status - (Show students with the following status(es) on at at least one gradebook item)

- 😊 Good
- 😐 Ok
- 😞 Poor
- ? Missed

Go

Default Grade Preference

The Good Cutoff cannot be above 100 and the Poor Cutoff cannot be below 0.

* Good Cutoff ⓘ

85.00%

* Poor Cutoff ⓘ

80.00%

Save

3. Create filters for assignments and course grades

4. Filter students by Course or Assignment Grade Statuses you have created

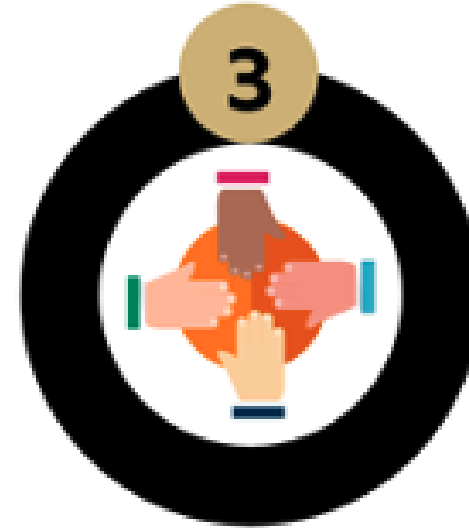
What Happens when I Submit an Alert?



**ALERT
SUBMITTED**



**STUDENT
NOTIFIED**



**SUPPORT TEAM
ASSIGNED**



**OUTREACH
INITIATED**

What Happens when I Submit an Alert?



**ALERT
SUBMITTED**



**STUDENT
NOTIFIED**

- Students receive an email notification based on the alert reason, offering guidance, and encouraging immediate action
- This initial outreach is often enough for a student to take action to improve their performance or withdraw from the class
- View sample emails: [Email Alert Notifications to Students.pdf \(uccs.edu\)](#)

What Happens when I Submit an Alert?

- Alerts are assigned based on pre-existing relationships students have and we prioritize our outreach and interventions for first-year students and specific student populations
- **All alerts help students** by informing them of their performance and next steps, as well as help staff and faculty connect students to resources



SUPPORT TEAM ASSIGNED

- Athletics
- VMA Office
- Housing
- Excel Centers
- Peer Coaches
- Advisors



OUTREACH INITIATED

What Happens when I Submit an Alert?

- **What is a support team and who is helping the student?**
- The Student Support Team consists of individuals who are assigned to specific students.
- The assignment comes from campus solutions (based on a bunch of factors).



SUPPORT TEAM ASSIGNED

- Athletics
- VMA Office
- Housing
- Excel Centers
- Peer Coaches
- Advisors



OUTREACH INITIATED

What Happens when I Submit an Alert?

- Early alert is **not** meant to replace your direct engagement with students. Instead, it complements your efforts by:
 - Making it easy for you to raise alerts based on defined criteria.
 - Allowing others on campus to have meaningful conversations and connect students to resources.
 - Bringing attention to the student about their academic performance.



SUPPORT TEAM ASSIGNED

- Athletics
- VMA Office
- Housing
- Excel Centers
- Peer Coaches
- Advisors



OUTREACH INITIATED

What Happens when I Submit an Alert?

- Students may be struggling beyond course content and would benefit from support in transitioning into college, time management, mental health, etc.
- Having a full picture of each student with alerts helps us not only with individual interventions but also in our coordinated paths and plans to support student success overall.



SUPPORT TEAM ASSIGNED

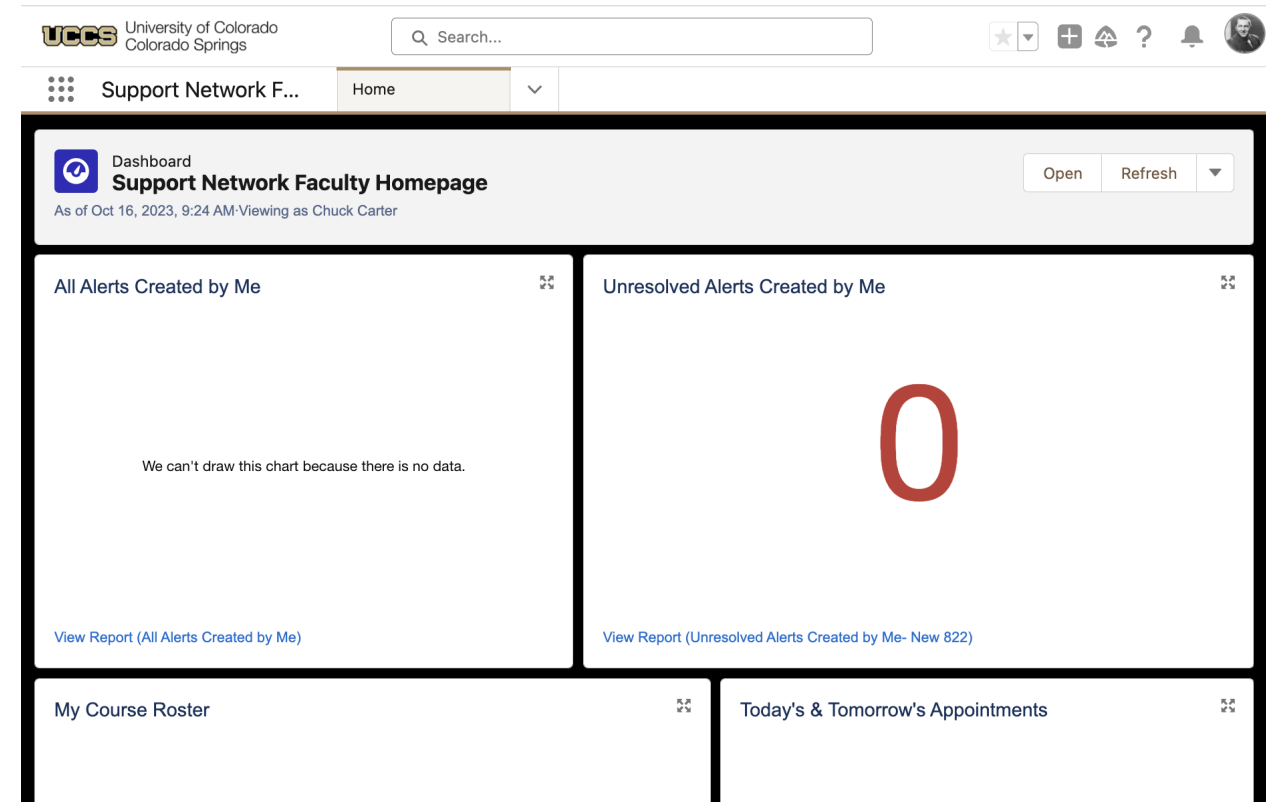
- Athletics
- VMA Office
- Housing
- Excel Centers
- Peer Coaches
- Advisors



OUTREACH INITIATED

How do I get updates on the alerts I submit

- Access the dashboard in the Support Network Faculty Console and view the status of your submitted alerts (select **Home** from the dropdown menu)
- You have the option to click on a report for a deeper dive into the data.

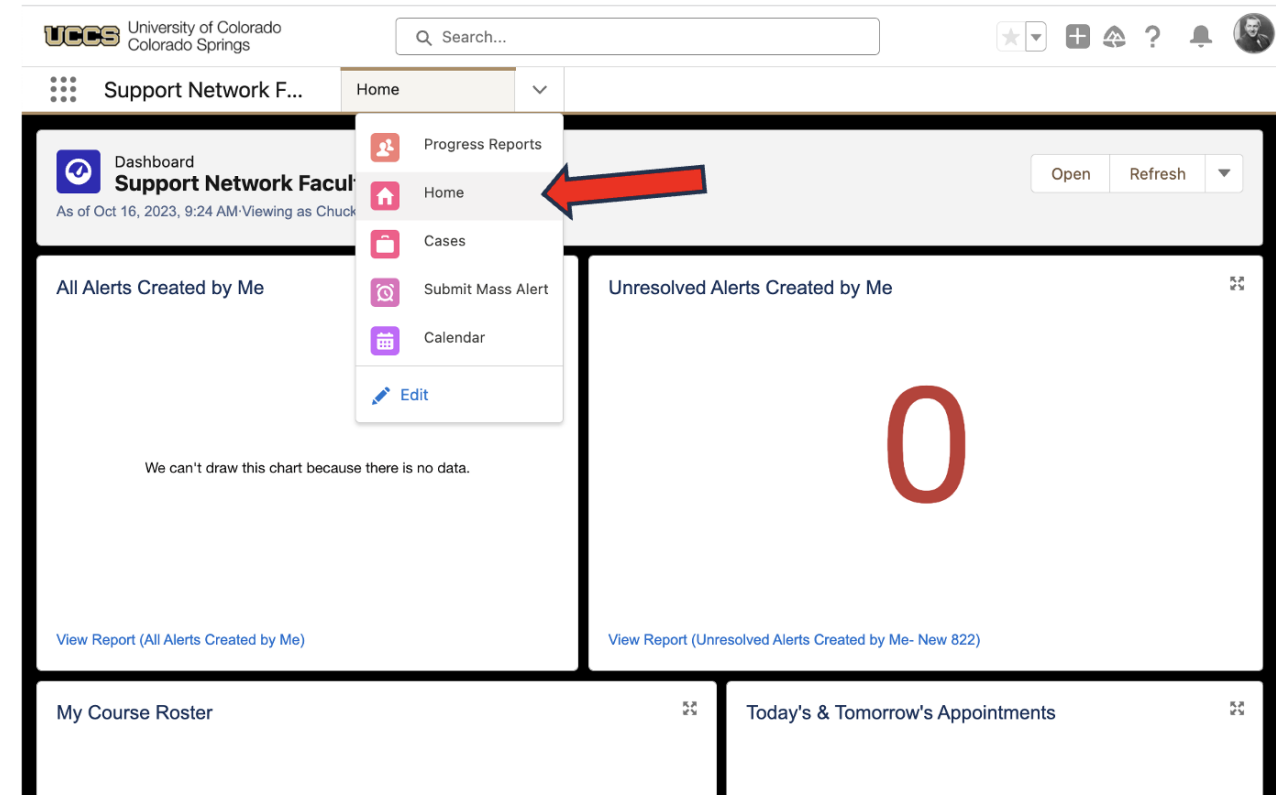


The screenshot displays the UCCS Support Network Faculty Console dashboard. At the top, the UCCS logo and "University of Colorado Colorado Springs" are visible, along with a search bar and navigation icons. A dropdown menu is open, showing "Support Network F..." and "Home". The dashboard header includes a "Dashboard" icon, the title "Support Network Faculty Homepage", and a user profile icon. Below the header, there are four main sections:

- All Alerts Created by Me:** A chart area with the message "We can't draw this chart because there is no data." and a link to "View Report (All Alerts Created by Me)".
- Unresolved Alerts Created by Me:** A large red "0" indicating zero unresolved alerts, with a link to "View Report (Unresolved Alerts Created by Me- New 822)".
- My Course Roster:** A section for viewing course information.
- Today's & Tomorrow's Appointments:** A section for viewing upcoming appointments.

How do I get updates on the alerts I submit

- Access the dashboard in the Support Network Faculty Console and view the status of your submitted alerts (select **Home** from the dropdown menu)
- You have the option to click on a report for a deeper dive into the data.



The screenshot displays the UCCS Support Network Faculty Console dashboard. At the top, there is a search bar and a navigation menu with 'Home' selected. A dropdown menu is open, showing options: Progress Reports, Home (highlighted with a red arrow), Cases, Submit Mass Alert, Calendar, and Edit. The main content area is divided into two columns. The left column contains a panel titled 'All Alerts Created by Me' with a message: 'We can't draw this chart because there is no data.' Below this panel is a link: 'View Report (All Alerts Created by Me)'. The right column contains a panel titled 'Unresolved Alerts Created by Me' with a large red '0' in the center. Below this panel is a link: 'View Report (Unresolved Alerts Created by Me- New 822)'. At the bottom of the dashboard, there are two more panels: 'My Course Roster' and 'Today's & Tomorrow's Appointments'.

Progress Reports



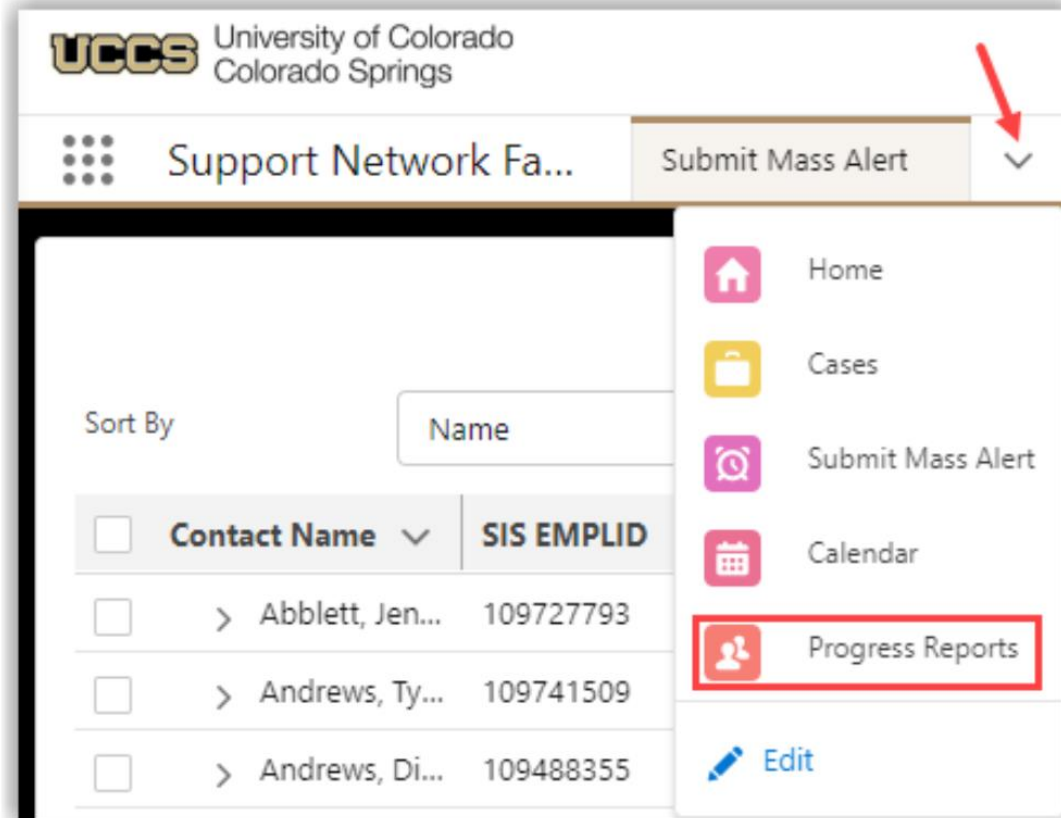
Progress Report Dates – Spring 2024

- **Attendance Concern/No Shows**
Survey opens: Mon., Jan. 22 | Survey closes:
Mon., Jan. 29
- **Academic Concerns**
Survey opens: Mon., Feb. 12 | Survey closes:
Weds., Feb. 28
- **In Danger of Failing/Cannot Pass**
Survey opens: Mon., Mar. 11 | Survey closes:
Weds., Apr. 3



Navigating to Outstanding Progress Reports

1. From your home page click the drop-down menu in the tab row and click **Progress Reports**.

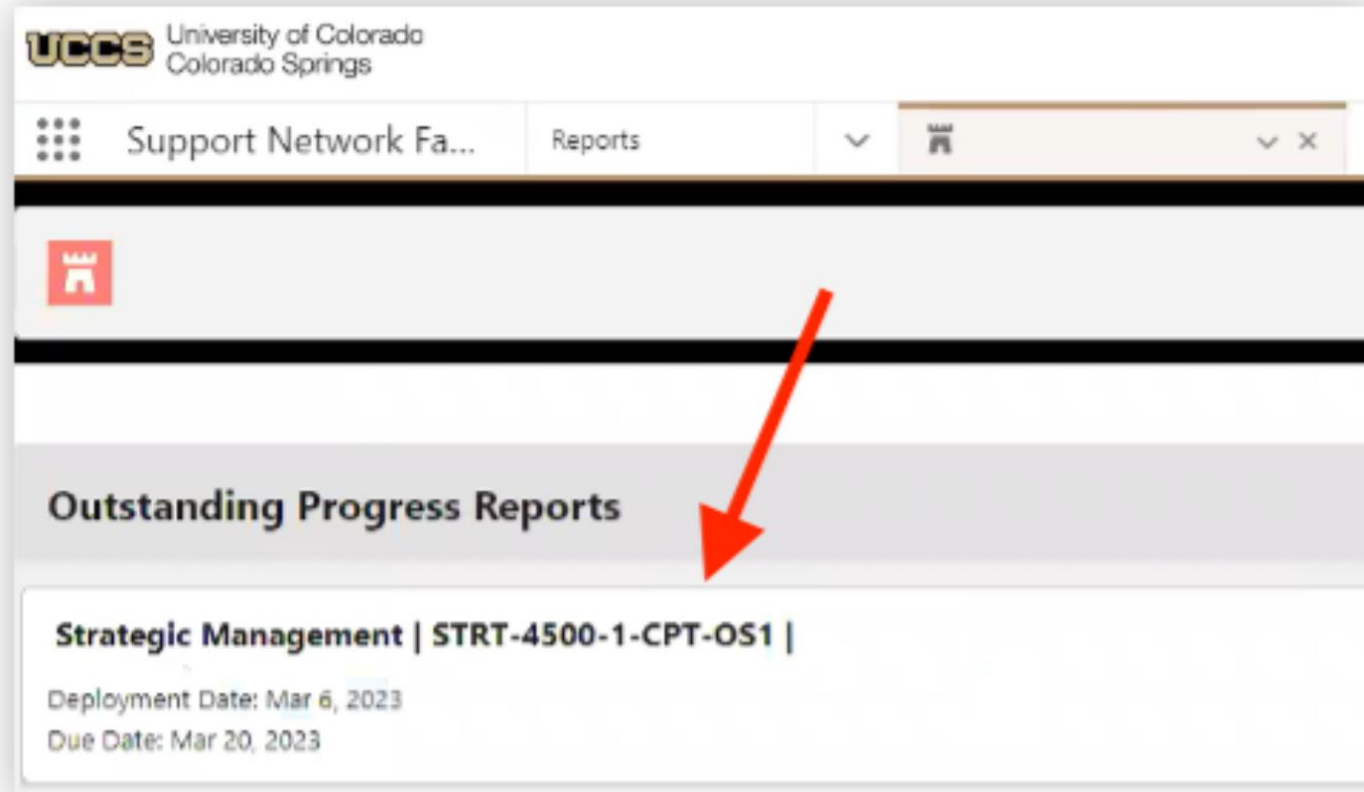


The screenshot shows the UCCS University of Colorado Colorado Springs interface. At the top, there is a navigation bar with a hamburger menu icon, the text "Support Network Fa...", and a "Submit Mass Alert" button with a downward arrow. A red arrow points to this arrow. Below the navigation bar, a dropdown menu is open, listing several options: Home, Cases, Submit Mass Alert, Calendar, Progress Reports (highlighted with a red box), and Edit. To the left of the dropdown menu, there is a "Sort By" dropdown menu set to "Name" and a table with columns "Contact Name" and "SIS EMPLID".

<input type="checkbox"/>	Contact Name	SIS EMPLID
<input type="checkbox"/>	> Abblett, Jen...	109727793
<input type="checkbox"/>	> Andrews, Ty...	109741509
<input type="checkbox"/>	> Andrews, Di...	109488355

Submitting Outstanding Progress Reports

1. Click on a progress report tile in the Outstanding Progress Reports component to open.



Submitting Outstanding Progress Reports

2. Click the appropriate radio button for each student listed in the progress report and click **Show Comments** to enter a comment for that student.

Outstanding Progress Reports

Strategic Management | STRT-4500-1-CPT-OS1 |

Deployment Date: Mar 6, 2023
Due Date: Mar 20, 2023

Student	Missing Assignments/Not spending enough time in course	Attendance Concern - Unexcused Absences	No Show/Has Not Logged In
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Comments			
Student	Missing Assignments/Not spending enough time in course	Attendance Concern - Unexcused Absences	No Show/Has Not Logged In
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Comments			
Student	Missing Assignments/Not spending enough time in course	Attendance Concern - Unexcused Absences	No Show/Has Not Logged In
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Comments			

Submitting Outstanding Progress Reports

3. Click **Submit** at the bottom of the page to complete and submit the progress report.

Student	Missing Assignments/Not spending enough time in course	Attendance Concern - Unexcused Absences
	<input type="radio"/>	<input checked="" type="radio"/>
Show Comments		
Student	Missing Assignments/Not spending enough time in course	Attendance Concern - Unexcused Absences
njamin	<input type="radio"/>	<input type="radio"/>
Show Comments		
<input type="button" value="Submit"/>		

Update: Students who dropped before the census date no longer show up in the roster

NOTES:

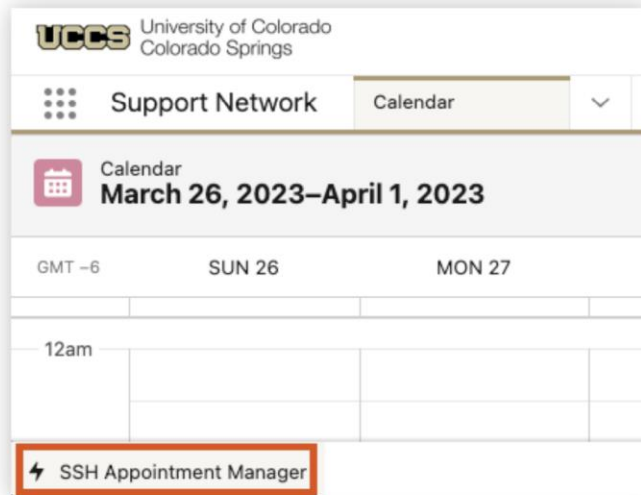
- At this time students who dropped before the census date and those who withdrew after it will still be in your roster. This is planned to be fixed in the future.
- Comments entered in a progress report are not shared with students.

Availability & Scheduling

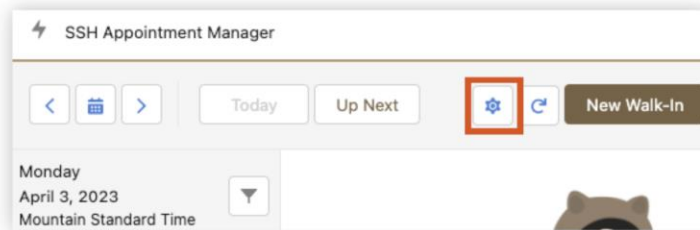


Creating Appointment Settings

1. Click on **SSH Appointment Manager** (at the bottom of most pages).



2. Click on the Settings  icon.



Appointment Timing Defaults

3. In the Appointment Settings section:

Edit Appointment Availability

Appointment Settings

GENERAL SETTINGS

* Appointment Buffer (minutes) ⓘ **A**

* Advance Notice (hours) ⓘ **B**

Time Zone ⓘ
Mountain Standard Time

Record Type for One-Off Availability ⓘ
Advising Time

LENGTH SETTINGS

* Default Appointment Length (minutes) ⓘ **C**

- Enter time required between appointments in **Appointment Buffer**.
- Enter required advanced notice for scheduling appointments in **Advance Notice**.
- Enter default length for appointments in **Default Appointment Length**.

Create Appointment Locations

1. In the Appointment Locations section click **New**.

APPOINTMENT LOCATIONS
The locations where you're available to meet with students.

New

In Person

NAME	CAMPUS	BUILDING	ROOM	ADDITIONAL DETAILS
Office				

2. Select an appointment location type from the **Type** drop-down menu.

Type

In Person

-- Select One --

✓ In Person

Phone

Virtual

Other

Create Appointment Locations

3. Fill out the requisite details for the selected location type (“In Person” shown) and click **Save**:

New Appointment Location

Basics

Type: In Person

Name: A

Details

Campus: B

Building: C

Room: D

Additional Details: E

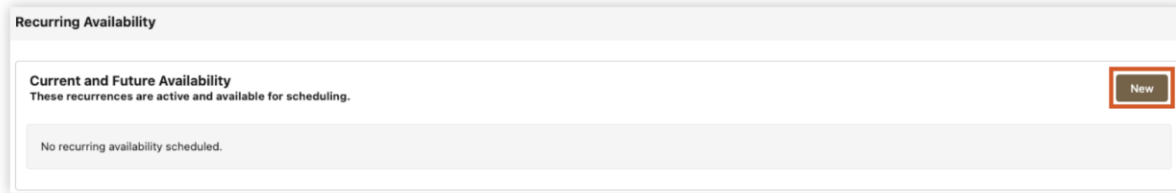
Cancel Save

- Enter a **Name** for the location type.
- (OPTIONAL) Enter a **Campus** location.
- (RECOMMENDED) Enter a **Building** for the appointment location.
- (RECOMMENDED) Enter a **Room** for the appointment location.
- (OPTIONAL) Enter any **Additional Details** students need to know about this location.

*NOTE: **Phone** appointment location type asks for phone number. **Virtual** asks for a meeting link (Zoom or Teams). These fields are both highly recommended.*

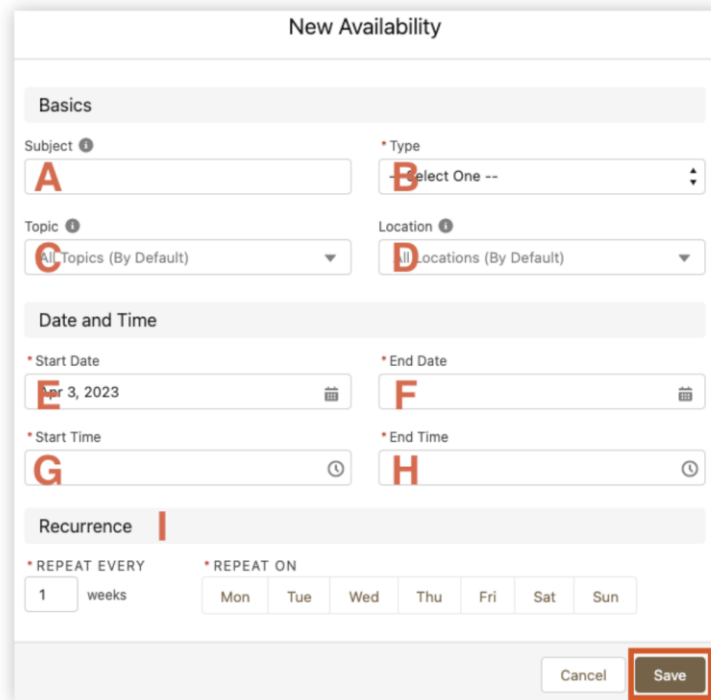
Create Recurring Availability

1. In the Recurring Availability section, under Current and Future Availability, click **New**.



The screenshot shows a web interface titled "Recurring Availability". Under the "Current and Future Availability" section, there is a text box stating "These recurrences are active and available for scheduling." and a "New" button. Below this, a message says "No recurring availability scheduled."

2. In the New Availability dialog, enter availability details and click **Save**:



The "New Availability" dialog form is divided into several sections:

- Basics:** Includes fields for Subject (A), Type (B), Topic (C), and Location (D).
- Date and Time:** Includes fields for Start Date (E), End Date (F), Start Time (G), and End Time (H).
- Recurrence:** Includes fields for REPEAT EVERY (1 weeks) and REPEAT ON (Mon, Tue, Wed, Thu, Fri, Sat, Sun).

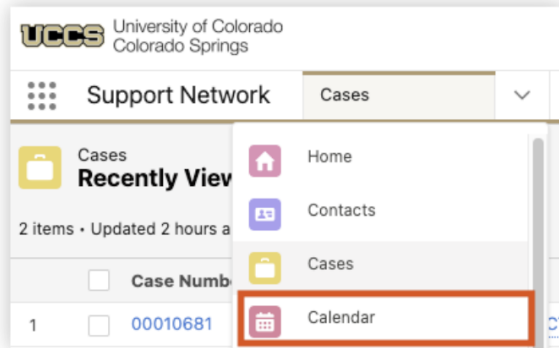
At the bottom, there are "Cancel" and "Save" buttons.

- a. Enter a unique **Subject** for this recurring availability segment (may be visible to students).
- b. Choose a recurring availability **Type** (Individual, Walk-In, Group).
- c. (OPTIONAL) Choose a specific **Topic** for this recurring availability.
- d. (OPTIONAL) Choose a **Location** for this recurring availability.
- e. Choose a **Start Date** for this segment of recurring availability.
- f. Choose an **End Date** for this segment of recurring availability.
- g. Choose a **Start Time** for each recurrence of this availability.
- h. Choose an **End Time** for each recurrence of this availability.
- i. Choose how often and the days on which this availability recurs.

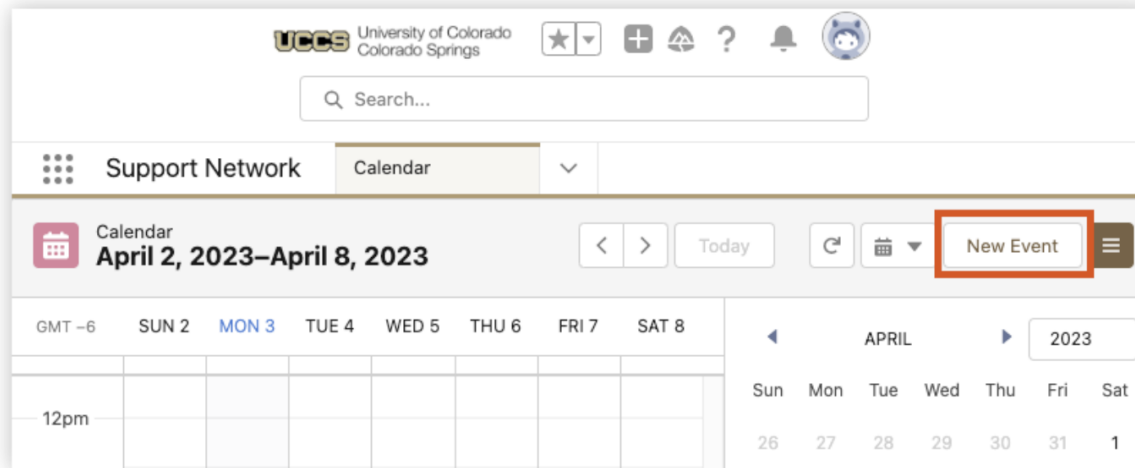
NOTE: Topic and Location both default to "all" (e.g., In-Person, Phone, and Virtual).

Create One-Time Availability

1. Click the drop-down menu in the tab toolbar and click **Calendar**.



2. Click **New Event**.



Create One-Time Availability

3. Select **Advising Time** and click **Next**.

New Event

Advising Event
"I'm booked with a student at this time." An appointment that has been scheduled for one student or a group, or a walk-in appointment. This record type is used along with the Appointment object to track appointment Events.

Advising Time
"I'm available for appointments at this time." A block of time that a support staff member has designated as available for meeting with students. Support staff can define three types of availability: scheduled, walk-in, or group appointments.

Standard
"I'm not available to meet with students at this time." Any other type of scheduled Event when a staff member is not available for appointments because of other meetings, personal appointments, and so on.

Create One-Time Availability

4. Enter details for the new Advising Time event and click **Save**:

New Event: Advising Time

Calendar Details

* Assigned To: Brandon Poulliot

Related To: Search Accounts...

* Subject: A

Name: Search Contacts...

All-Day Event:

Private:

Your private event details are also visible to your Salesforce admin and users with the View All Data permission. For more information, contact your Salesforce admin.

Start: B

* Date: Apr 3, 2023

* Time: 7:00 PM

End: C

* Date: Apr 3, 2023

* Time: 8:00 PM

Other Information

Location: [Empty Field]

Show Time As: Busy

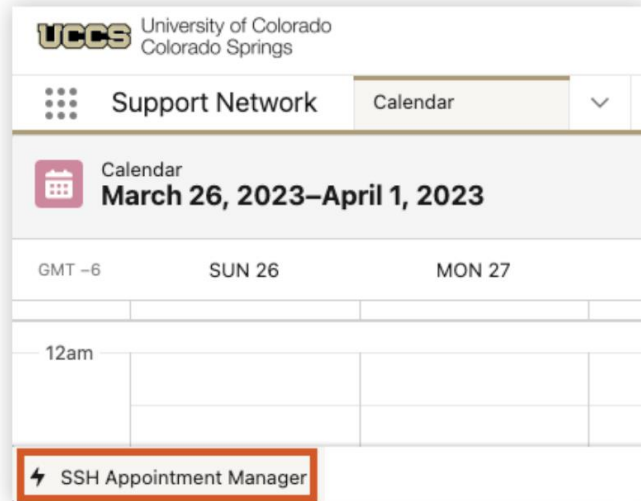
Buttons: Cancel, Save & New, Save

- A. Enter a **Subject** for any appointments generated through this availability.
- B. Enter a **Start Date** and **Start Time** for this availability.
- C. Enter an **End Date** and **End Time** for this availability.

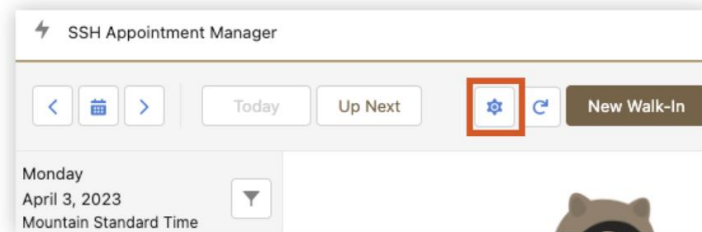
*NOTE: **Location** may be manually entered, but does not use pre-defined locations.*

Remove Recurring Availability

1. Click on **SSH Appointment Manager** (at the bottom of most pages).



2. Click on the Settings  icon.



Remove Recurring Availability

3. Click on the drop-down next to the availability you wish to cancel and click **Cancel**.

Recurring Availability

Current and Future Availability
These recurrences are active and available for scheduling. New

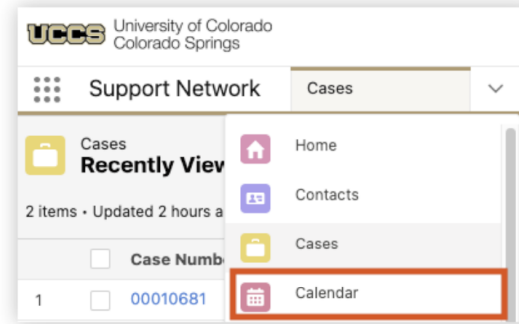
DAY AND TIME	RECURRENCE	START AND END DATE	TYPE	TOPIC	LOCATION	
WEDNESDAY						
02:30 PM - 04:30 PM	Weekly	4/5/2023 - 4/14/2023	Individual	Office Hours	In Person (Office)	⌵
THURSDAY						
02:30 PM - 04:30 PM	Weekly	4/5/2023 - 4/14/2023	Individual	Office Hours	In Person (Office)	⌵
FRIDAY						
02:30 PM - 04:30 PM	Weekly	4/5/2023 - 4/14/2023	Individual	Office Hours	In Person (Office)	⌵

Clone
Edit
Cancel

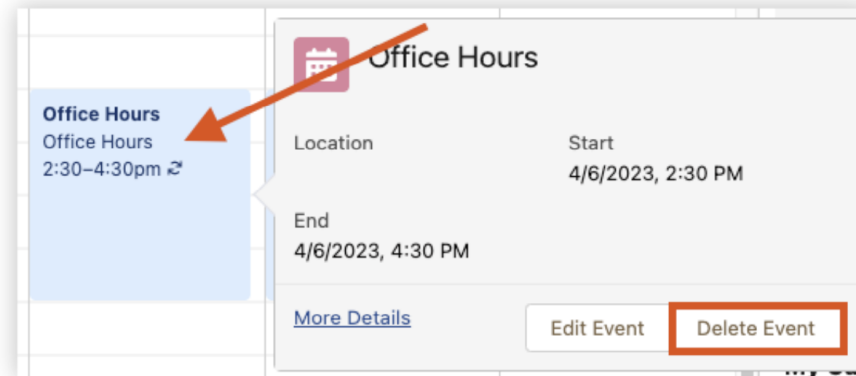
Removing Single Availability Occurrence

Calendar Option:

1. Click the drop-down menu in the tab toolbar and click **Calendar**.



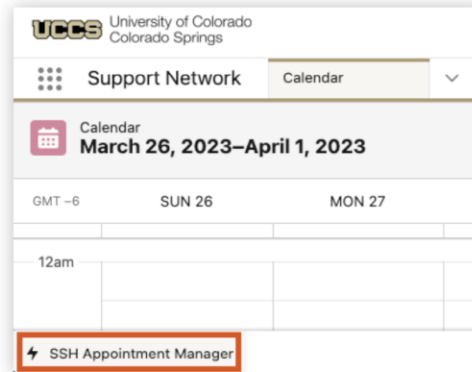
2. Place mouse cursor over the availability to be removed and click **Delete Event**.



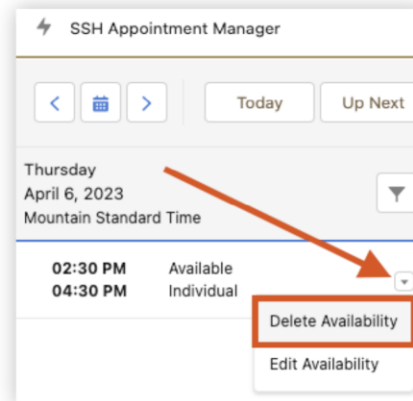
Removing Single Availability Occurrence

SSH Appointment Manager Option:

1. Click on **SSH Appointment Manager** (at the bottom of most pages).



2. Find the date, click the drop-down menu next to the availability block and click **Delete Availability**.



Tips and/or Reminders

- **Students:**

- Undergraduate and Graduate Students
 - *Different “Community” from Faculty/Staff*

- **Faculty:**

- Undergraduate Courses
- (1000 Level to 4000 Level)*

- **Staff:**

- Support Areas, Academic Advising, Student & Family Connections, Veteran & Military Affairs, Excel Centers*, etc.

Tips and/or Reminders

- **Easier to submit a “Mass Alert” for just one student than it is to submit an “Individual Alert”**
- **Canvas**
 - May be a temporary mismatch or delay between Canvas Grades and Support Network Grades
 - Grades update once per day/overnight
 - *Same as with Starfish*

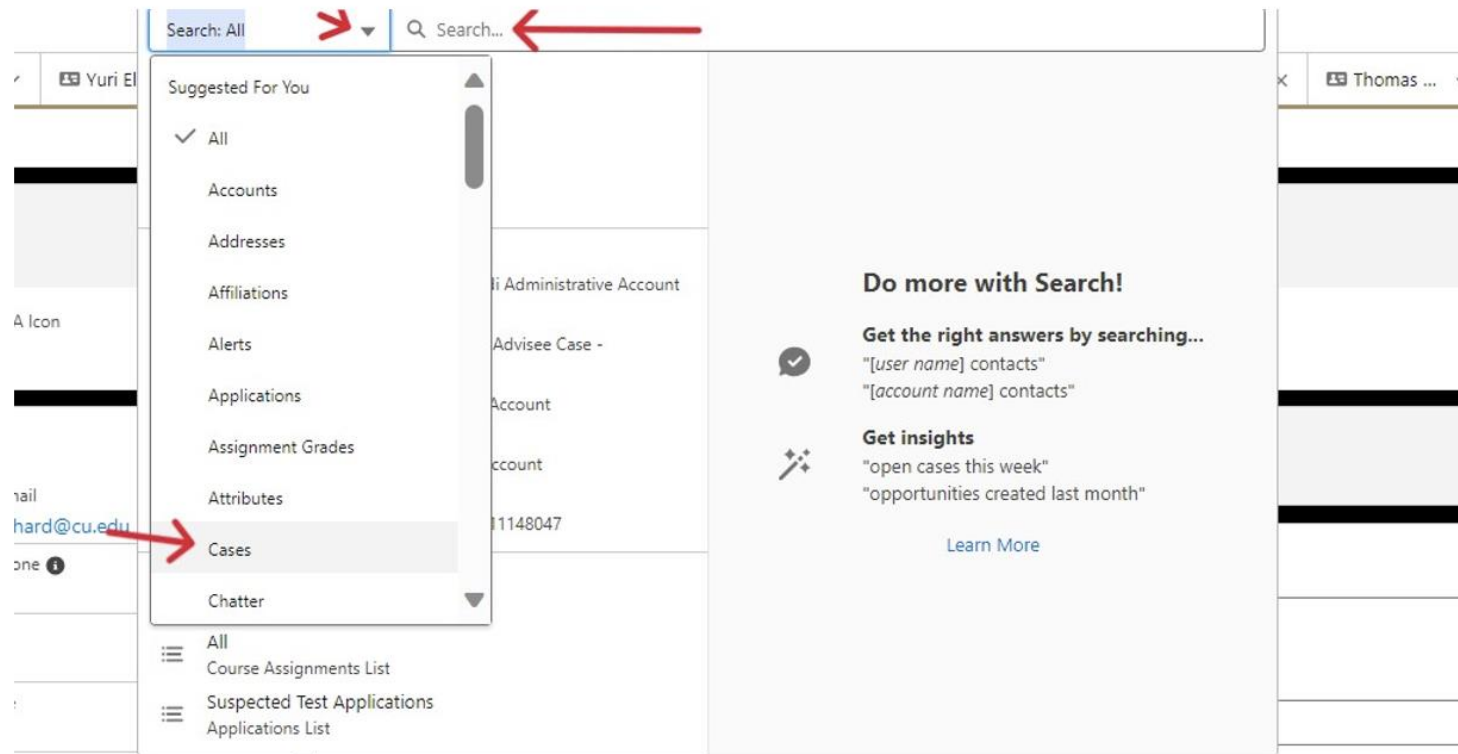
Tips and/or Reminders

- **Faculty should be using the “My Course Roster” report on their Faculty Console Home page.**
 - Some faculty (Level 1 access) are also staff (w/ Level 3 access). Do not use “My Student Caseload” on Support Network Home Page as your course roster
- **Chrome is preferred Browser**
 - SN will work with other browsers, but experience is best with Chrome
 - *Some faculty were advised to use MS Edge for better security*

Search Tip

Searching Tip

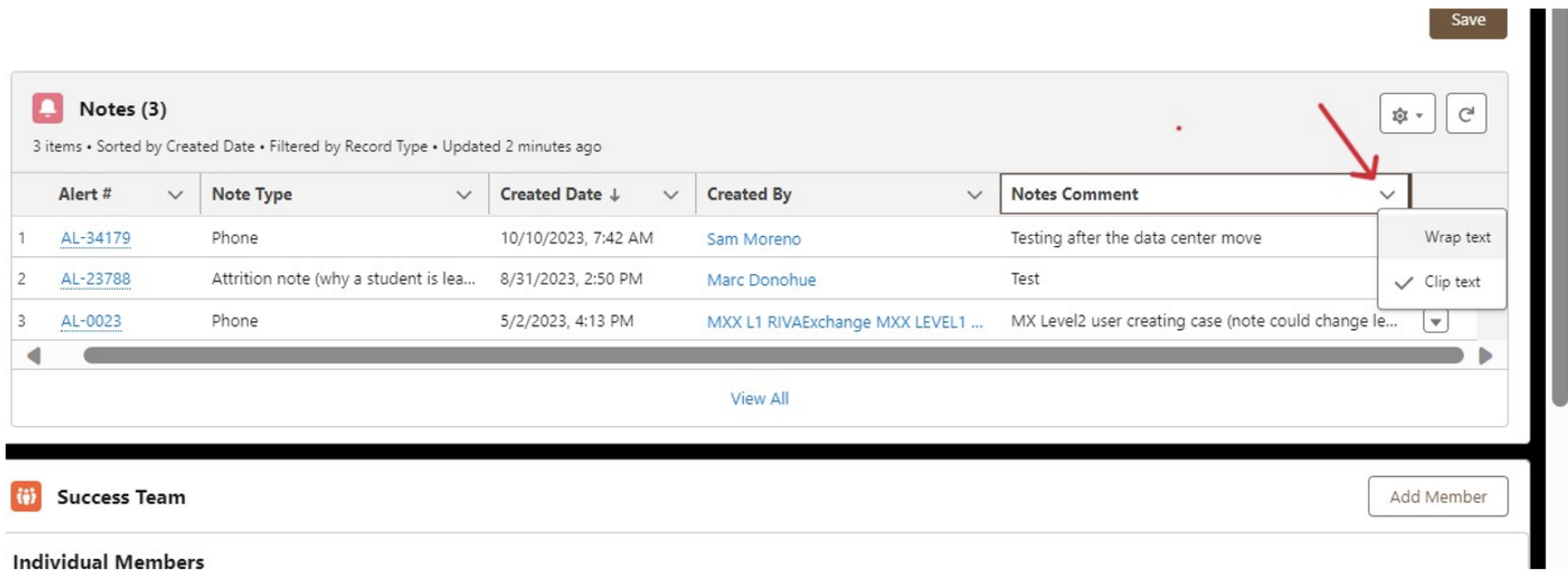
If you want to search by an object, like for an Advisee Case, when you search for the student in the main search bar, you can use the left drop down menu and select case. See screenshot below:



Wrap Text in Notes

Wrap Text in Notes

If you would like multiple lines to appear in Notes Comments on the Advisee case, on the Notes Comment, select “Wrap Text” on the drop down menu.



The screenshot shows a software interface with a table of notes. A red arrow points to the dropdown menu for the 'Notes Comment' column, which is open and shows the 'Wrap text' option selected. The table has columns for Alert #, Note Type, Created Date, Created By, and Notes Comment. Below the table is a 'View All' link. At the bottom of the interface, there is a 'Success Team' section with an 'Add Member' button and an 'Individual Members' section.

Alert #	Note Type	Created Date	Created By	Notes Comment
1	Phone	10/10/2023, 7:42 AM	Sam Moreno	Testing after the data center move
2	Attrition note (why a student is lea...	8/31/2023, 2:50 PM	Marc Donohue	Test
3	Phone	5/2/2023, 4:13 PM	MXX L1 RIVAExchange MXX LEVEL1 ...	MX Level2 user creating case (note could change le...

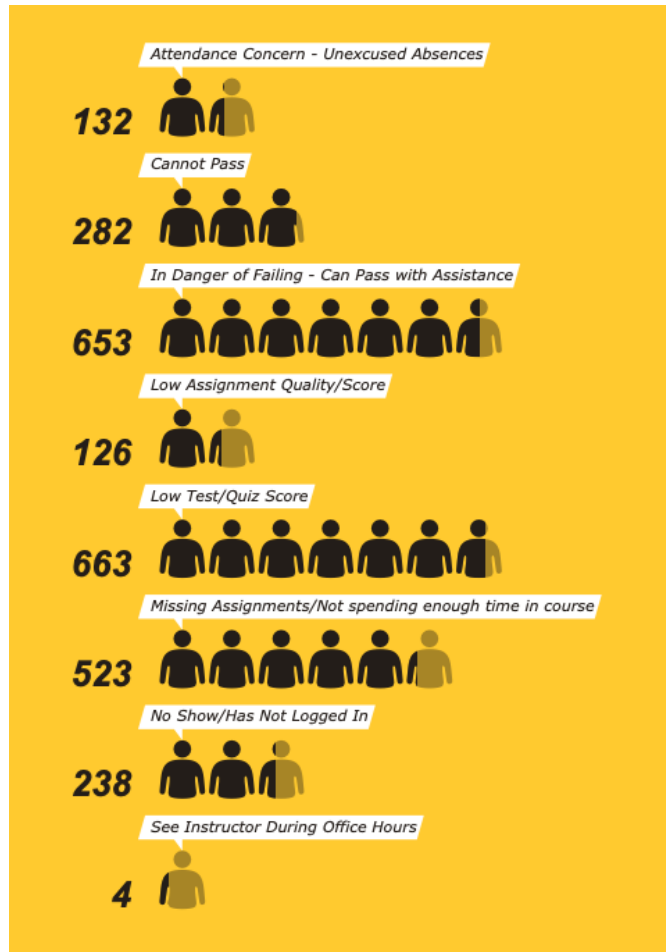
Viewing Current Grade

Viewing Current Grade

We were able to add a student's current grade in a course on the course connection component on the case. See below for an example.

... ▾	Course Name ▾	Credits Att... ▾	Grade ▾	Display ▾
	Advanced Grammar - 001	3.000		A-
	Special Topics: Gender, Writing, and the Environment - OL2	3.000		A
	Early American Literature Through Romanticism - 001	3.000		
	riverrun Literary and Arts Journal - 001	3.000	80.00	A
	Rhetoric and Writing II: Argument and Research - OL2	3.000		A
	Nonverbal Communication - 001	3.000	96.10	A
	Introduction to Creative Writing - Fiction - OL1	3.000	89.15	A
	Topics in Public Rhetorics - 001	3.000	98.57	A
	Intro to Educational Psychology - OL1	3.000		
	Advanced Rhetoric and Writing - 001	3.000	98.59	A

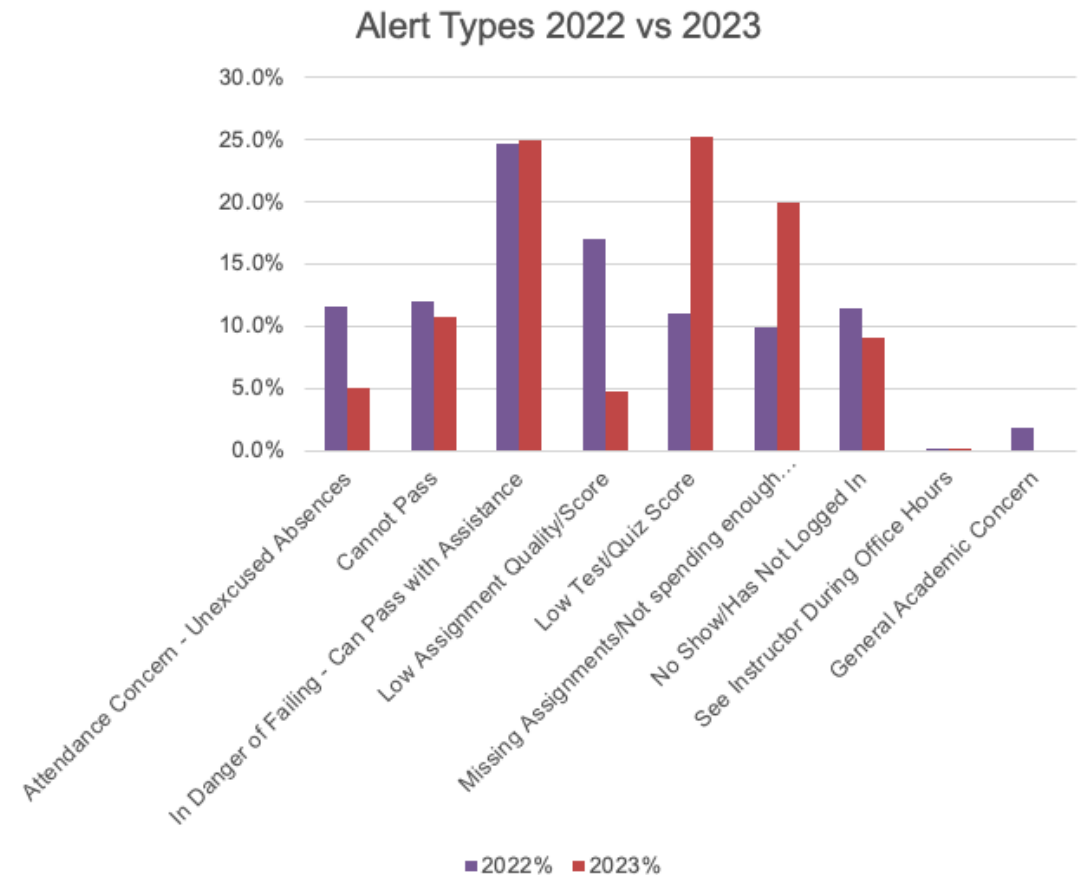
Alerts Submitted -- Fall 2023



- **2621 Total Early Interventions**
- **219 Faculty Submitted**
- **1354 Individual Students impacted**

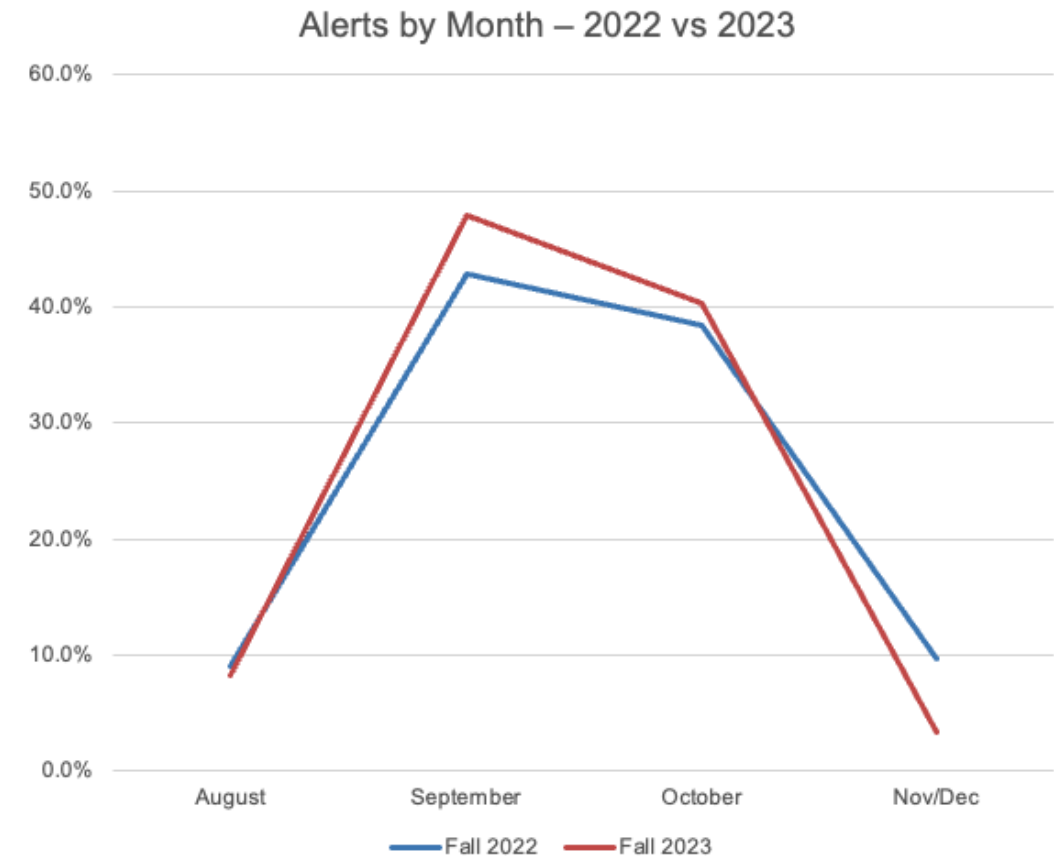
Alert Types Submitted 2022 vs. 2023

- **Faculty submitted more alerts for specific test/quiz scores, and missing assignments**
- **Corresponds with the higher % of alerts earlier in the semester**
- **Even though the same % of students were in danger of failing, we saw a **decrease in the % of alerts for students who cannot pass****



Alerts by Month – Fall 2023

- **Despite some challenges with launch in August, we saw more alerts/higher % of alerts submitted earlier in the semester than last year**
- **This is a huge win as it gives students, support staff, and faculty **more time to get students connected to resources for their success** and to make informed decisions about their path forward in their classes**



Questions, Comments, Concerns

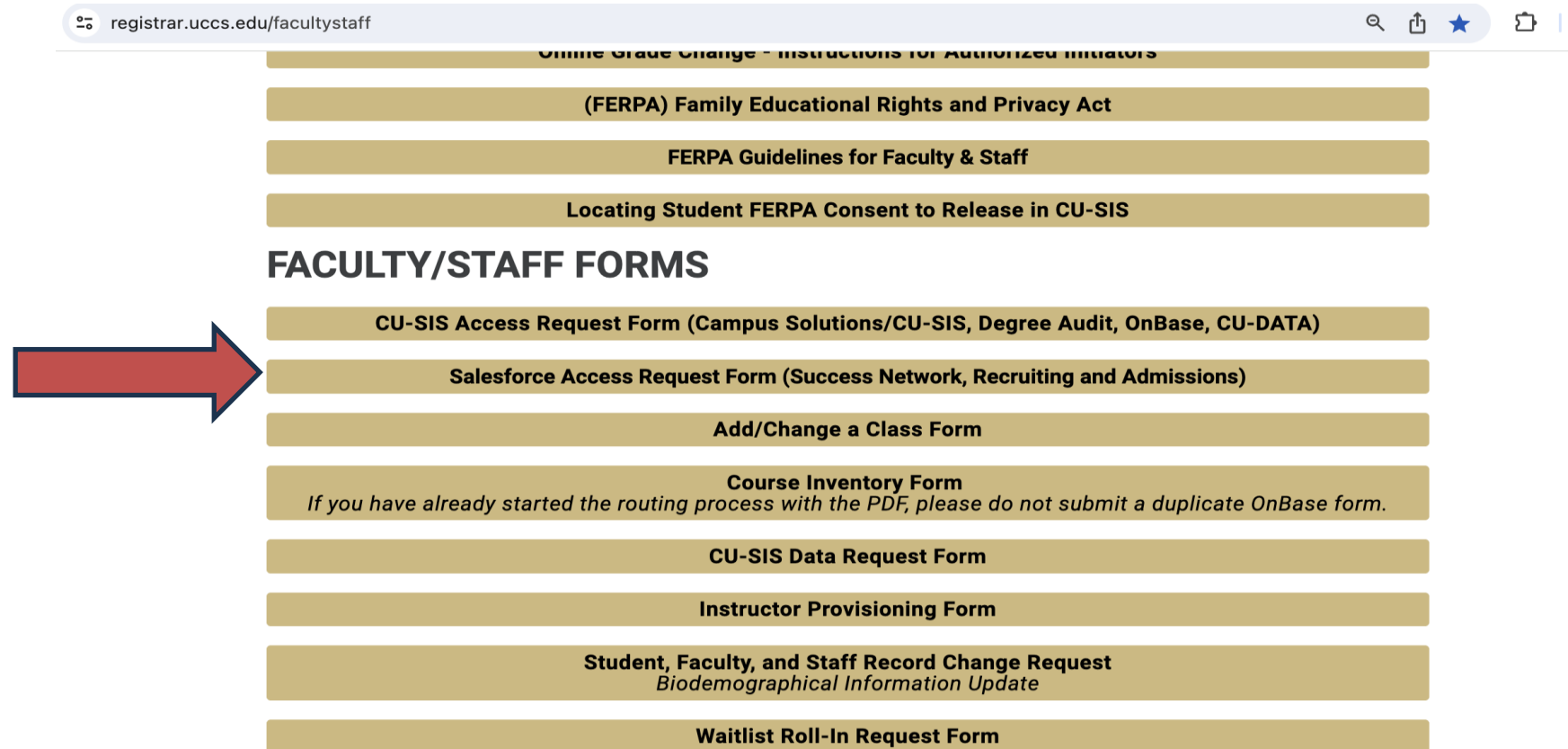


Appendix

Training Model & Help

- **Our training model is self-guided training**
 - Videos and How-to Guides
- The training guides and videos are there to aid you in executing specific tasks (i.e., how to set up availability, etc.) or finding specific information (i.e., what other courses is the student taking).
- **SPECIAL for FACULTY** is FRC Helpdesk

Access Request Form



registrar.uccs.edu/facultystaff

- Online Grade Change - Instructions for Authorized Initiators
- (FERPA) Family Educational Rights and Privacy Act
- FERPA Guidelines for Faculty & Staff
- Locating Student FERPA Consent to Release in CU-SIS

FACULTY/STAFF FORMS

- CU-SIS Access Request Form (Campus Solutions/CU-SIS, Degree Audit, OnBase, CU-DATA)**
- Salesforce Access Request Form (Success Network, Recruiting and Admissions)
- Add/Change a Class Form
- Course Inventory Form**
If you have already started the routing process with the PDF, please do not submit a duplicate OnBase form.
- CU-SIS Data Request Form
- Instructor Provisioning Form
- Student, Faculty, and Staff Record Change Request**
Biodemographical Information Update
- Waitlist Roll-In Request Form

<https://registrar.uccs.edu/facultystaff>

Student Support Network Info Site

UCCS University of Colorado Colorado Springs SharePoint Search this site

UCCS Student Support Network Home Edit Following

+ New Page details Analytics Published 8/3/2023

How Do I Access Student Support Network

Students can access Student Support Network from the Student Portal, links in Canvas, clicking the Button below, or by simply going to student.support.uccs.edu. Single Sign-On (SSO) is active and should be used. A [Student User's Guide can be found here](#).

Faculty and Staff that are currently provisioned in Student Support Network can access it from their respective portals, links in Canvas, or by clicking the Button below. Single Sign-On (SSO) is active and should be used.

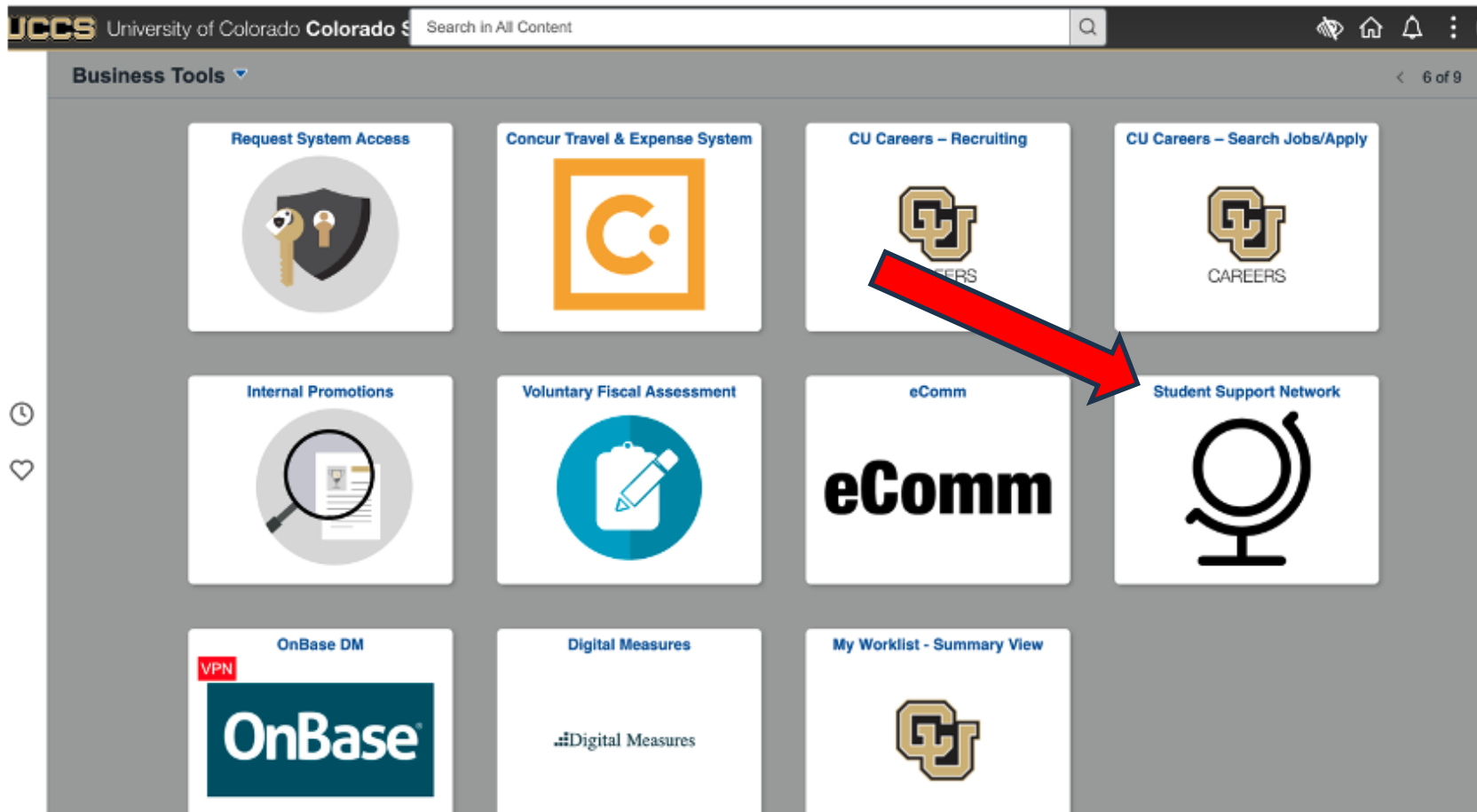
Please Note: Currently, because of licensing limitations, only those faculty teaching during a given semester will have access to their console for that semester.

Further information for Faculty can be found on the [Faculty Resource Center's Student Support Network page](#).

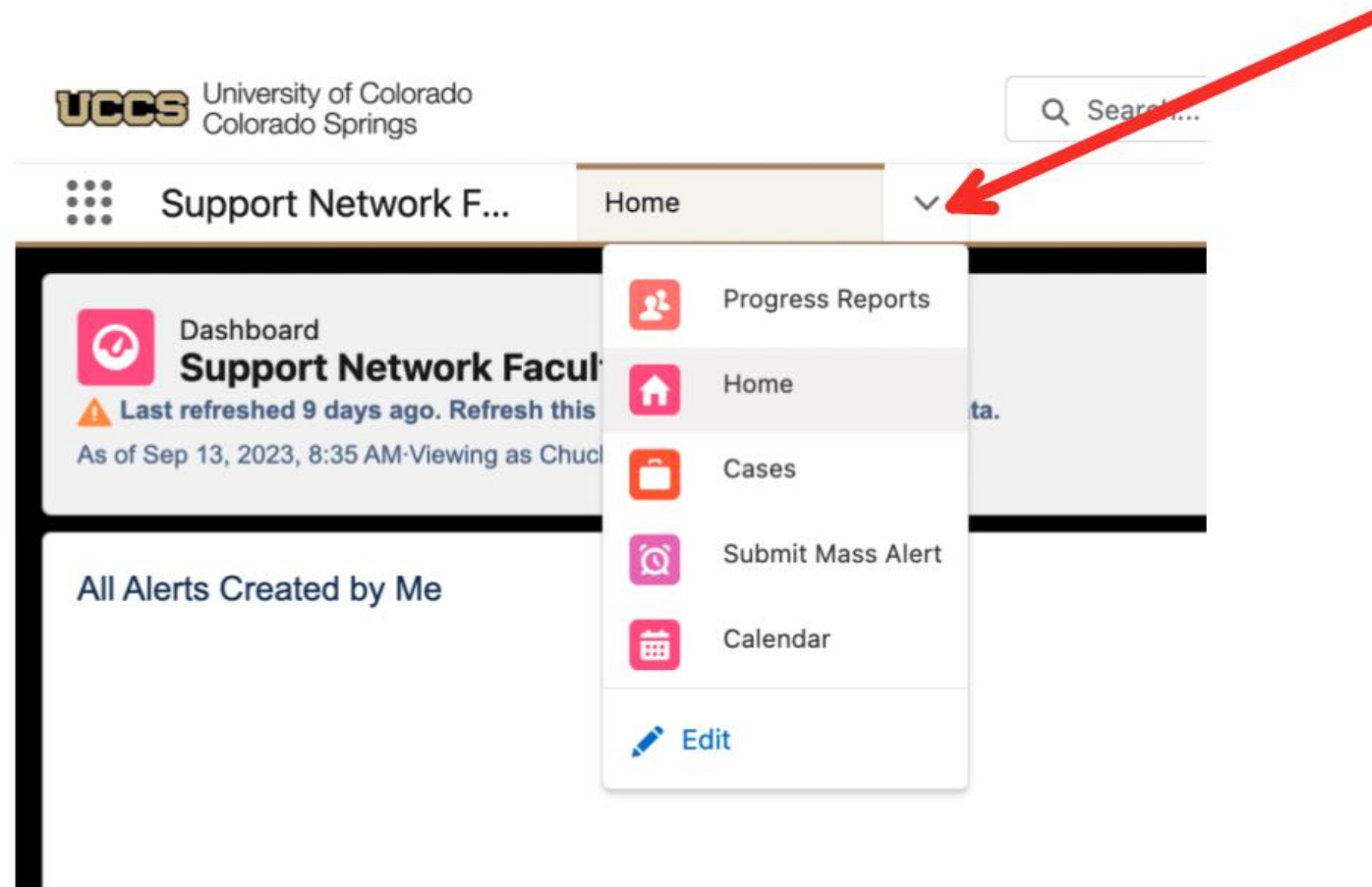
Student Access to Support Network [Click here](#)

Faculty and Staff Access to Support Network [Click Here](#)

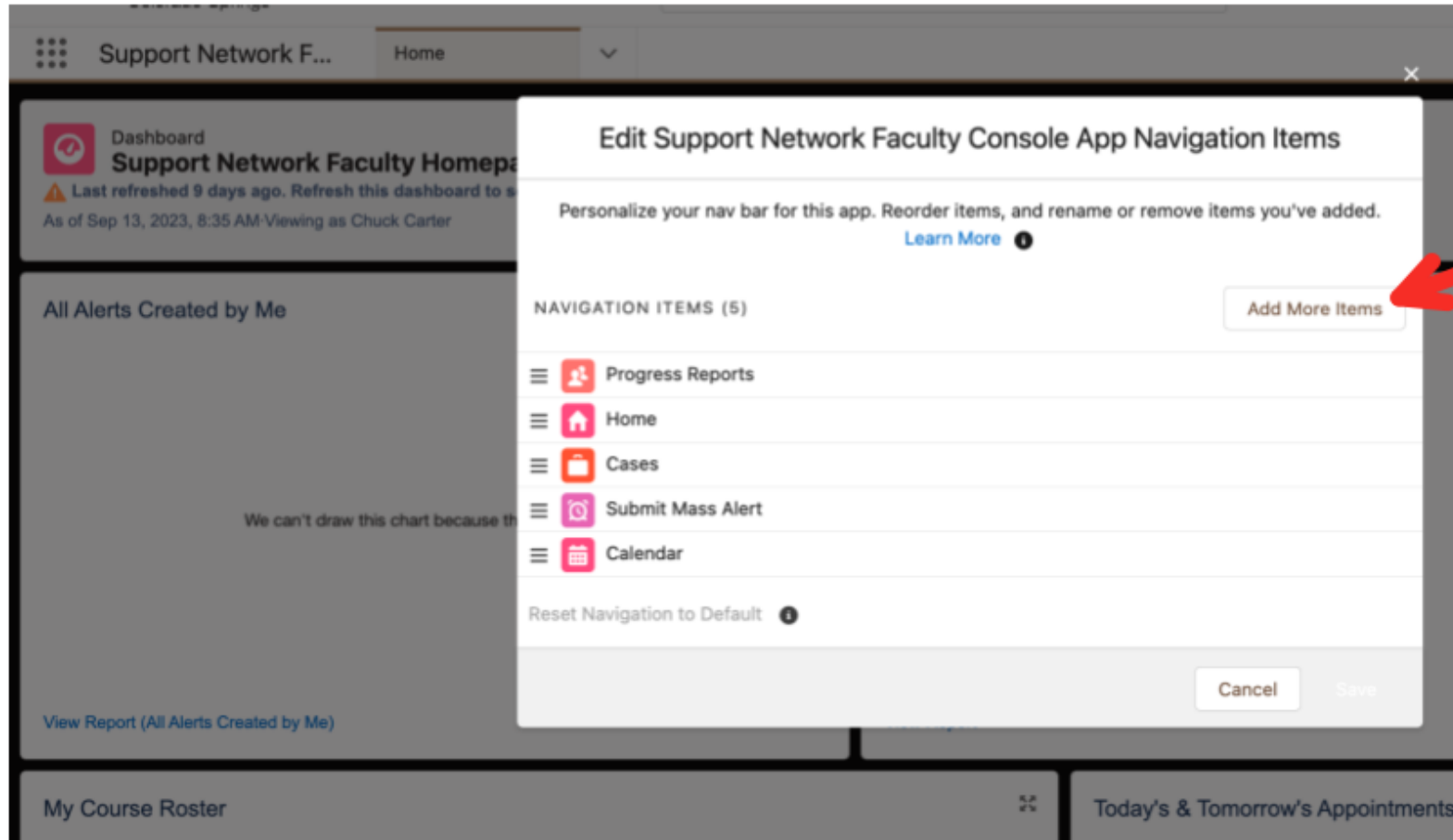
Access – myUCCS Portal



Faculty Console Menu



Faculty Console Menu – Edit Menu

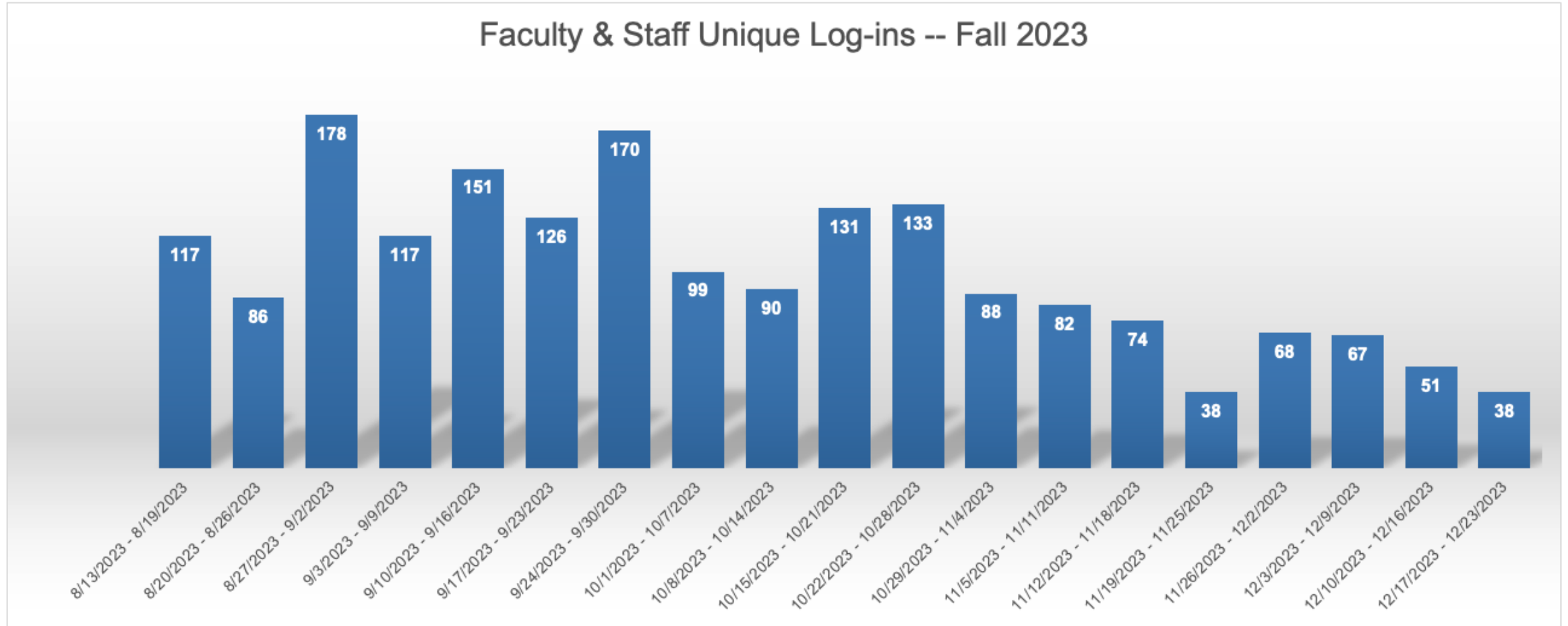


Edit Profile

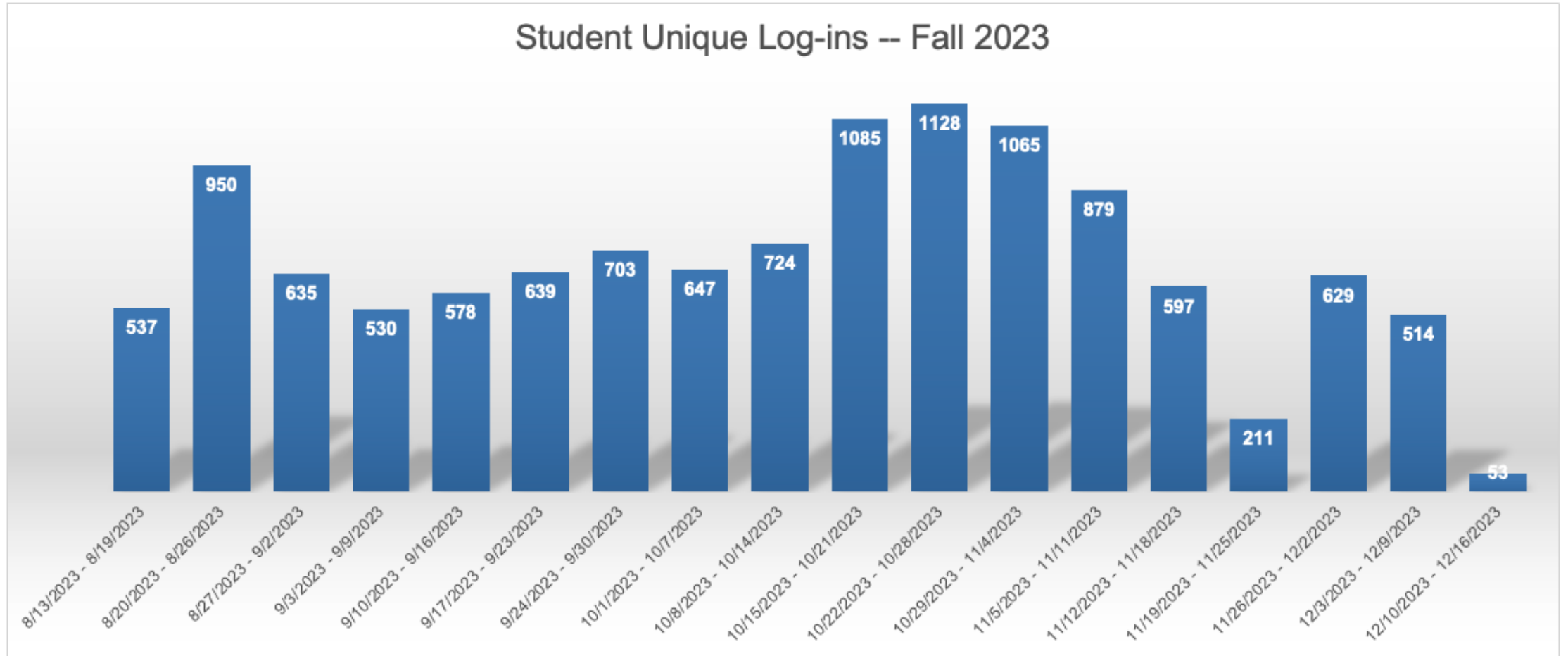
The screenshot shows a user profile dropdown menu for Chuck Carter. The menu includes a profile picture, name, email address, and links for Settings and Log Out. Below this, there are sections for DISPLAY DENSITY (with 'Comfy' selected), COMPACT, and OPTIONS (with 'Add Username'). A red arrow points from the 'Settings' link to the 'Personal Information' option in the adjacent menu.

The screenshot shows the 'Personal Information' settings page. The page title is 'Personal Information' and it has a 'Details' section. The 'Details' section contains a list of fields: First Name, Middle Name, Last Name, Suffix, Alias, Email, Username, Nickname, Phone, Extension, Fax, and Mobile. A red arrow points from the 'Personal Information' option in the dropdown menu to this page.

Faculty/Staff Usage – Fall 2023



Student Usage – Fall 2023



Support Pool vs. Success Team

Support Pool

- A Support Pool is a group of people from an office who provide support to any current student. The student goes to the pool and picks from a listing of people from an office who can meet with the student (and then makes the appointment based on availability).

Success Team

- The Student Success Team consists of single individuals who are assigned to specific students. The assignment comes from campus solutions (based on a bunch of factors).
- EXAMPLE: if you have a career coach that sees only pre-health majors...we can configure the support team to add the single person who sees pre health majors.

It gets a little more complicated when trying to decide if a team member or pool is the right configuration for the user...so UIS should be involved in those discussions

STUDENT ACADEMIC DISRUPTION PROCEDURE

- **Students and faculty share responsibility for maintaining a positive educational environment. Disruptive students in the academic setting hinder the educational environment. Faculty have a responsibility to treat students with understanding, dignity, and respect.**
- **Faculty and instructors (faculty member) have the right and the authority to set reasonable behavioral expectations in academic settings. Faculty are authorized to ensure normal academic functions of the class and other academic settings are not compromised by disruptive student behavior.**
- **Students who fail to adhere to such reasonable expectations shall be subject to disciplinary action(s). The procedures for this process are specified in this [document](#).**
- **Disruptive student conduct is prohibited by Regent Laws and the UCCS Student Code of Conduct. Students are required to adhere to the standards listed in the UCCS Student Code of Conduct and to refrain from disrupting classes and other academic settings, as defined in this procedure.**
- **The UCCS Student Code of conduct can be found at <https://dos.uccs.edu/student-conduct>. The purpose of this procedure is to clarify what constitutes disruptive behavior in an academic setting; what actions faculty and academic deans (or their designees) may take in response to disruptive conduct; and the authority of the Office of Dean of Students to initiate disciplinary proceedings against students for disruptive conduct.**
- **LIMITATIONS: This procedure is limited to addressing disruption, as defined below, in the academic setting. It does not supersede UCCS Police Department policies, the UCCS Student Code of Conduct, or any other University policy. It also does not provide guidance on matters of Academic Dishonesty. Academic Dishonesty is addressed in accordance with UCCS Campus Policy 200-019, and College polices.**

Training guides available here: https://frc.uccs.edu/teaching_resources/student-support-network. If you scroll to the bottom of the page, there are pdf and videos on how to submit an alert, progress report, setting up office hours, etc.

For the CARE team, all of those issues should always get sent to: <https://dos.uccs.edu/care/submit-a-concern-report-an-incident>.

A reminder that the issues that should be sent to the CARE team are:

- 1) Concerns about a student's mental health and well-being (non-life threatening) or to request resource information for a student
- 2) Concerns about disruptive or inappropriate behaviors (Faculty, please consider if the [Academic Disruption Procedure](#) applies)
- 3) Concerns about a student's access to basic needs

Action Steps for UCCS Retention

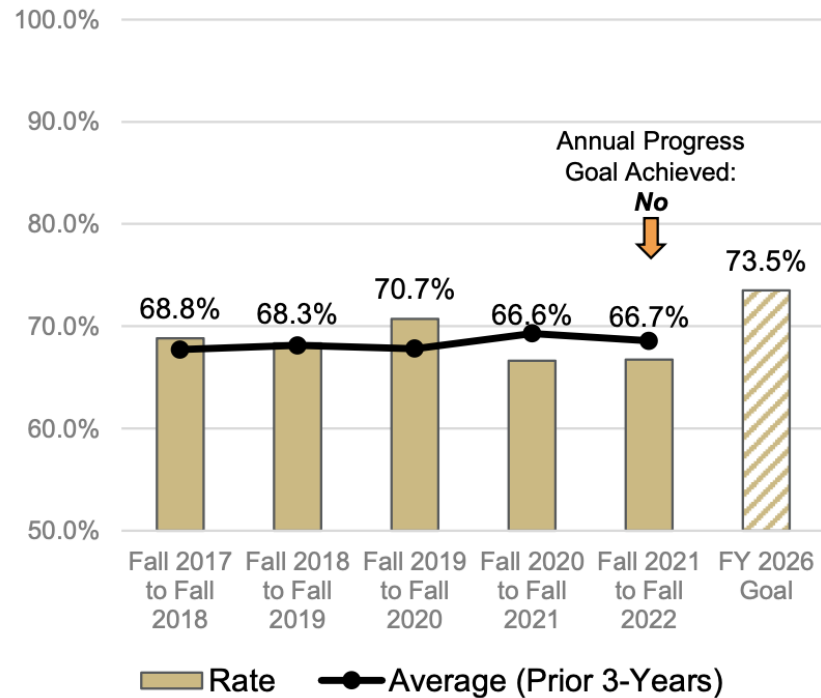


UCCS Retention Rates – Action Steps

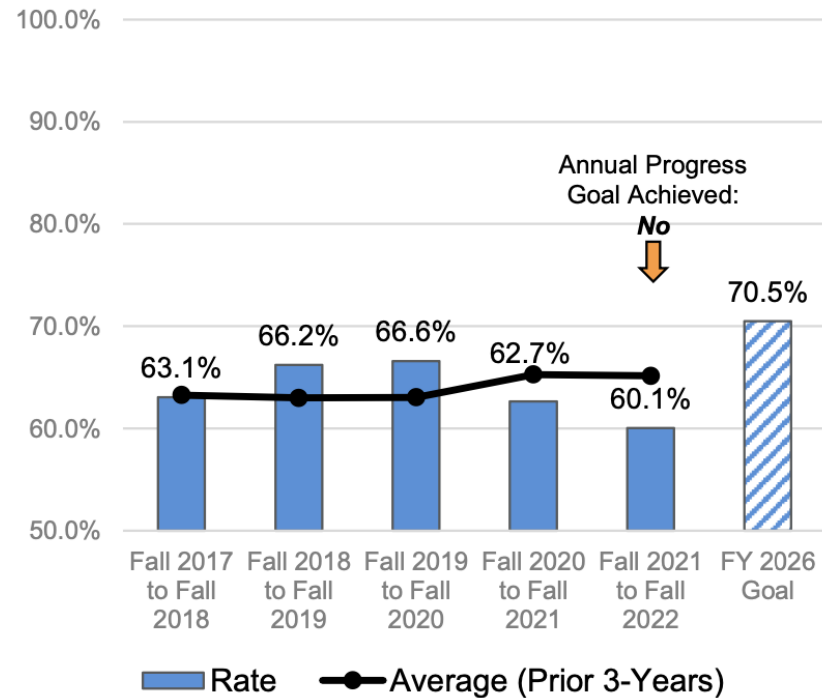
1. Mandatory advising; Academic Coaching
2. GPS curriculum
3. Campus Affinity Building
4. Multicultural Office of Student Access, Inclusiveness and Community (MOSAIC)
5. Learning communities

UCCS Freshman Retention Rates

Retention Rates + Goal



Retention Rates + Goal (URM)

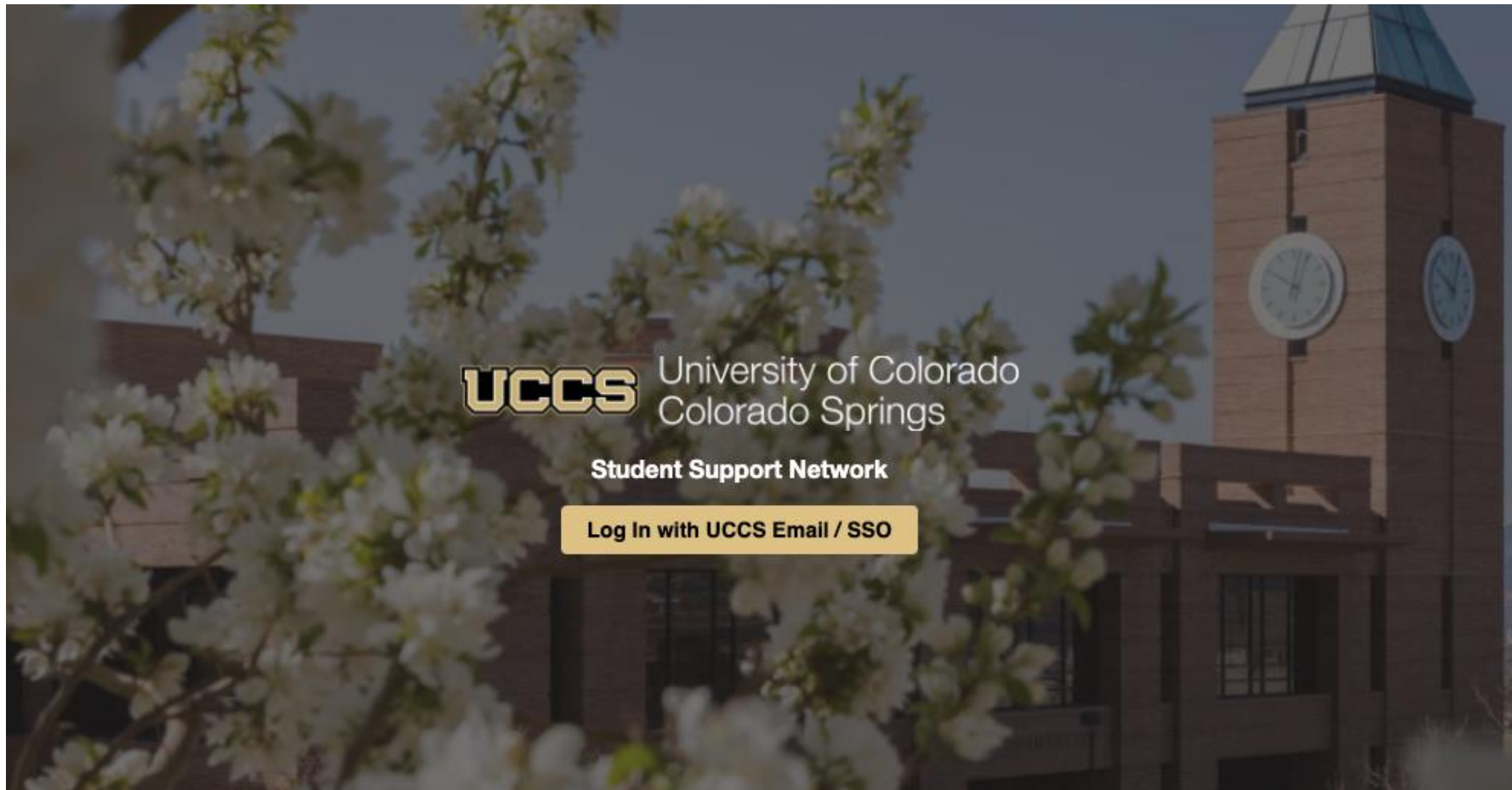


Freshman retention rates are based on first-time, full-time freshmen returning for their sophomore year. The year indicates the entering fall cohort. The rate is the percentage of students enrolled the following fall term. URM is defined here to include Hispanic, Black, American Indian, and Pacific Islander.

Source: CU System & Campus Offices of Institutional Research

FY 2026 Goal is based on Fall 2024 to Fall 2025 retention

Support Network – Student Community

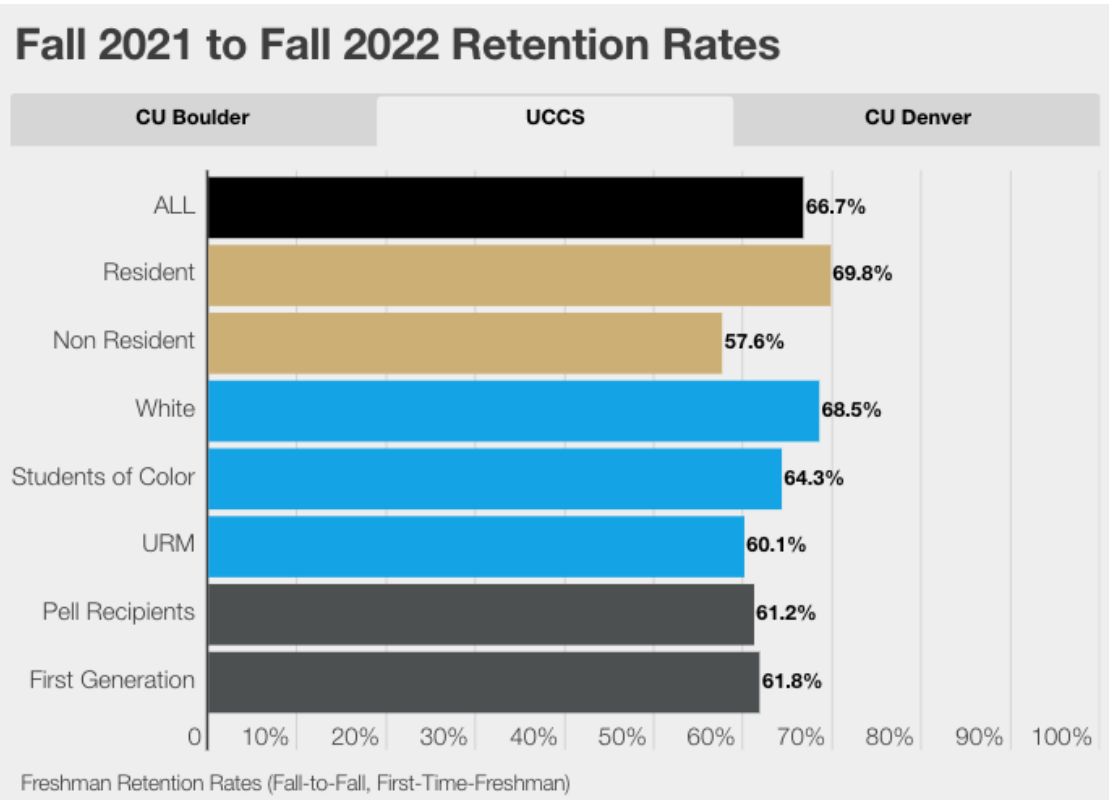


- If you see this page, you're in the wrong place.
- This is for what the Students see.

Student Info

- UCCS recently launched Student Support Network to connect students with various campus resources. Use the Support Network to schedule appointments and access a range of student support resources, including academic advising, tutoring, and career center services
- *Support Network from your Student Portal, links in Canvas, or by going to the URL linked above.*
 - 1. My Support Team** - Click to view faculty and staff dedicated to help you succeed.
 - 2. Appointments** - Click to view upcoming, past, and cancelled appointments.
 - 3. Student Support Centers** - Click to view links to websites for listed campus resources.
- [View the Student User Guide](#) for instructions on how to schedule, reschedule, or cancel an appointment. Support Network will continue to expand and evolve to connect you with additional campus resources.

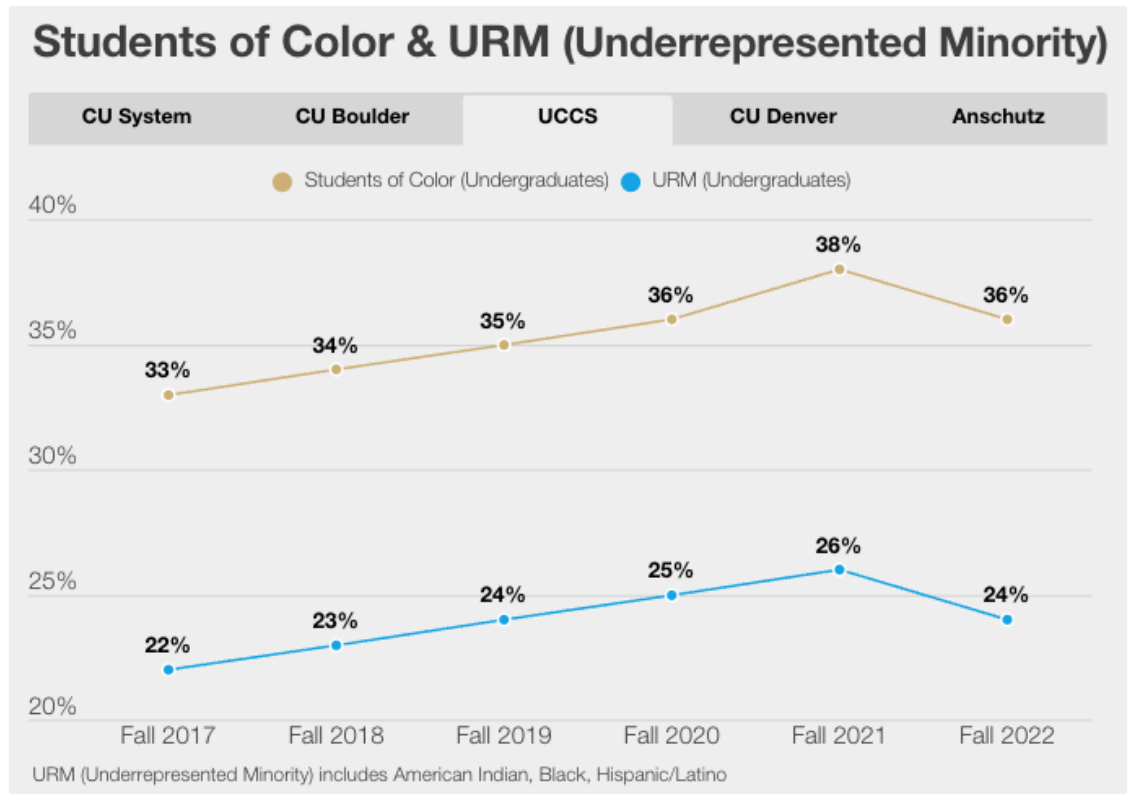
Retention Rates



- Freshman retention rates are based on first-time, full-time freshmen returning for their sophomore year. The rate is the percentage of students enrolled their second fall term.
- Retention rates are an early indicator of the cohort's future graduation rate. While this first-time, full-time freshman cohort does not include part-time students or incoming transfer students, this measure has been a staple in the IPEDS data collection offering peer and national comparisons.
- Minority includes: American Indian, Hispanic or Latino, Black or African American, Asian American, Pacific Islander, and 2 or more races
- URM, or Underrepresented Minority, includes: American Indian, Hispanic or Latino, Black or African American, Pacific Islander

<https://www.cu.edu/strategic-metrics>

Students of Color and URM



- The percentage of Students of Color and URM (Underrepresented Minority) is shown for each campus and the CU System.
- For more information on CU's student, faculty, and staff diversity, visit the [Diversity, Inclusion, Equity & Access](#) pillar in our strategic plan and view our [CU Diversity Report](#) data visualization.
- Students of Color include all non-white, non-international students while URM is limited to only those students identifying as American Indian, Black or African American, or Hispanic or Latino.

<https://www.cu.edu/strategic-metrics>



Student Support Network

2023 Year All Month

