



University of Colorado
Colorado Springs



University of Colorado

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Support Network Tips & Tricks

9/20/23



University of Colorado
Colorado Springs

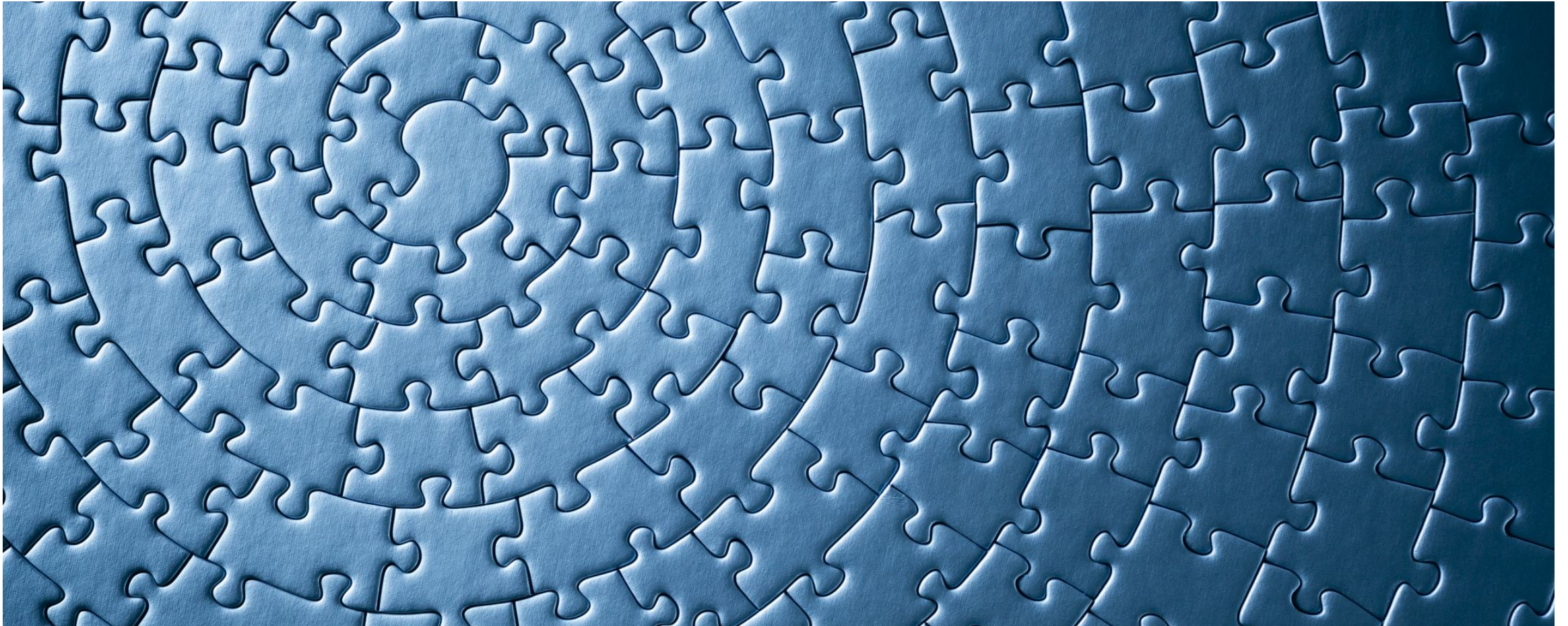


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Agenda

- **Why Support Network & Strategy**
- **Logins**
- **Alerts**
- **Progress Reports**
- **Calendar & Appointment Scheduling**
- **Tips & Reminders**
- **Resources**
- **Q&A**

Strategy & Big Picture

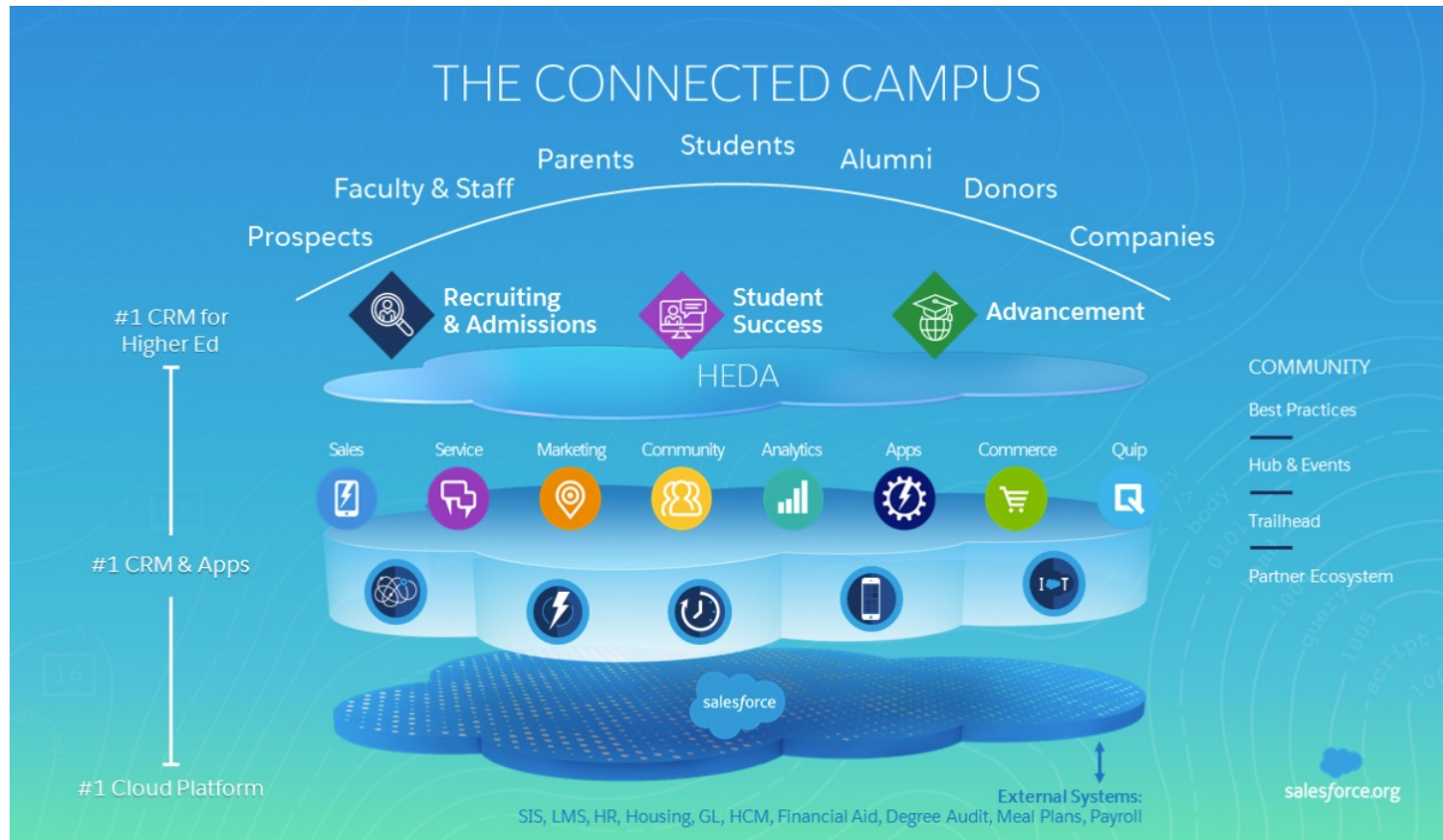


What & When

- **Replace Starfish as the Student Support case management, alerting, scheduling, & note taking tool**
- **Launched 5/15/23 (4 months live)**
- **Been in full use since Summer Semester (students, staff & faculty)**



Why Replace Starfish?



- FireEngine Red → Admissions Connect
- EAB Starfish → Student Support Network
- Ellucian Advance → ascend

more integrated and data driven view of student's journey

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

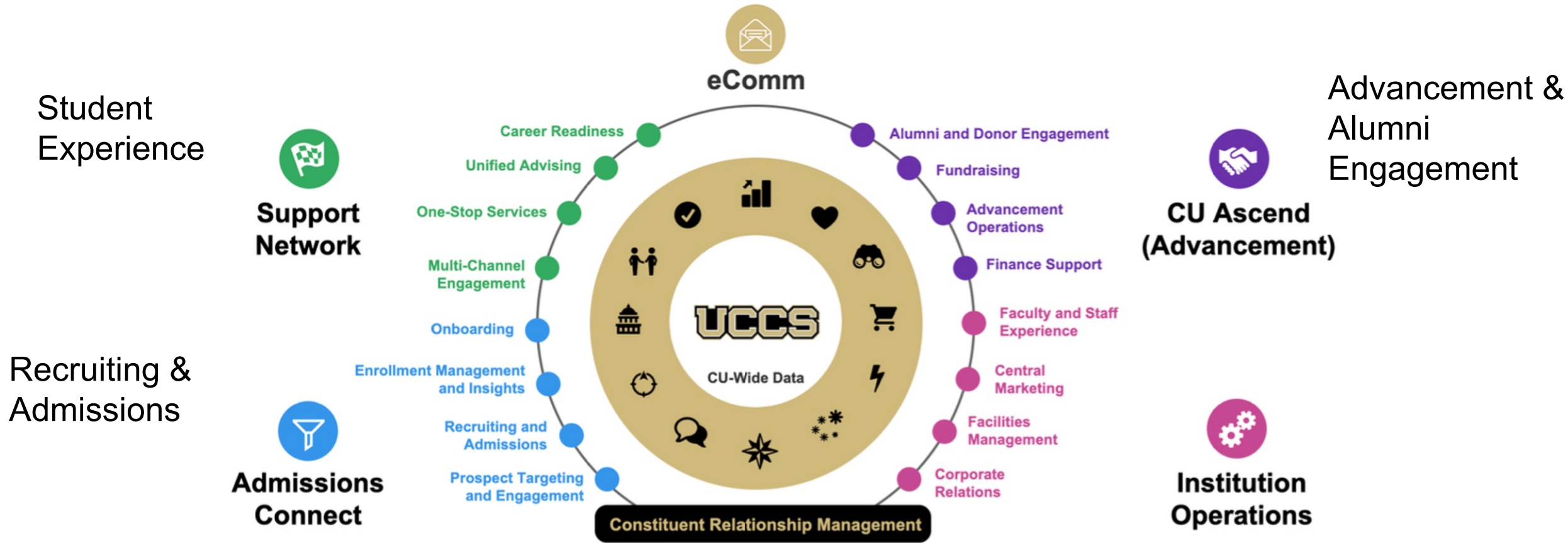
HOW WILL WE ACCOMPLISH THIS? WE WILL...

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.

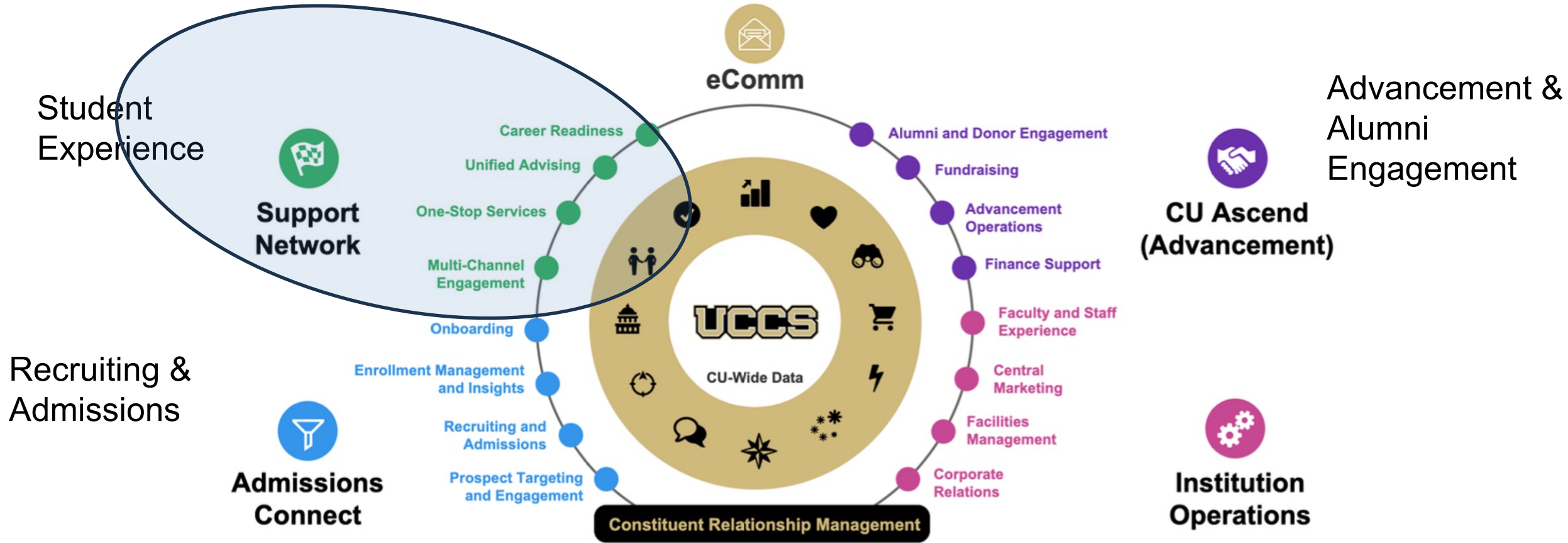
HOW WILL WE KNOW WE'RE SUCCESSFUL? WE WILL HAVE...

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.

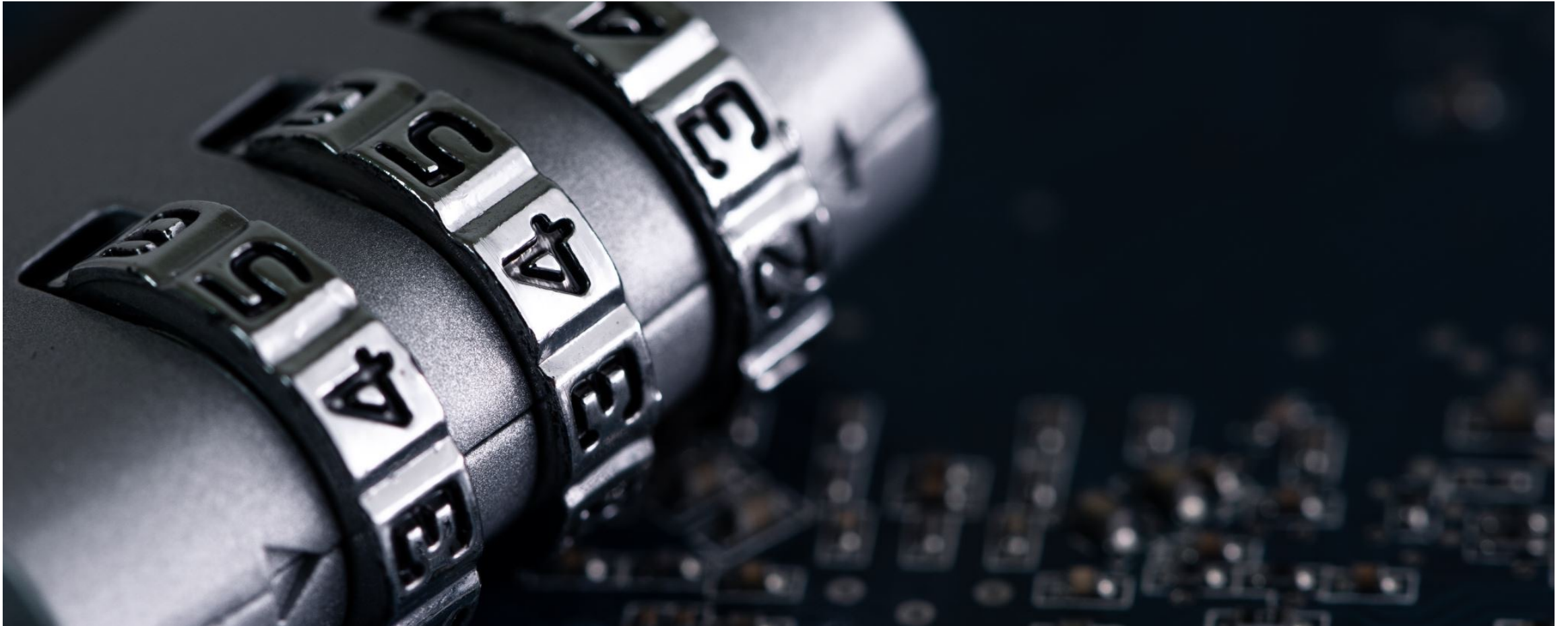
UCCS Strategy & SF Platform/Ecosystem



UCCS Strategy & SF Platform/Ecosystem





Logging In & Access



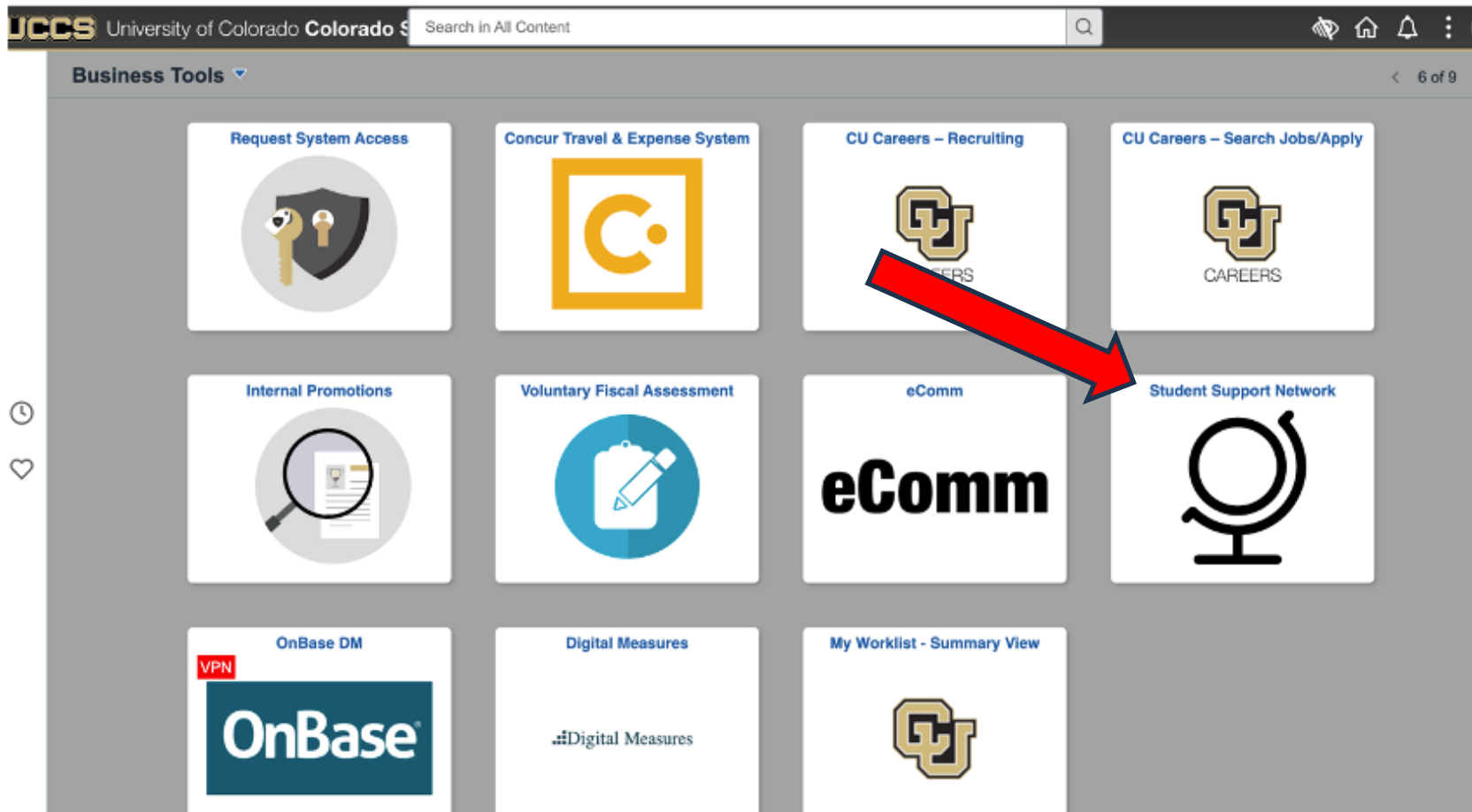
Access -- UCCS Homepage

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 – myUCCS Portal



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.

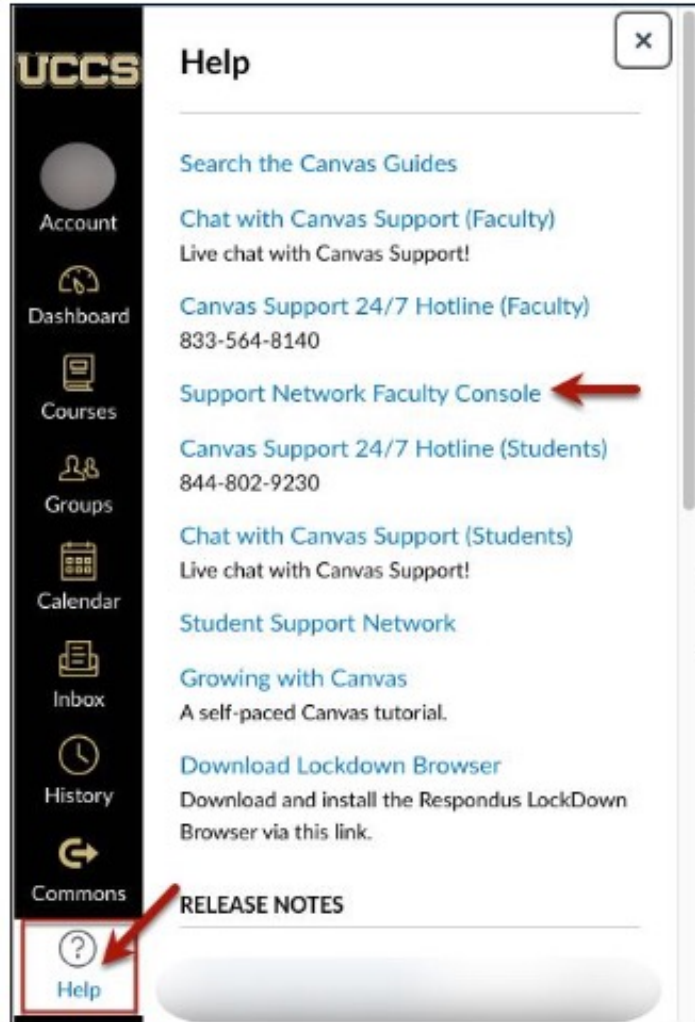
Please Note: Currently, because of licensing limitations, only those faculty teaching during a given semester will have access to their console for that semester.

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 – Canvas



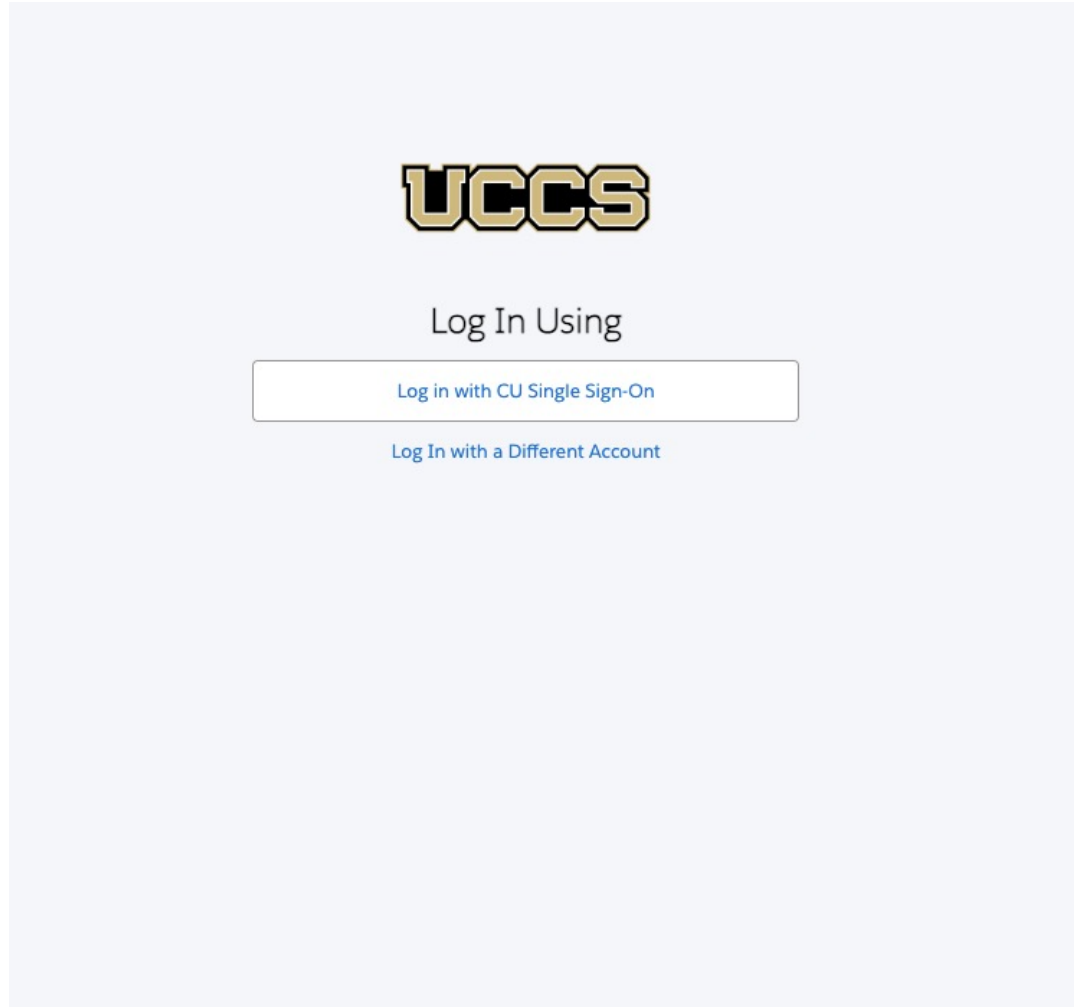
Located in each Individual Course Menu* & on Left Navigation Menu

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

To access this page, you have to log in to Salesforce.

Username

Password

Log In

[Forgot Your Password?](#)

Or

[Log in with CU Single Sign-On](#)



Single Sign-On



Log In Using

[Log in with CU Single Sign-On](#)

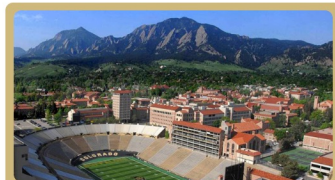
[Log In with a Different Account](#)



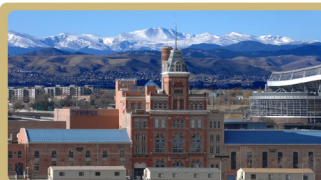
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Click on your campus to log in.



CU Boulder



CU Denver | Anschutz



UCCS



CU System Office

Duo – (Two-Factor Authentication)

The image displays two screenshots of Duo authentication prompts. The left screenshot is a 'Stay signed in?' prompt from UCCS, showing the user's email (ccarte16@uccs.edu) and a 'Yes' button. The right screenshot is a 'Send a text passcode' prompt from CU, showing a phone number and a 'Send a passcode' button.

UCCS University of Colorado
Colorado Springs

ccarte16@uccs.edu

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

Sign-in to UCCS Information Technology Resources. For more information on how to identify real UCCS sign-in pages go to <https://www.uccs.edu/oit/phishing-awareness>

CU

Send a text passcode

Verify it's you by sending a text passcode to "CELL" (•••••-1045)

Send a passcode

[Other options](#)

Remember me

[Need help?](#) Secured by Duo

Support Network Faculty Console

UCCS University of Colorado Colorado Springs

Search...

Support Network F... Home

- Progress Reports
- Home
- Cases
- Submit Mass Alert
- Calendar
- Edit

Dashboard
Support Network Facul
Last refreshed 6 days ago. Refresh this
As of Sep 13, 2023, 8:35 AM-Viewing as Chuc

All Alerts Created by Me

We can't draw this chart because there is no data.

View Report (All Alerts Created by Me)

Unresolved Alerts Created by Me

No data.
Try refreshing the dashboard.

View Report

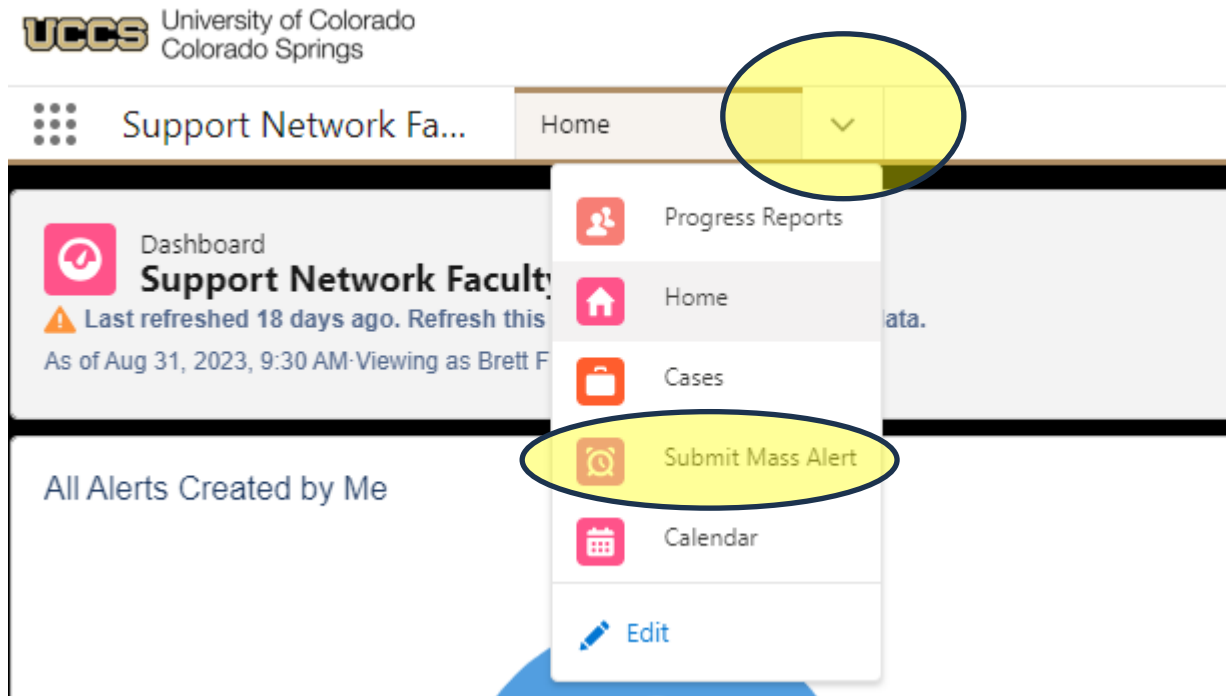
My Course Roster

We can't draw this chart because there is no data.

Today's & Tomorrow's Appointments

We can't draw this chart because there is no data.

Submitting Alerts and Kudos Outside of Progress Surveys



1. Click carrot to view options

2. Click Submit Mass Alert

Submit Mass Alert - easy for one or many

The screenshot displays the 'Submit Mass Alert' interface. On the left, a table lists students with columns for 'Contact Name', 'SIS EMPLID', and 'Course Offer'. A vertical oval highlights the selection checkboxes in the first column. In the center, a 'New Alert' modal is open, featuring a dropdown menu for 'Select A Reason' (set to 'In Danger of Failing - Can Pass with Assistance'), a text area for 'Comments', and a 'Save' button. A yellow oval highlights the 'Save' button. On the right, the main interface includes buttons for 'Set Assignment Filter', 'Set Default Grade Preference', and 'New Alert', with the 'New Alert' button circled in yellow. Below these buttons, there are sections for 'Course Section' (set to 'All'), 'Filter Grade Status For' (set to 'Course'), and 'Grade Status' options (Good, Ok, Poor, Missed) with a 'Go' button.

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 by
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

Progress Reports



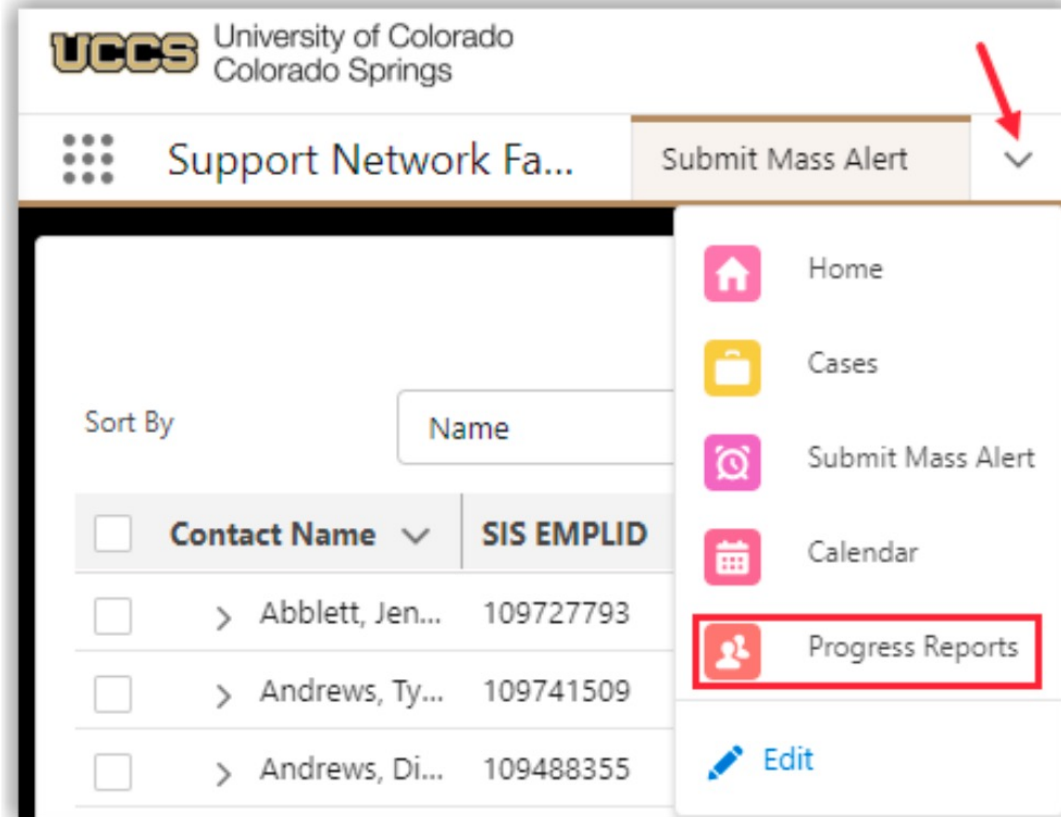
Progress Report Dates – Fall 2023

- **Attendance Concern/No Shows**
Survey opens: Mon., Aug. 28 | Survey closes: Tues., Sept. 5
- **Academic Concerns (low test/quiz score, low assignment quality/score, missing assignments)**
Survey opens: Mon., Sept. 11 | Survey closes: Fri., Sept. 29
- **In Danger of Failing/Cannot Pass**
Survey opens: Mon., Oct. 9 | Survey closes: Tues., Oct. 24



Navigating to Outstanding Progress Reports

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

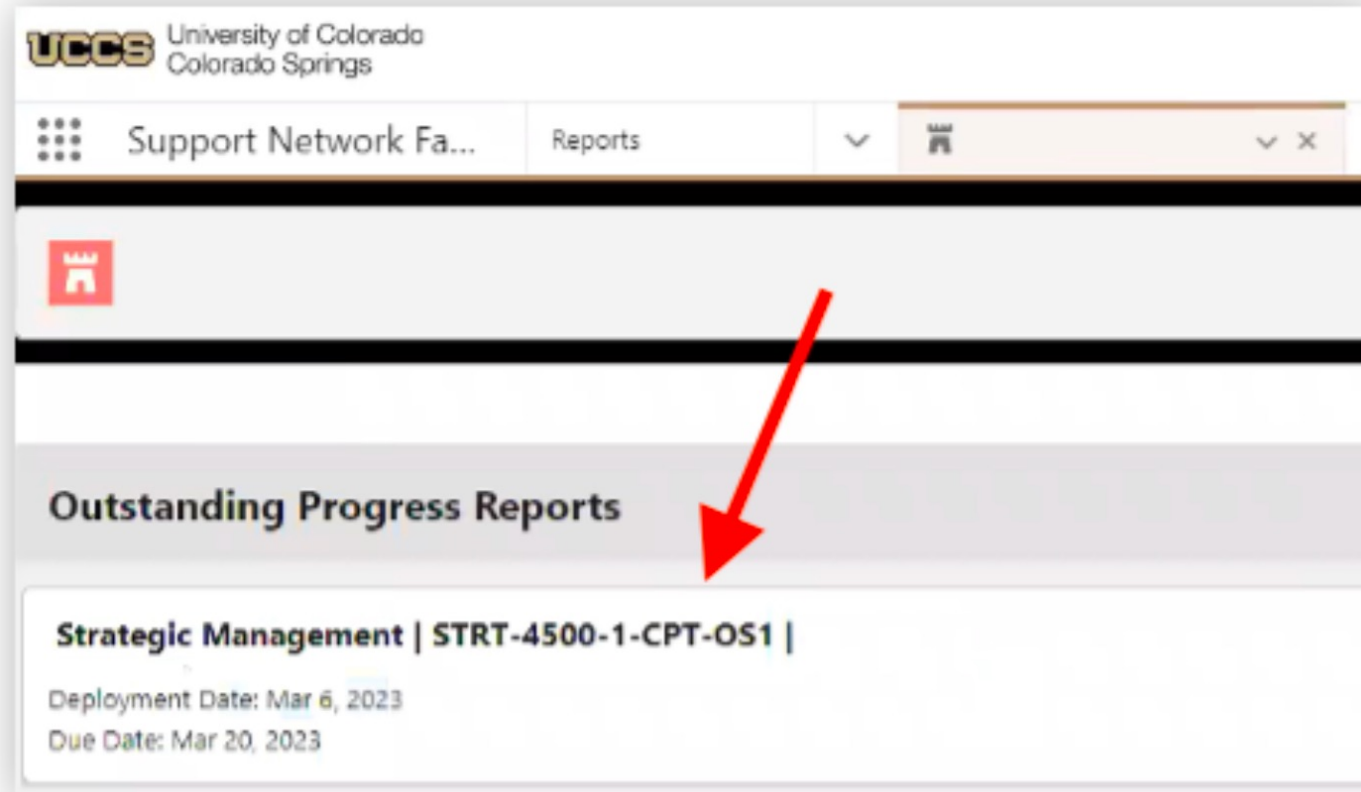


The screenshot shows the UCCS Support Network interface. At the top left is the UCCS logo and the text "University of Colorado Colorado Springs". Below this is a navigation bar with a grid icon, the text "Support Network Fa...", and a "Submit Mass Alert" button with a downward arrow. A red arrow points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

NOTES:

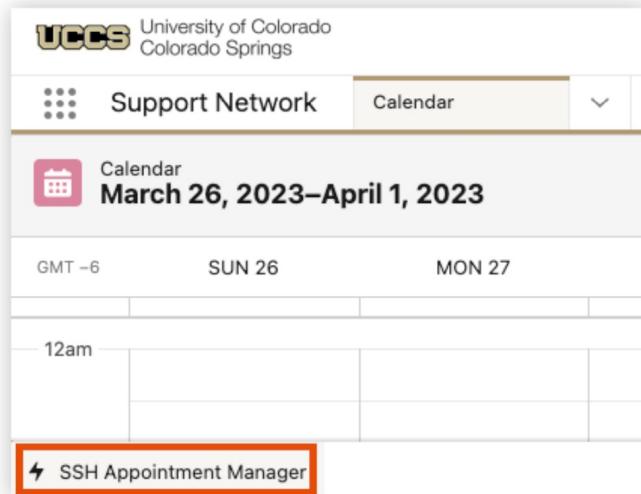
- At this time students who dropped before the census date and those who withdrew after it will still be in your roster. This is planned to be fixed in the future.
- Comments entered in a progress report are not shared with students.

Availability & Scheduling

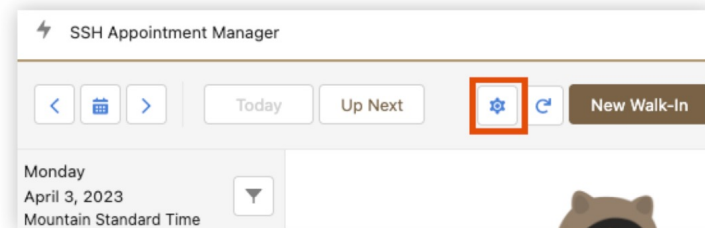


Creating Appointment Settings

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) ⓘ	* Advance Notice (hours) ⓘ
10 A	1 B
Time Zone ⓘ Mountain Standard Time	Record Type for One-Off Availability ⓘ Advising Time

LENGTH SETTINGS

* Default Appointment Length (minutes) ⓘ
50 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

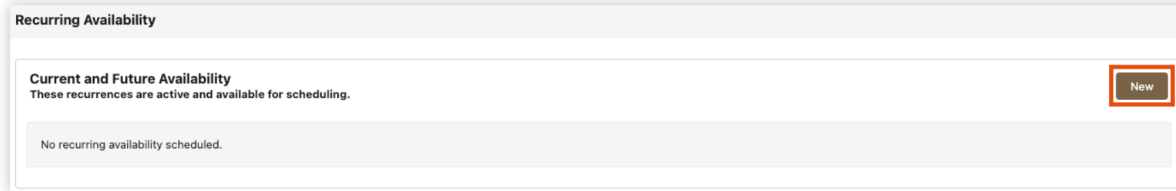
Cancel Save

- 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.*

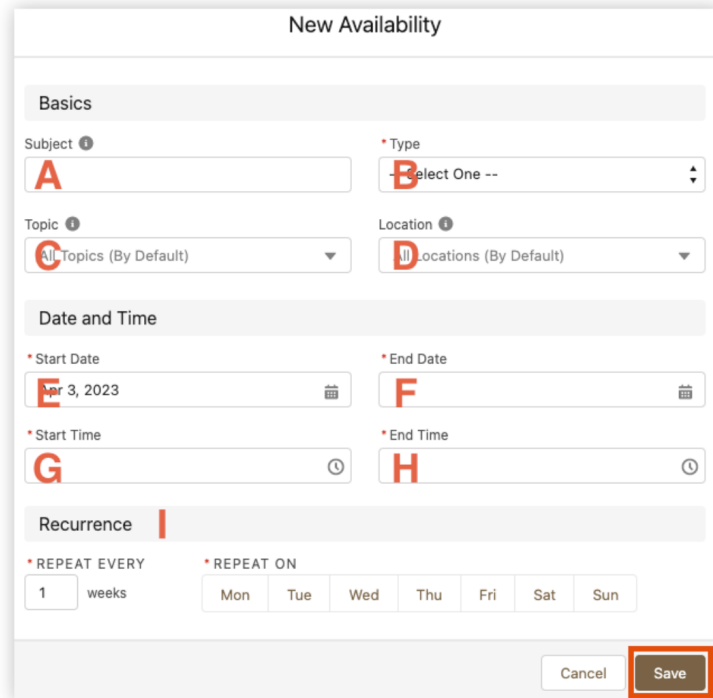
Create Recurring Availability

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, which states "These recurrences are active and available for scheduling.", there is a "No recurring availability scheduled." message and a "New" button highlighted with a red box.

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



The "New Availability" dialog form is divided into several sections: "Basics", "Date and Time", and "Recurrence".

- 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 "REPEAT EVERY" (1 weeks) and "REPEAT ON" (Mon, Tue, Wed, Thu, Fri, Sat, Sun).

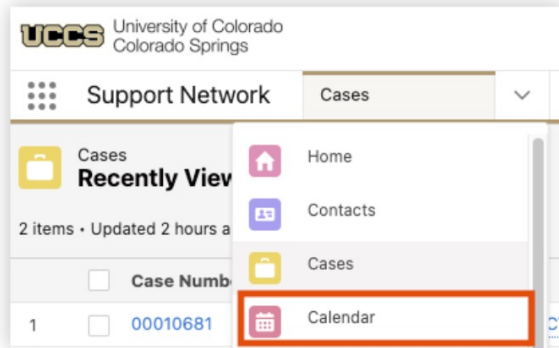
At the bottom, there are "Cancel" and "Save" buttons, with the "Save" button highlighted by a red box.

- 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.

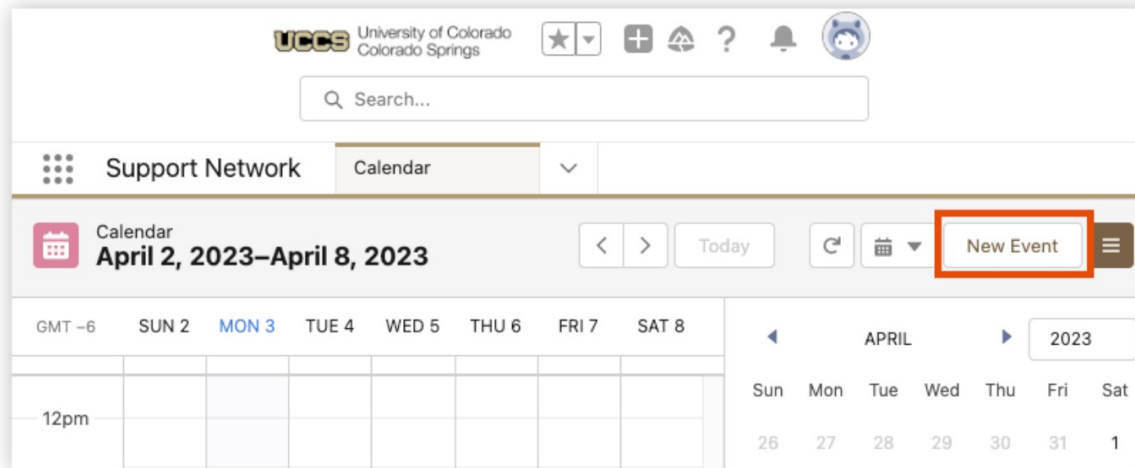
NOTE: Topic and Location both default to "all" (e.g., In-Person, Phone, and Virtual).

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

Show Time As
Busy

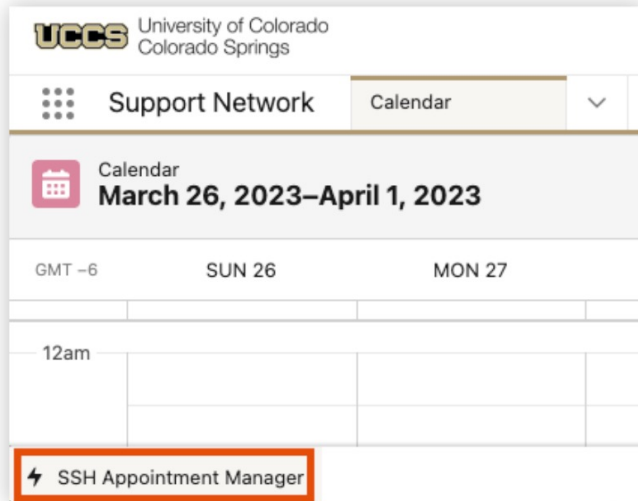
Cancel Save & New **Save**

- 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.

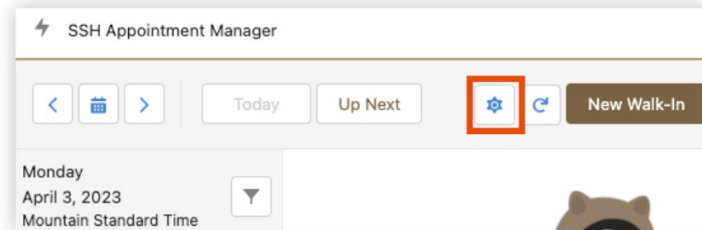
*NOTE: **Location** may be manually entered, but does not use pre-defined locations.*

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

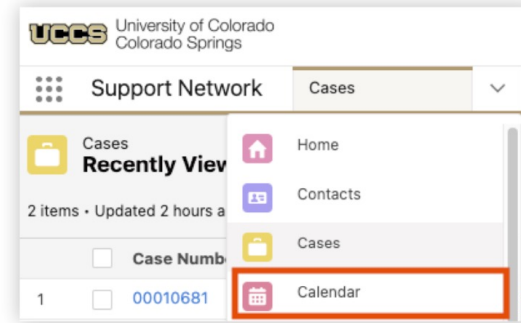
DAY AND TIME	RECURRENCE	START AND END DATE	TYPE	TOPIC	LOCATION	
WEDNESDAY						
02:30 PM - 04:30 PM	Weekly	4/5/2023 - 4/14/2023	Individual	Office Hours	In Person (Office)	⌵
THURSDAY						
02:30 PM - 04:30 PM	Weekly	4/5/2023 - 4/14/2023	Individual	Office Hours	In Person (Office)	⌵
FRIDAY						
02:30 PM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

Cancel

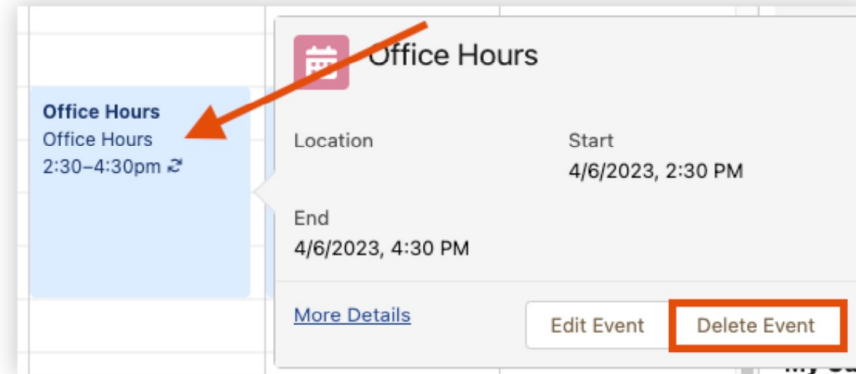
Removing Single Availability Occurrence

Calendar Option:

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



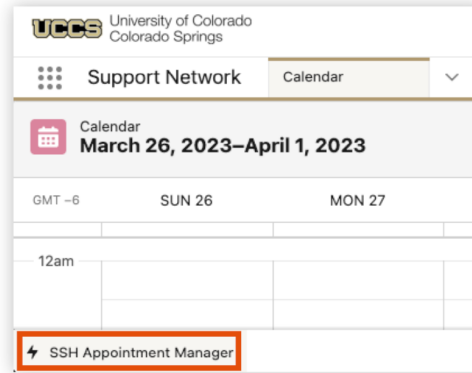
2. Place mouse cursor over the availability to be removed and click **Delete Event**.



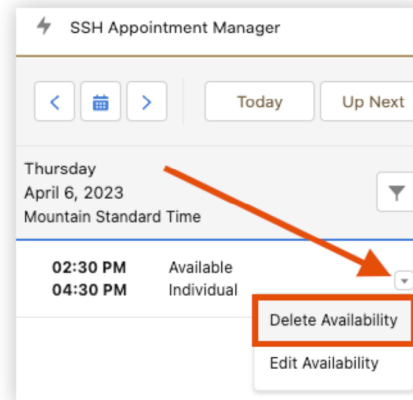
Removing Single Availability Occurrence

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

- **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*
- **Starfish is gone**
 - If you have a link to that in your email signature, OOTO notifications in Outlook/Teams/Profile, etc. -- please remove – (don't have that link option in SN)

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

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

Next Steps

- **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>

HELP!!!

- **Faculty**

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



Questions, Comments, Concerns



Appendix



University of Colorado
Colorado Springs



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

SSH Tech Team

UCCS Student Support Network SMEs

Jackie Crouch (FRC)
Sarah Stoltz (Advising)

- **Brett Fugate**
 - Application Owner/Manager
- **Dave Anderson (FRC)**
- **Dave Neis (Advising)**
- **Ellen Burkart (SFC)**
- **Chuck Carter (OIT)**

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>