



How To Navigate Viking Success

# FACULTY GUIDE

Updated April 2022

# Index

## Section & Pages

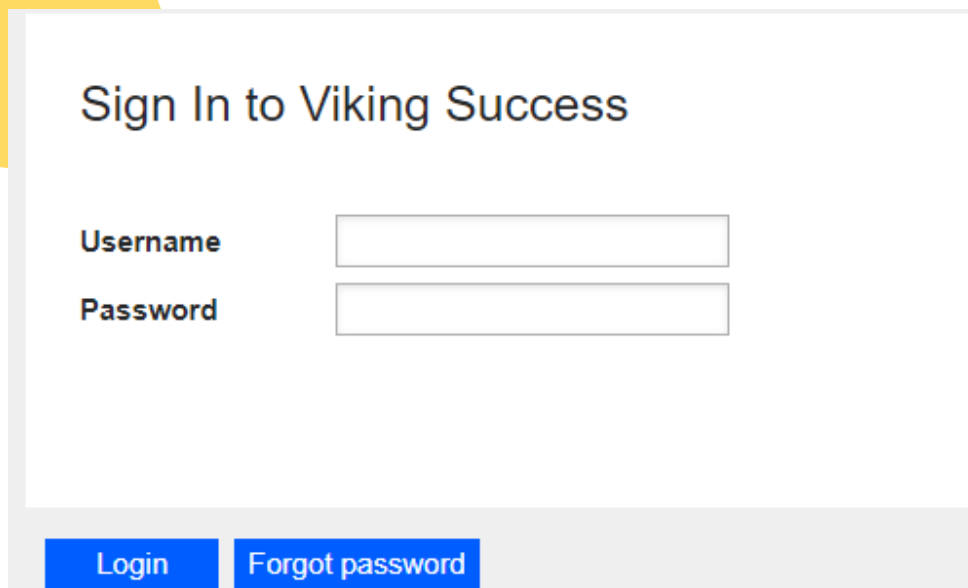
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# Sign in

- Viking Success (VS) webpage  
(<https://www.sunywcc.edu/academics/viking-success/>).
- MY WCC webpage  
(<https://mywcc.sunywcc.edu/>).
- Quick Link  
([www.sunywcc.edu/vikingsuccess](http://www.sunywcc.edu/vikingsuccess)).

# Sign in

**On the Viking Success Login Page, use the same login credentials for your mywcc account.**

A mockup of a login page titled "Sign In to Viking Success". It features two input fields: "Username" and "Password". Below the fields are two buttons: "Login" and "Forgot password". The page is styled with a light gray background and a white border. The "Login" button is blue with white text, and the "Forgot password" button is blue with white text. The page is set against a background with abstract orange and yellow shapes.

Sign In to Viking Success

Username

Password

[Login](#) [Forgot password](#)

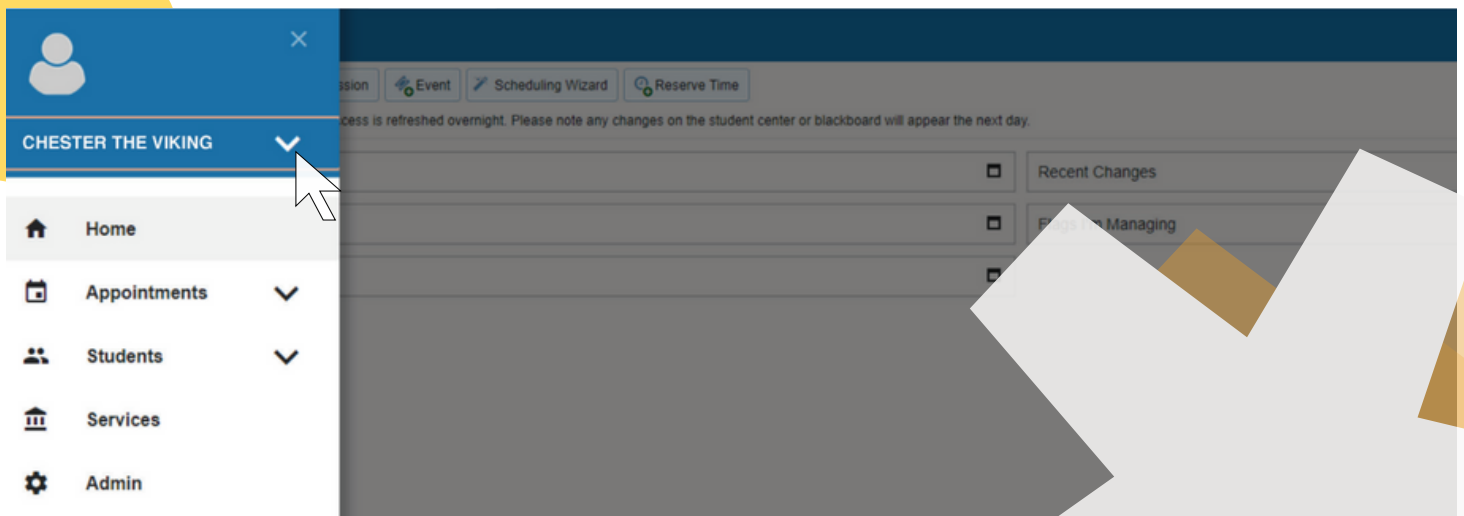
# Create a Profile

Click on the three lines next to “Viking Success” to access the menu bar. This is also often referenced as the "Hamburger Menu."



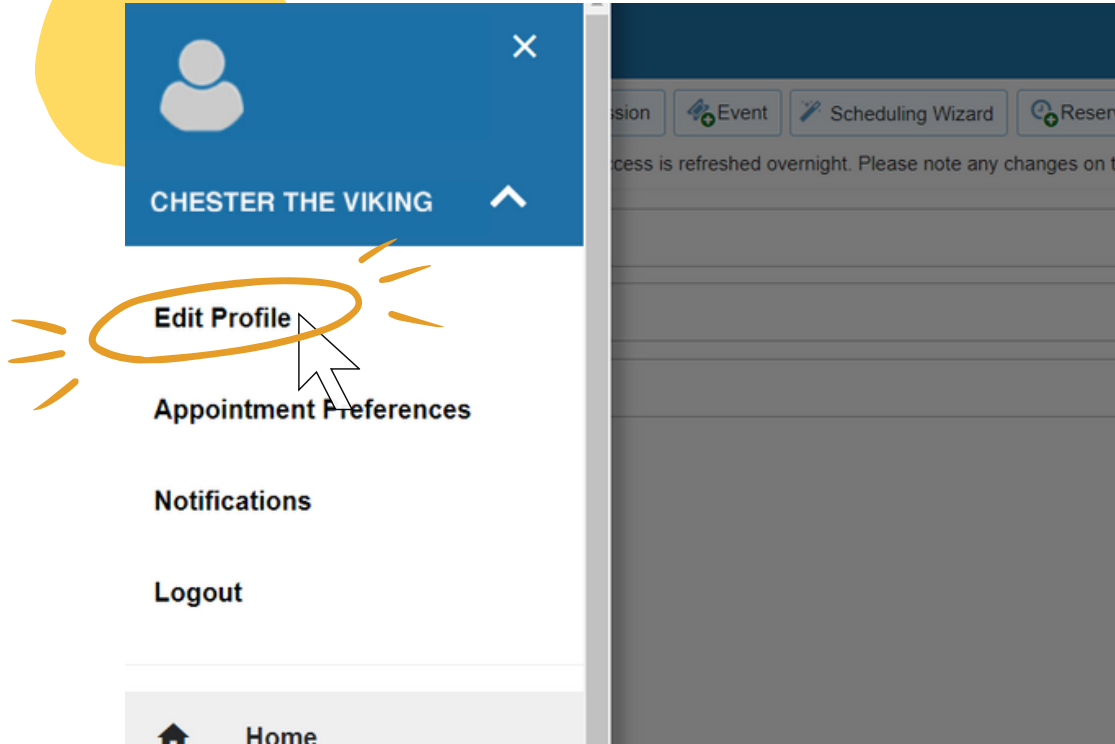
This is located in the upper left hand corner.

Next, click on the downward pointing arrow to open your user options menu.

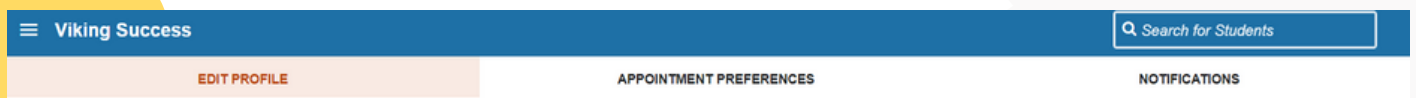


# Create a Profile

After clicking on the downward arrow, your navigation bar will expand to more options. Select “Edit Profile” and you’ll be directed to the page to edit your information and upload a profile picture.

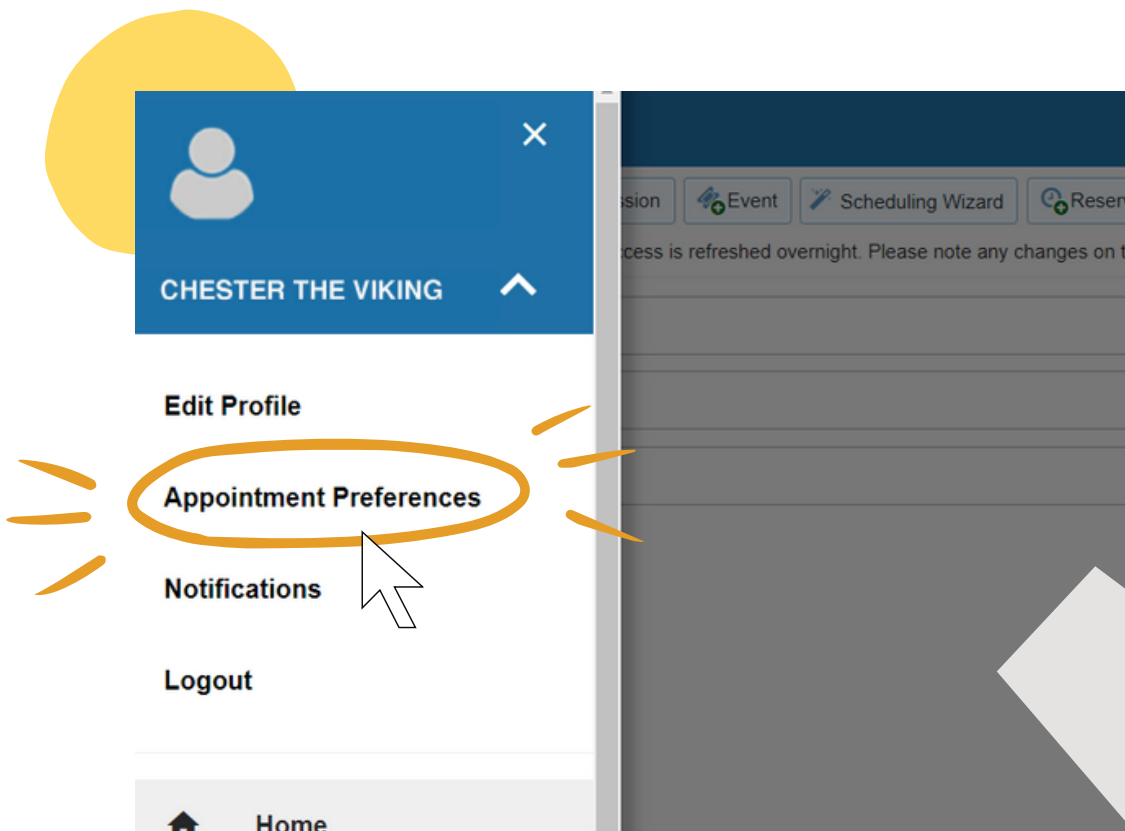


From here, you can also adjust your appointment preferences and email notifications.



# Appointment Preferences

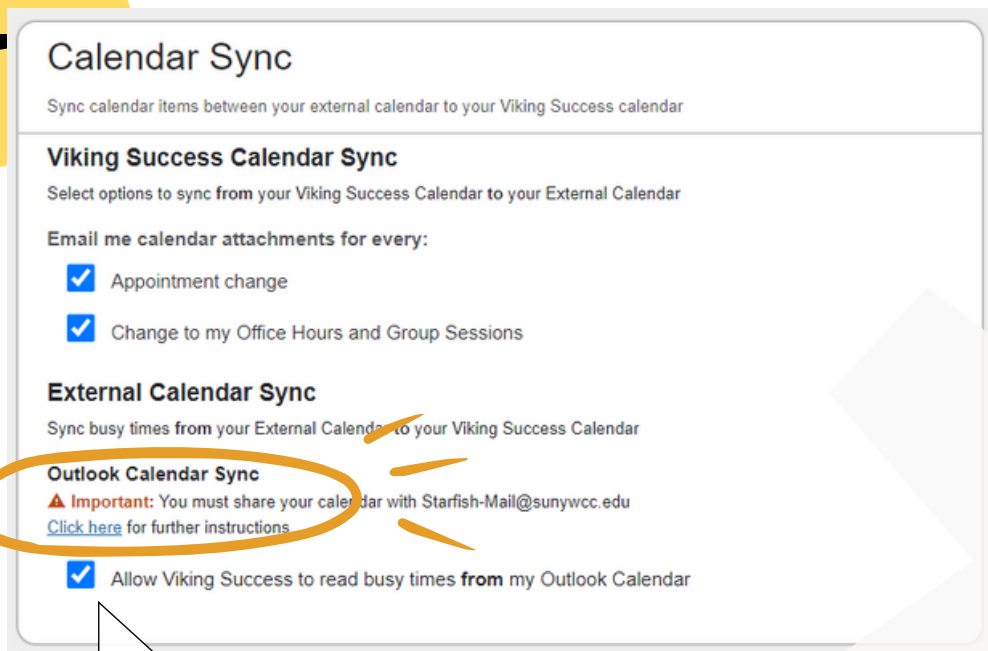
Click on the downward pointing arrow to open your user options menu. After clicking on the downward arrow, your navigation bar will expand to more options. Select “Appointment Preferences” and you’ll be directed to the page to select your preferences.



# Appointment Preferences

In Appointment Preferences you have the option to choose the minimum length of an appointment, a deadline for scheduling appointments, to allow drop in appointments after the deadline, and the location of your meeting.

\*You can also sync your calendar in this section so your appointment options in Viking Success only displays availability for scheduling. However, this step needs to be done on the desktop of a computer at WCC or through VDI. Instructions for this are available in the "Calendar Sync" section on the page.



The screenshot shows the 'Calendar Sync' settings page. A large asterisk (\*) is placed to the left of the 'Calendar Sync' header. The page is divided into two main sections: 'Viking Success Calendar Sync' and 'External Calendar Sync'. Under 'Viking Success Calendar Sync', there are two checked checkboxes: 'Appointment change' and 'Change to my Office Hours and Group Sessions'. Under 'External Calendar Sync', the 'Outlook Calendar Sync' section is circled in orange, with a mouse cursor pointing at it. This section includes an important note about sharing the calendar with Starfish-Mail@sunywcc.edu and a checked checkbox for 'Allow Viking Success to read busy times from my Outlook Calendar'.

**Calendar Sync**  
Sync calendar items between your external calendar to your Viking Success calendar

**Viking Success Calendar Sync**  
Select options to sync from your Viking Success Calendar to your External Calendar

Email me calendar attachments for every:

- ☒ Appointment change
- ☒ Change to my Office Hours and Group Sessions

**External Calendar Sync**  
Sync busy times from your External Calendar to your Viking Success Calendar

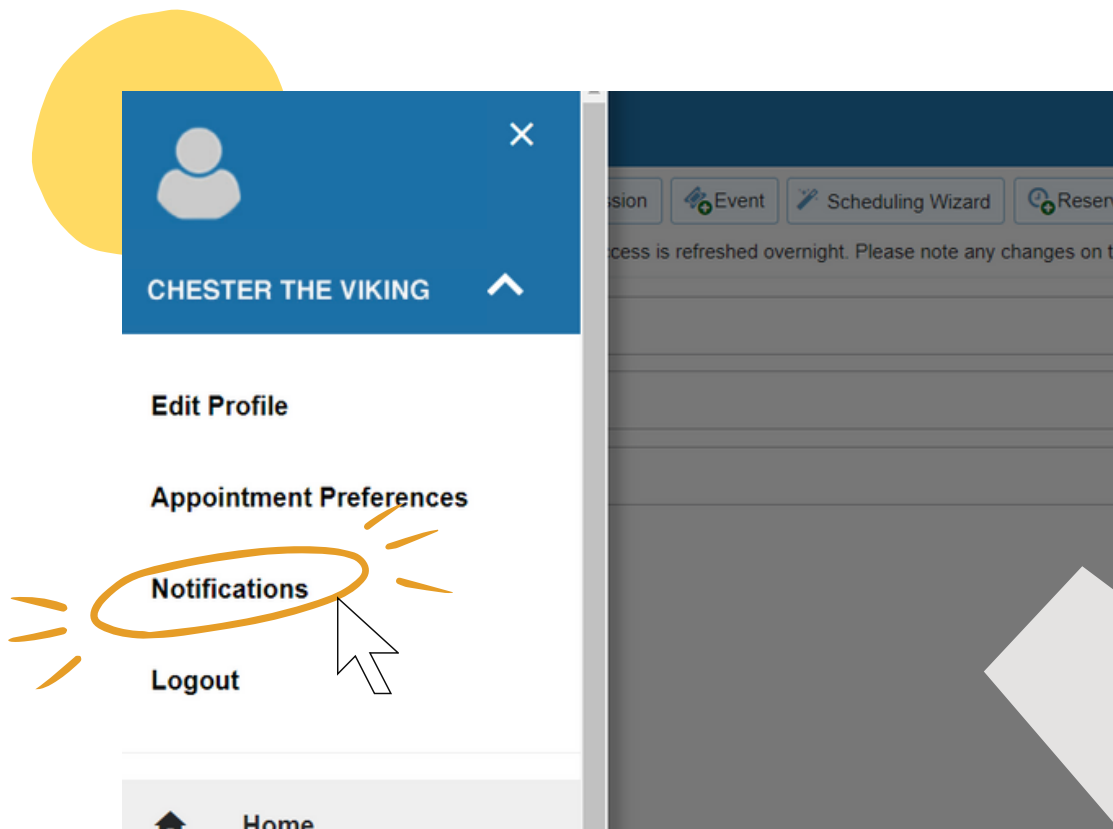
**Outlook Calendar Sync**  
⚠ Important: You must share your calendar with Starfish-Mail@sunywcc.edu  
[Click here](#) for further instructions

☒ Allow Viking Success to read busy times from my Outlook Calendar



# Email Notifications

Click on the downward pointing arrow to open your user options menu. After clicking on the downward arrow, your navigation bar will expand to more options. Select “Notifications” and you’ll be directed to the page to select your preferences.



# Email Notifications

**In Email Notifications, you are able to adjust preferences for Appointment Notifications, Summary Emails, and Tracking Notifications.**

*Appointment Notifications are for planning reminders, appointment alerts, and options for email reminders regarding appointment changes, office hours/group session changes, and weekly updates about your success networks.*

*Summary Emails are created to help you keep up-to-date on all students who you are tracking and appointment activity.*

*Tracking Notifications are for when an item is raised, cleared, or assigned to you.*

# Submit a Progress Survey

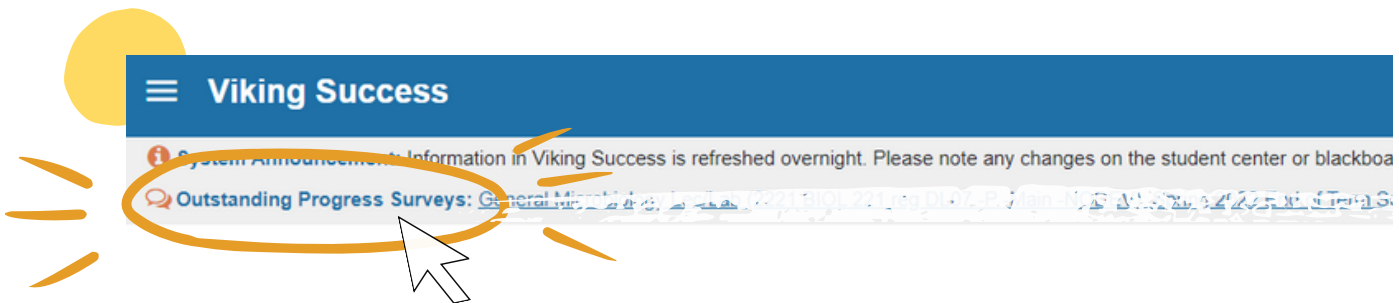
## There are four Progress Surveys:

1. Attendance/Books Concern Early on in the semester
2. Early Survey A few weeks into the semester
3. Pre-registration Survey Shortly before registration
4. End of Semester Report Week before classes end for students in certain support programs (Athletes, Viking Roads, TRIO)

The schedule for the Progress Surveys is under the Faculty/Staff section of the Viking Success Informational Page. ([www.sunywcc.edu/academics/viking-success](http://www.sunywcc.edu/academics/viking-success))

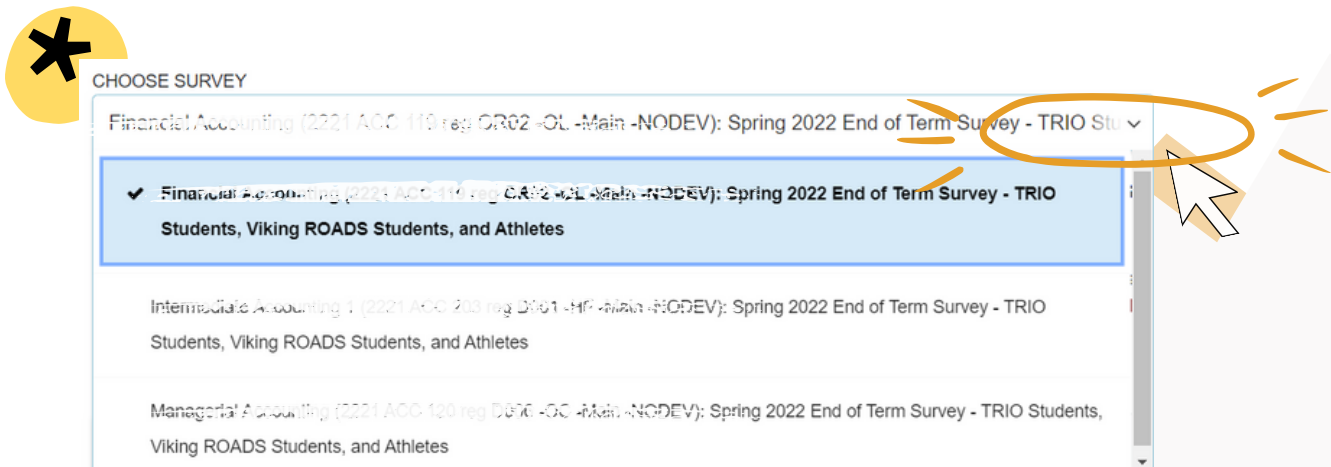
# Submit a Progress Survey

After logging in, announcements including Outstanding Progress Surveys will be visible at the top of the page. Click on the survey to complete it.



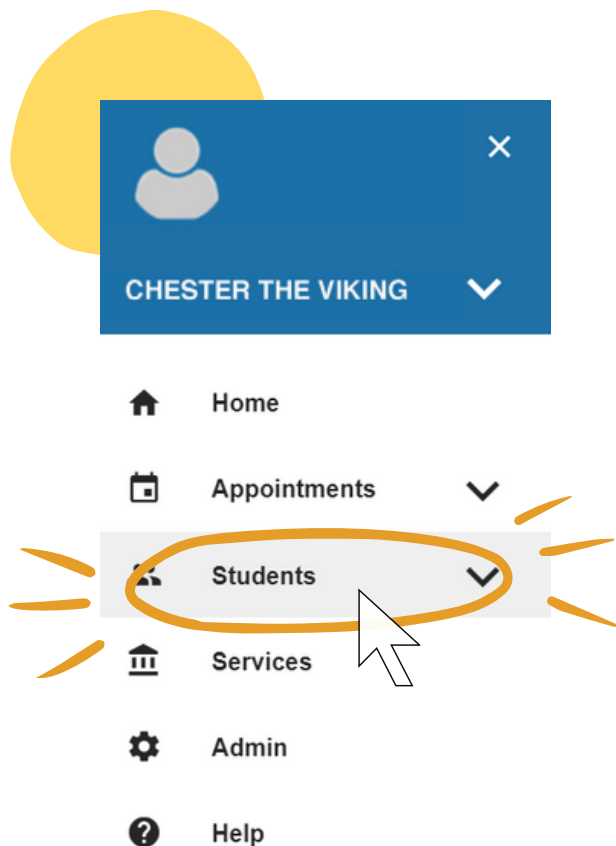
Check the appropriate boxes for each student and include any other information necessary in the text box available. Hit submit when you have completed the survey.

\* If you have more than one Progress Survey to complete, you can access additional surveys from the drop down. Once you hit Submit, you will be prompted to access the Progress Survey for your other course(s).



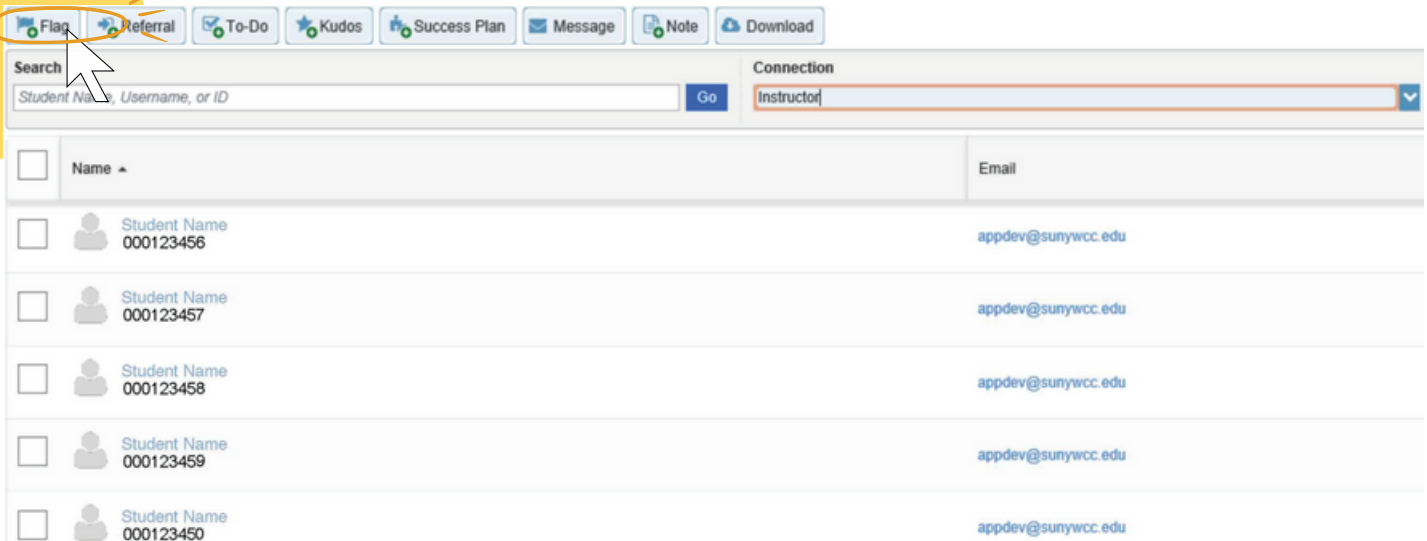
# Raise a Flag

Click on the downward pointing arrow to open your user options menu. After clicking on the downward arrow, your navigation bar will expand to more options. Select “Students” and you’ll be directed to the page to submit or review student tracking information individually or as a group.



# Raise a Flag

To submit a Flag, click the box next to the student(s), click on “Flag,” and choose a reason from the drop down menu. You can also include comments, and click “save” to complete the submission.



The screenshot shows a web interface with a top navigation bar containing buttons: Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Download. The 'Flag' button is highlighted with a yellow circle and a cursor. Below the navigation bar is a search bar with the placeholder text 'Student Name, Username, or ID' and a 'Go' button. To the right of the search bar is a 'Connection' dropdown menu with 'Instructor' selected. Below these elements is a table with two columns: 'Name' and 'Email'. The table contains five rows of student data, each with a checkbox in the 'Name' column.

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Student Name 000123456	appdev@sunywcc.edu
<input type="checkbox"/>	Student Name 000123457	appdev@sunywcc.edu
<input type="checkbox"/>	Student Name 000123458	appdev@sunywcc.edu
<input type="checkbox"/>	Student Name 000123459	appdev@sunywcc.edu
<input type="checkbox"/>	Student Name 000123450	appdev@sunywcc.edu

*When you Raise a Flag, students will automatically received an email about it.*

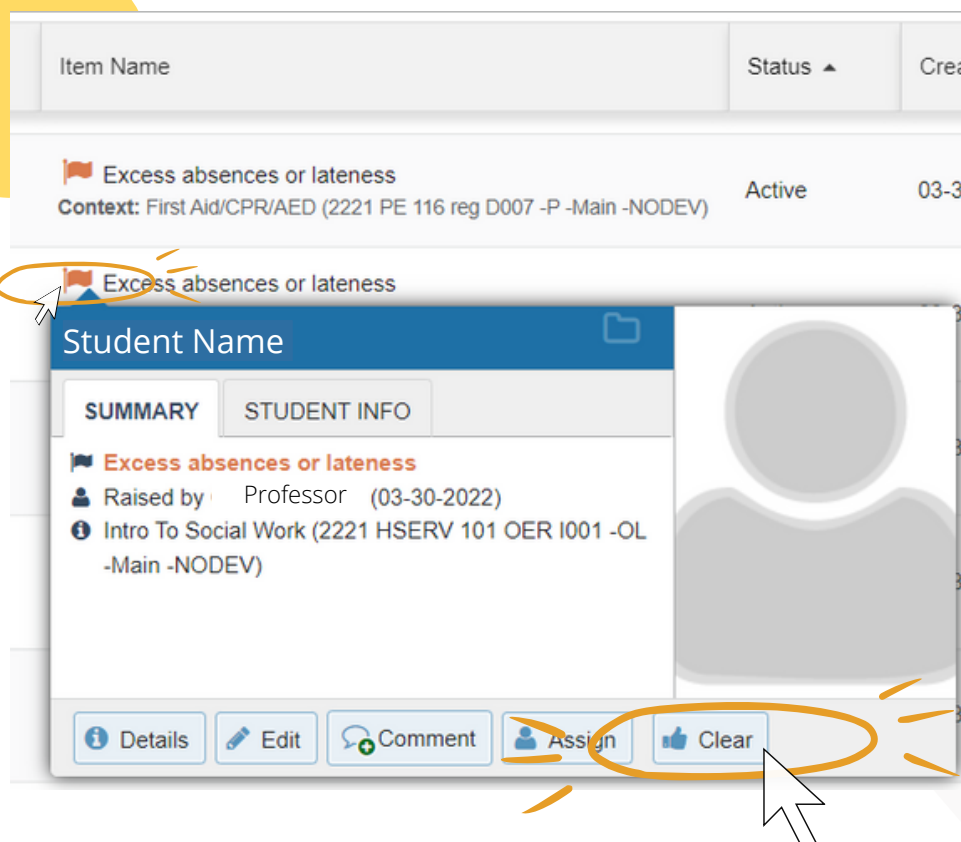
*Raising a flag alerts the student that there is a concern regarding academics, attendance, or books.*

*These actions are also visible to support personnel which have a particular interest in the student's success.*

# Clear a Flag

Select the "Tracking" tab in the "Students" section to view students who have flags or other concerns raised.

Search for the student whose flag needs to be cleared and click on the flag in the item name column. Then click on the "Clear" button at the bottom of the box.

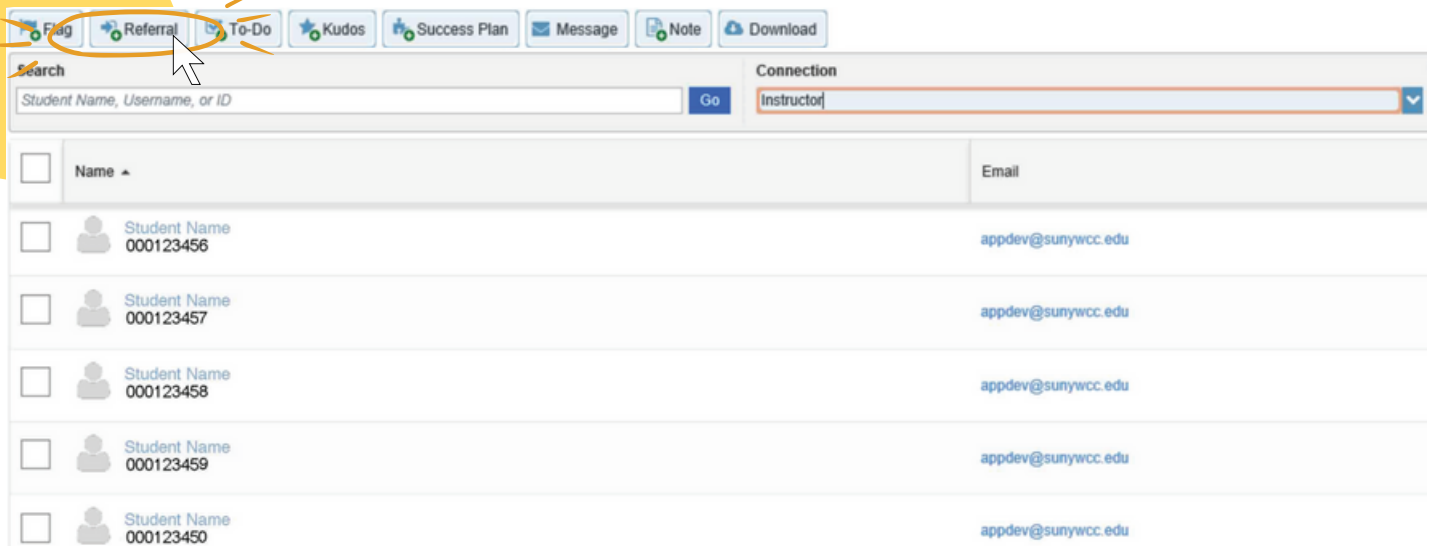


When you clear a flag, it is also referred to as “closing the loop.” Finally, once you’ve entered all the information in this window, click the blue Submit button to complete the action.

# Make a Referral

**You can use Viking Success to refer students to support services.**

**To submit a Referral, click the box next to the student(s), click on “Referral,” and choose a reason from the drop down menu. You can include comments, and click “save” to complete the submission. If you select more than one student, each student will receive your feedback individually.**



The screenshot shows the Viking Success interface. At the top, there is a toolbar with buttons: Flag, Referral (highlighted with a red circle and a mouse cursor), To-Do, Kudos, Success Plan, Message, Note, and Download. Below the toolbar is a search bar with the placeholder text "Student Name, Username, or ID" and a "Go" button. To the right of the search bar is a "Connection" dropdown menu with "Instructor" selected. Below these elements is a table with columns "Name" and "Email". The table contains five rows of student information, each with a checkbox in the "Name" column. The student names are "Student Name 000123456", "Student Name 000123457", "Student Name 000123458", "Student Name 000123459", and "Student Name 000123450". The email address for all students is "appdev@sunywcc.edu".

*When you make a referral, students will automatically received an email about it.*

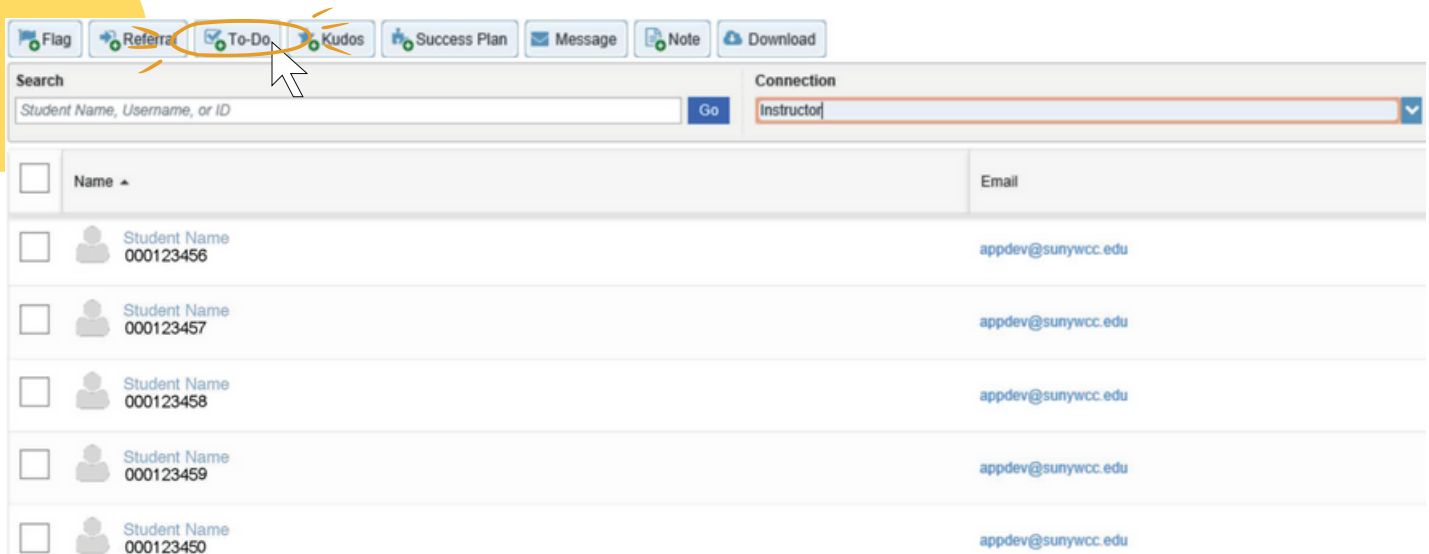
*Referrals are made when a student needs to see an academic counselor. The office receiving the referral is expected to reach out to the student to set up an appointment. This office should also clear the referral after it is addressed to close the loop with the person who raised it. You will get an email when the loop is closed.*

*These actions are also visible to support personnel which have a particular interest in the student's success.*



# Make a To-do

You can use Viking Success to assign To-Do items to students. To assign a To-Do, click on the box next to the student(s), click on “To-Do,” and choose a reason from the drop down menu. You can include comments, and click “save” to complete the submission.



The screenshot shows the Viking Success interface. At the top, there is a toolbar with buttons: Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Download. The 'To-Do' button is highlighted with an orange circle and a mouse cursor. Below the toolbar is a search bar with the placeholder text 'Student Name, Username, or ID' and a 'Go' button. To the right of the search bar is a 'Connection' dropdown menu with 'Instructor' selected. Below these elements is a table with columns 'Name' and 'Email'. The table contains five rows, each representing a student with a checkbox, a profile icon, a name, a student ID, and an email address.

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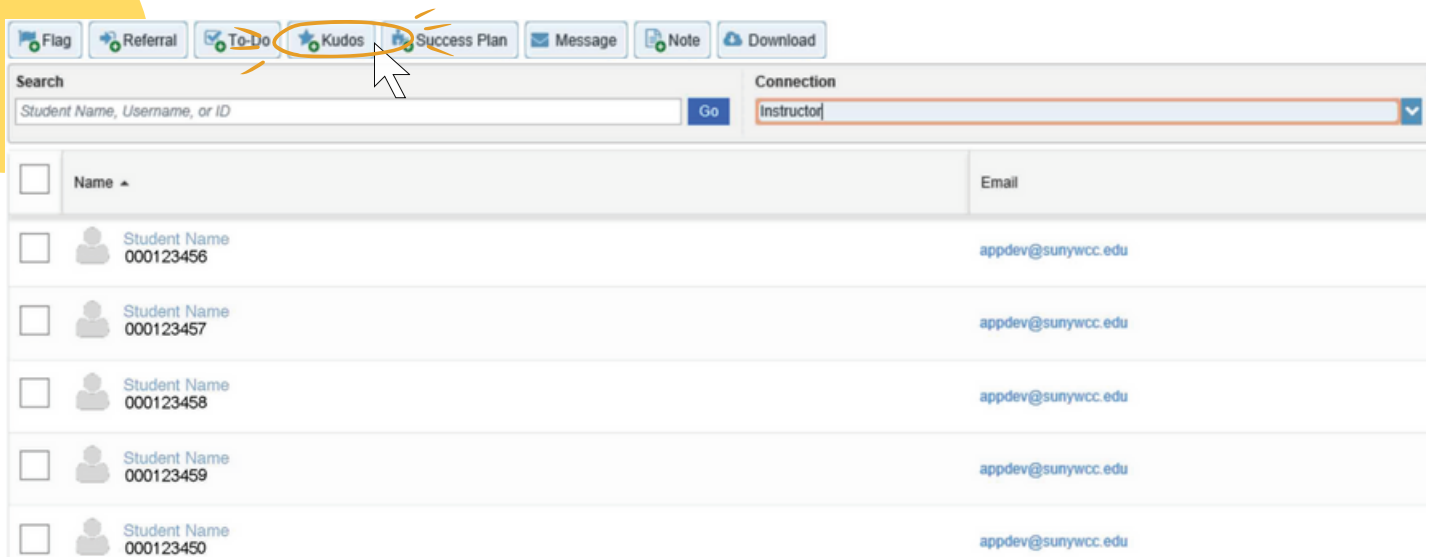
*When you create a to-do, students will automatically received an email about it. Students are expected to complete to-do items as recommended.*

*This action does not trigger an intervention. You should clear any to-do items when you meet with the student again and they have completed the task, or if the to-do is no longer applicable.*

*These actions are also visible to support personnel which have a particular interest in the student's success.*

# Give Kudos

Kudos are available to give students positive feedback. Some Kudos include Keep Up the Good Work and Showing Improvement. To give a Kudos, select students, click on “Kudos,” and choose a reason from the drop down menu. You can include comments, and click “save” to complete the submission.



The screenshot shows a software interface with a toolbar at the top containing buttons for Flag, Referral, To-Do, Kudos (highlighted with an orange circle and a mouse cursor), Success Plan, Message, Note, and Download. Below the toolbar is a search bar with the placeholder text "Student Name, Username, or ID" and a "Go" button. To the right of the search bar is a "Connection" dropdown menu with "Instructor" selected. Below these elements is a table with two columns: "Name" and "Email". The table contains five rows of student data, each with a checkbox in the "Name" column.

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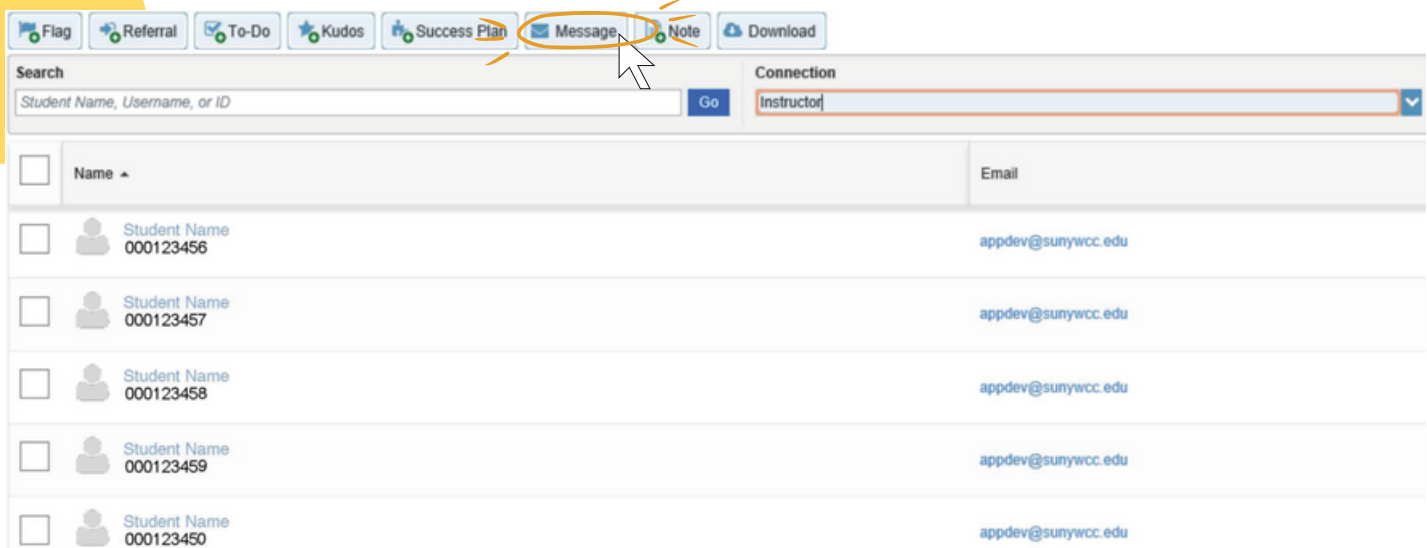
*When you give kudos, students will automatically received an email about it.*

*Since Kudos are positive feedback, this action does not trigger an intervention and will be cleared autiomatically at the end of the semester.*

*These actions are also visible to support personnel which have a particular interest in the student's success.*

# Send a Message

You can send students messages from your WCC email via Viking Success. To send a message, select students, click on “Message,” type a subject and the content of the email. Click “submit” to send the message.



The screenshot shows the Viking Success interface. At the top, there is a navigation bar with buttons: Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Download. The 'Message' button is highlighted with an orange circle and a mouse cursor. Below the navigation bar is a search section with a text input field labeled 'Student Name, Username, or ID' and a 'Go' button. To the right of the search field is a 'Connection' dropdown menu set to 'Instructor'. Below the search section is a table with columns 'Name' and 'Email'. The table contains five rows of student information, each with a checkbox in the 'Name' column. The email addresses are all 'appdev@sunywcc.edu'.

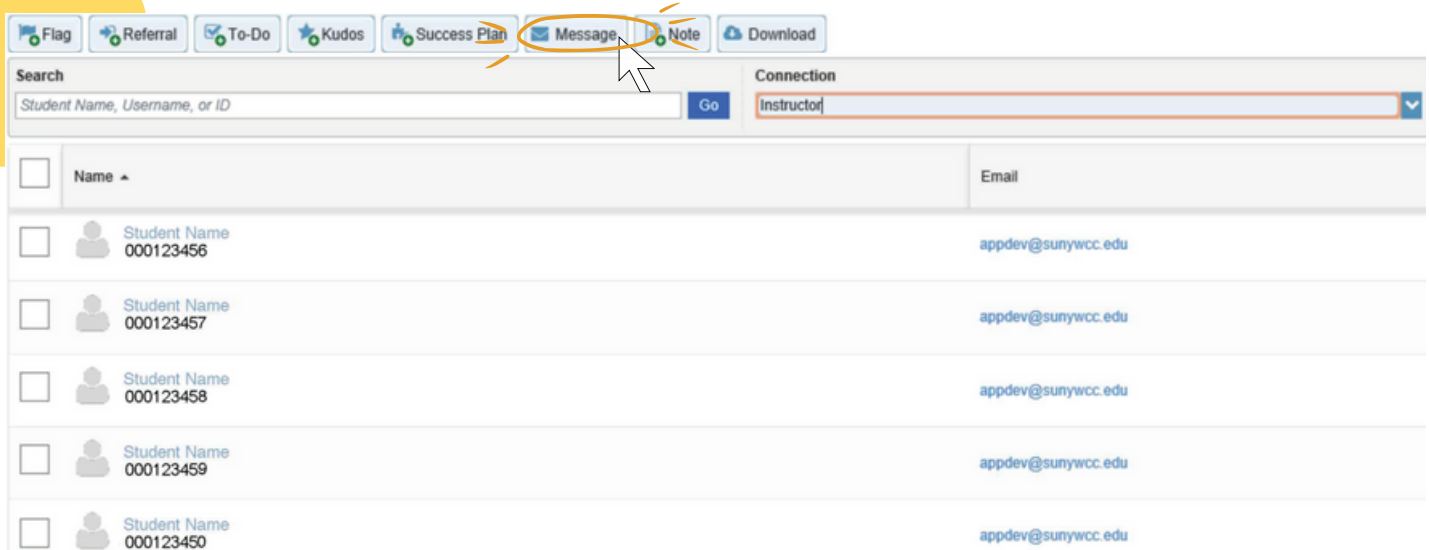
Name	Email
<input type="checkbox"/> Student Name 000123456	appdev@sunywcc.edu
<input type="checkbox"/> Student Name 000123457	appdev@sunywcc.edu
<input type="checkbox"/> Student Name 000123458	appdev@sunywcc.edu
<input type="checkbox"/> Student Name 000123459	appdev@sunywcc.edu
<input type="checkbox"/> Student Name 000123450	appdev@sunywcc.edu

*When you send a message, students will automatically received an email about it.*






*Like an e-mail, a message sent via Viking Success is only available to you. You can see a copy of your message in the notes tab on the student's folder but others cannot see this information.*

# Write a Note

Notes in Viking Success allow for quick collaboration across departments on campus. To make a note, select students, click on “Note,” type a subject and the content of the note. Click “submit” to finish the note.



The screenshot shows the Viking Success interface. At the top, there is a navigation bar with buttons: Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Download. The 'Note' button is highlighted with an orange circle and a mouse cursor. Below the navigation bar is a search section with a text input field labeled 'Student Name, Username, or ID' and a 'Go' button. To the right of the search field is a 'Connection' dropdown menu with 'Instructor' selected. Below the search section is a table with columns 'Name' and 'Email'. The table contains five rows, each representing a student with a checkbox, a profile icon, a name, a student ID, and an email address.

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<input type="checkbox"/>	 Student Name 000123450	appdev@sunywcc.edu

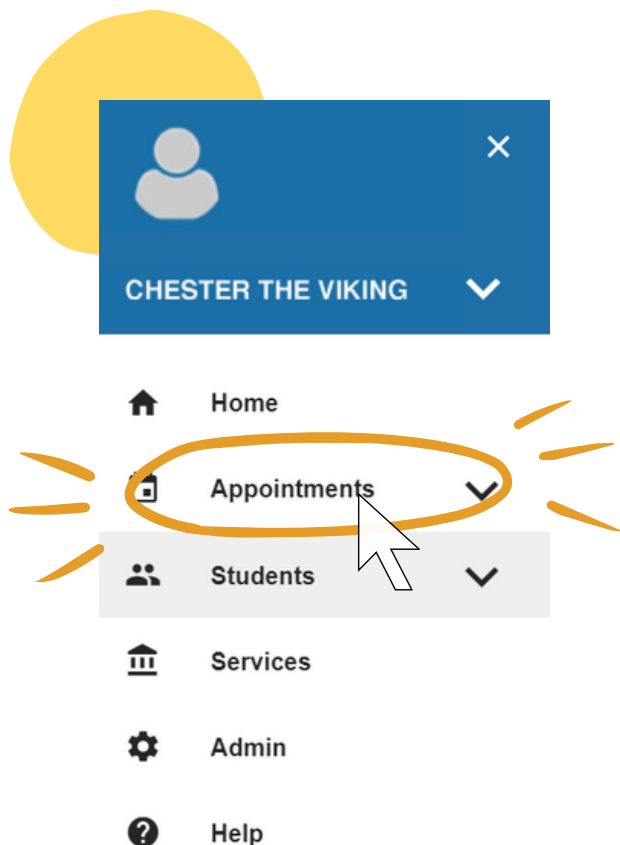
*Notes are visible to other members of the student's Viking Success Network as stated in the note permissions area.*

*Note content should be restricted to factual and non-sensitive information. Click “Private” if you do not want to share the content.*

*Click “Send copy of note to student” to generate an email record to the student of your notes and to alert the student in Viking Success.*

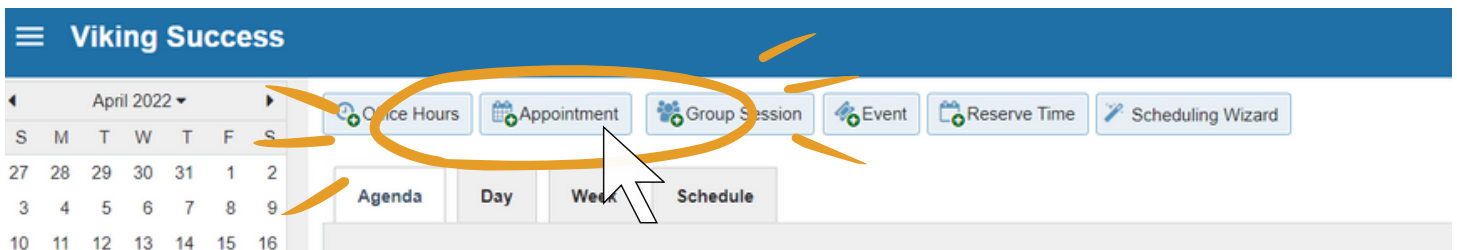
# Calendar and Appointment Functions

Click on the downward pointing arrow to open your user options menu. After clicking on the downward arrow and select “Appointments.”



# Calendar and Appointment Functions

To create a new appointment with your student through Viking Success, click on the Appointment button.



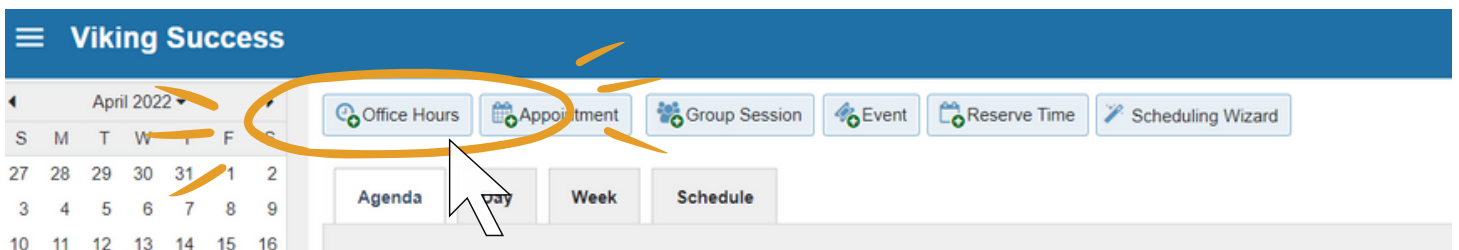
By clicking on the Appointment tab, a dialogue box will open up for you to complete for scheduling. Any section with a red asterisk requires information to be input. You may choose to enter a message in the Detailed Description section. This section is optional.

Once an appointment has finished, you can go to the appointment and select the “Outcome” and “SpeedNotes” tab to provide reference information regarding the meeting.

*“SpeedNotes” allow for quick meeting notes by checking off the activities they performed and discussion points from the meeting.*

# Calendar and Appointment Functions

**Click on the Office Hours button to set them up. Be sure to select a Start and End date for when you have a repeated day(s) option. Your End Date should be "End of Term."**



By choosing "End of Term" you ensure that students don't mistake that you have office hours beyond the semester.

When you select schedule office hours, your grant student access to schedule appointments with you.