VIKING SUCCESS

How To Navigate Viking Success

FACULTY GUIDE

Updated April 2022

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Section & Pages

Sign in

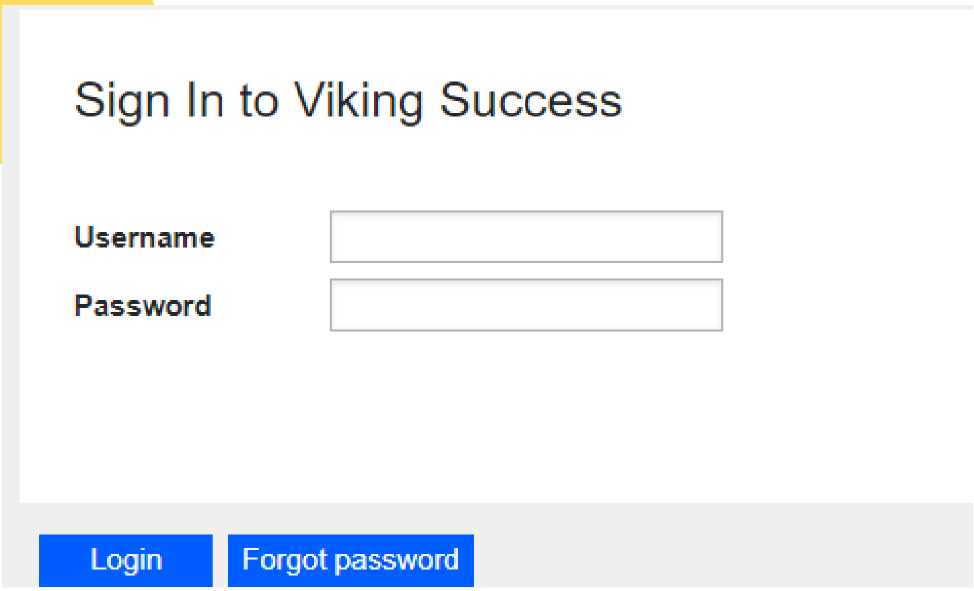
- **Viking Success (VS) webpage (https://www.sunywcc.edu/academics/viking-success/)**

- **MY WCC webpage (https://mywcc.sunywcc.edu/)**

- **Quick Link (www.sunywcc.edu/vikingsuccess)**

Sign in

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

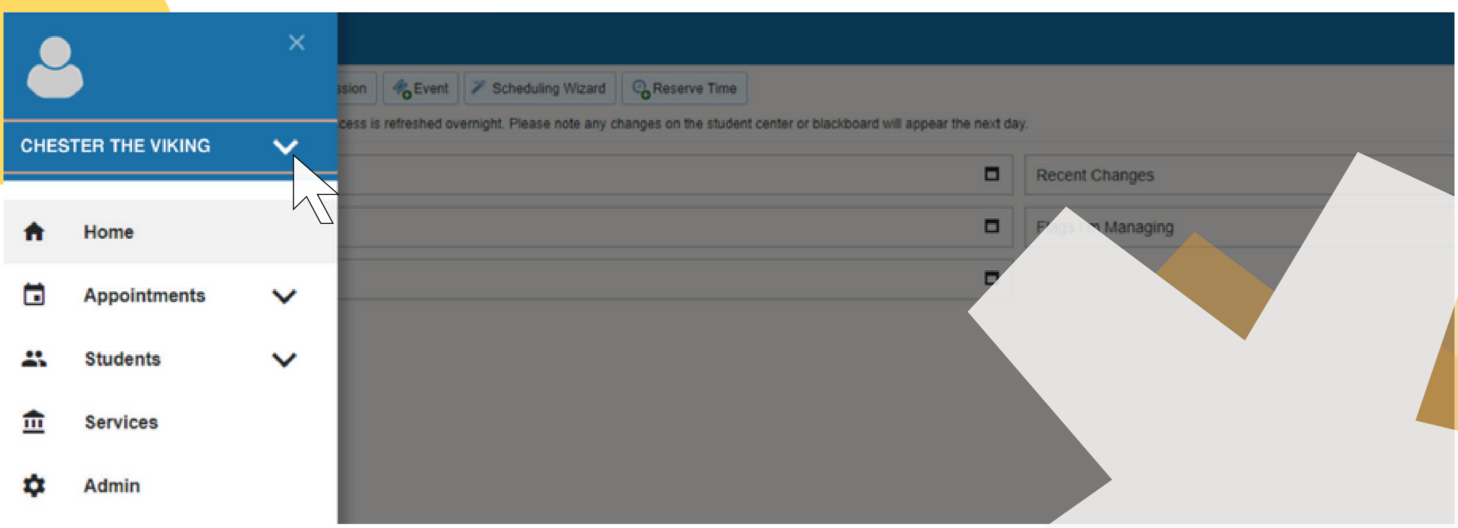


Create a Profile

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

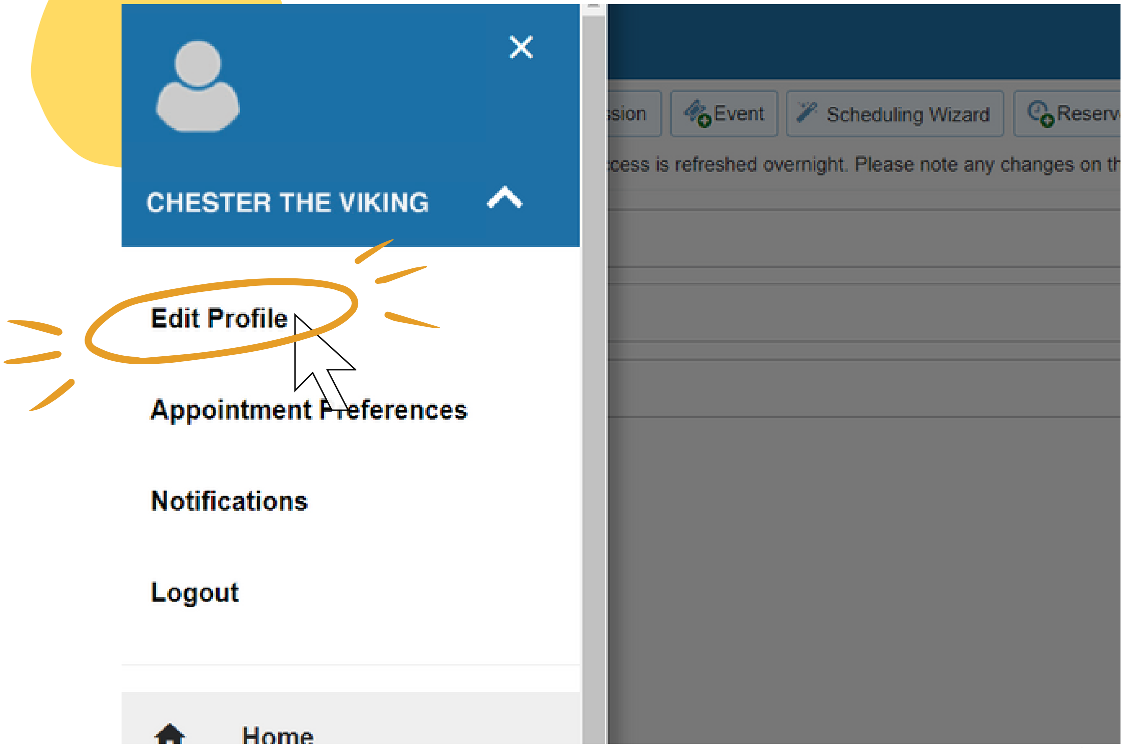
This is located in the upper left hand corner.

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

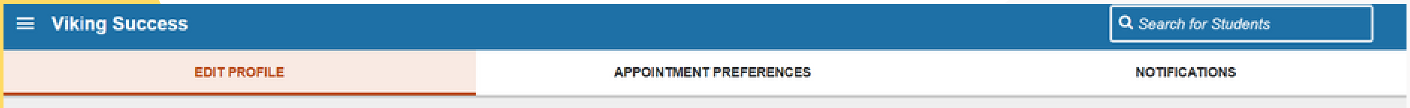


Create a Profile

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.

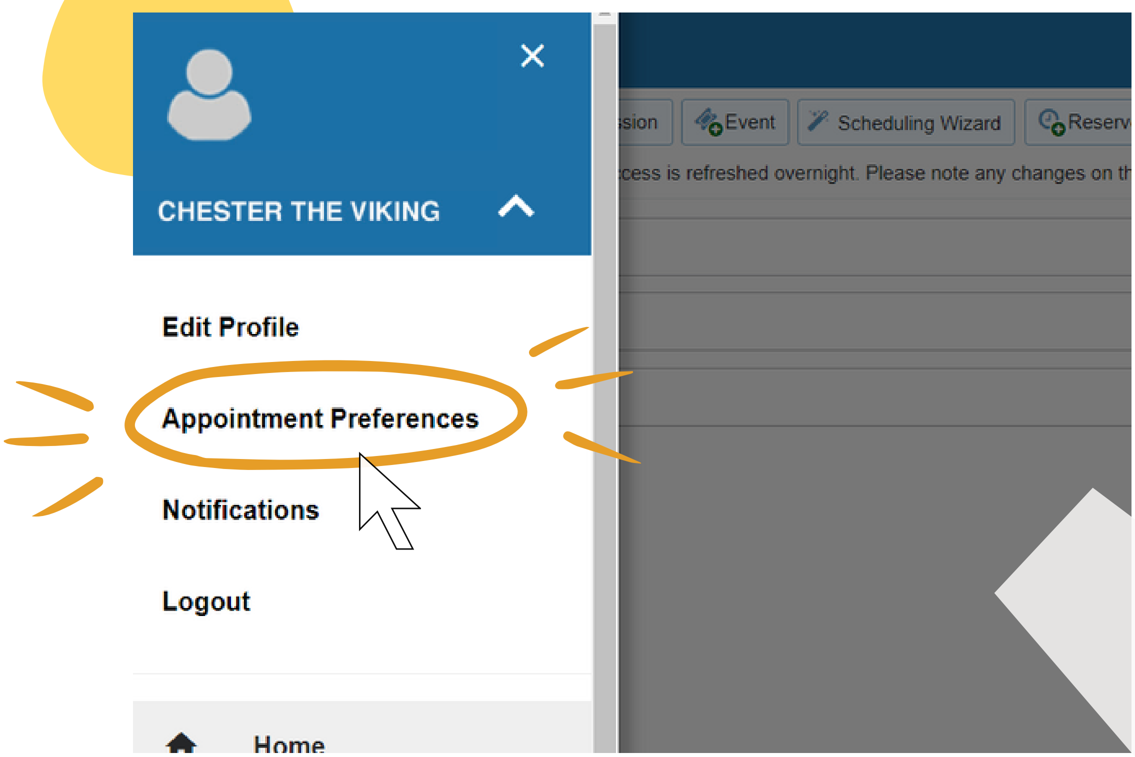


From here, you can also adjust your appointment preferences and email notifications.



Appointment Preferences

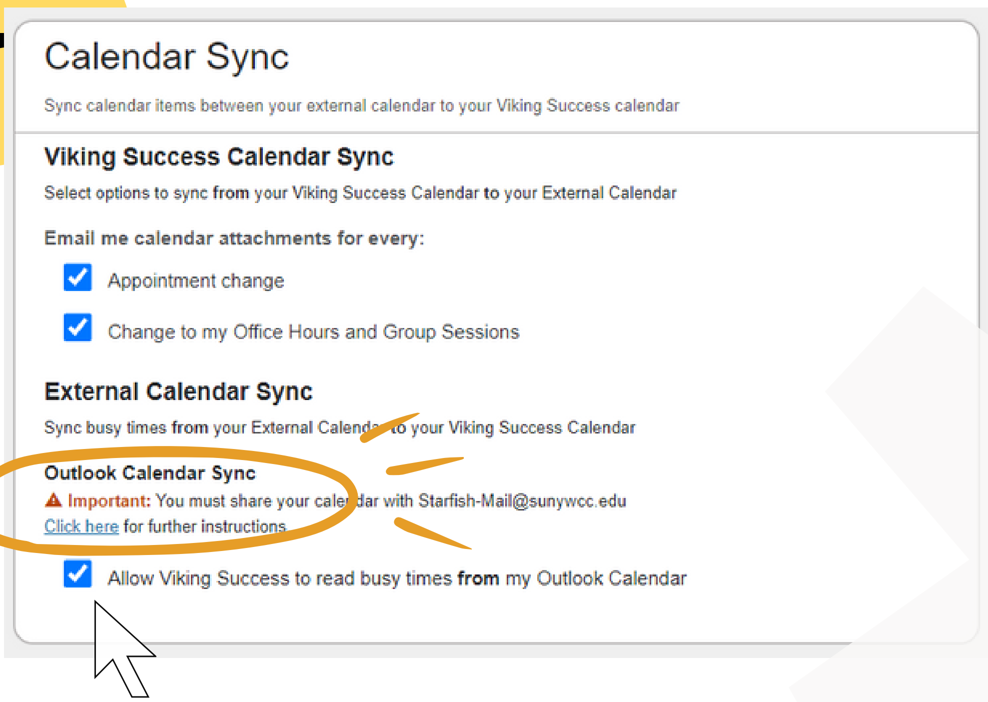
Click on the downward pointing arrow to open your user options menu. After clicking on the downward arrow, your navigation bar will expand to more options. Select "Appointment Preferences" and you'll be directed to the page to select your preferences.



Appointment Preferences

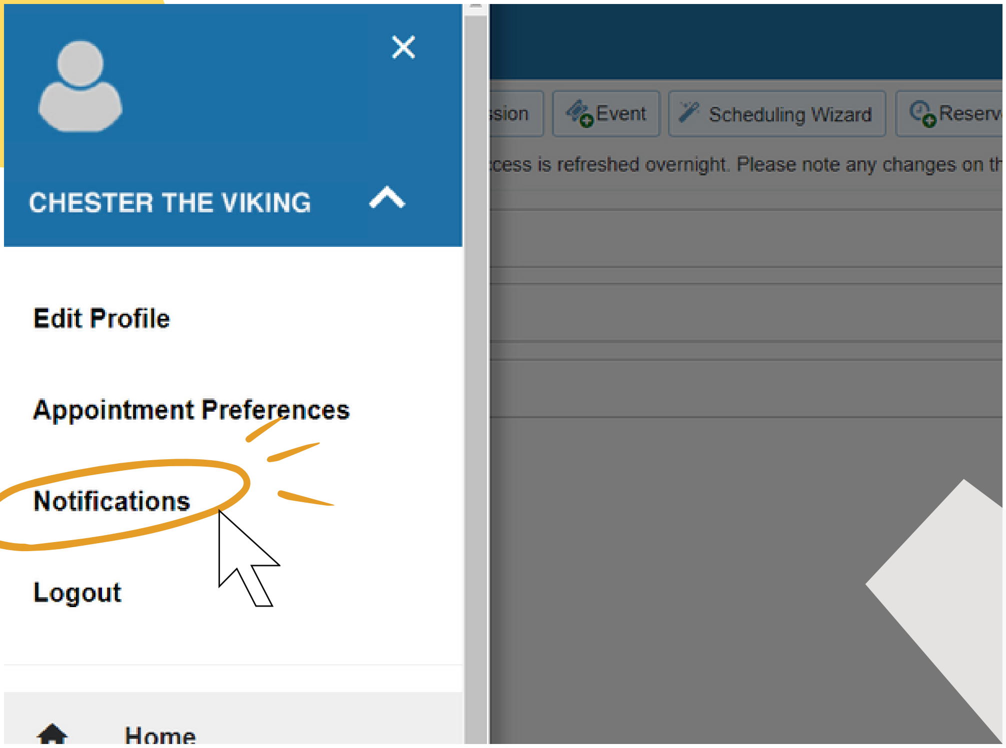
In Appointment Preferences you have the option to choose the minimum length of an appointment, a deadline for scheduling appointments, to allow drop in appointments after the deadline, and the location of your meeting.

***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.**



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

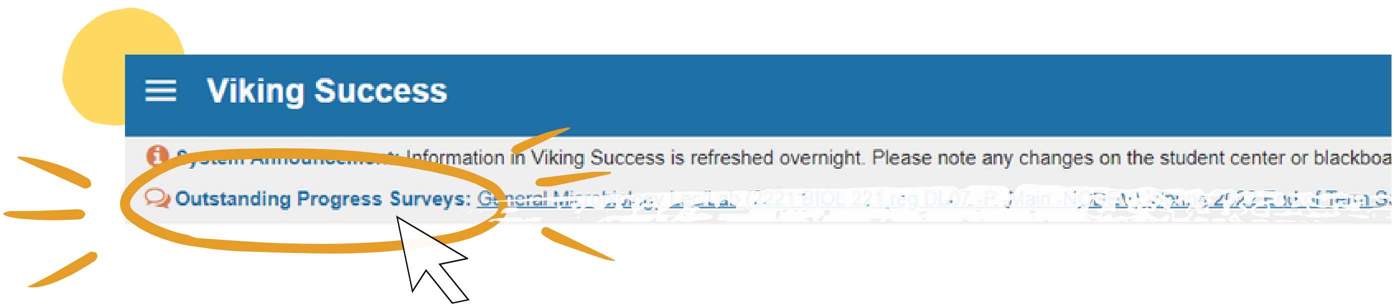
3. Pre-registration Survey Shortly before registration

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)

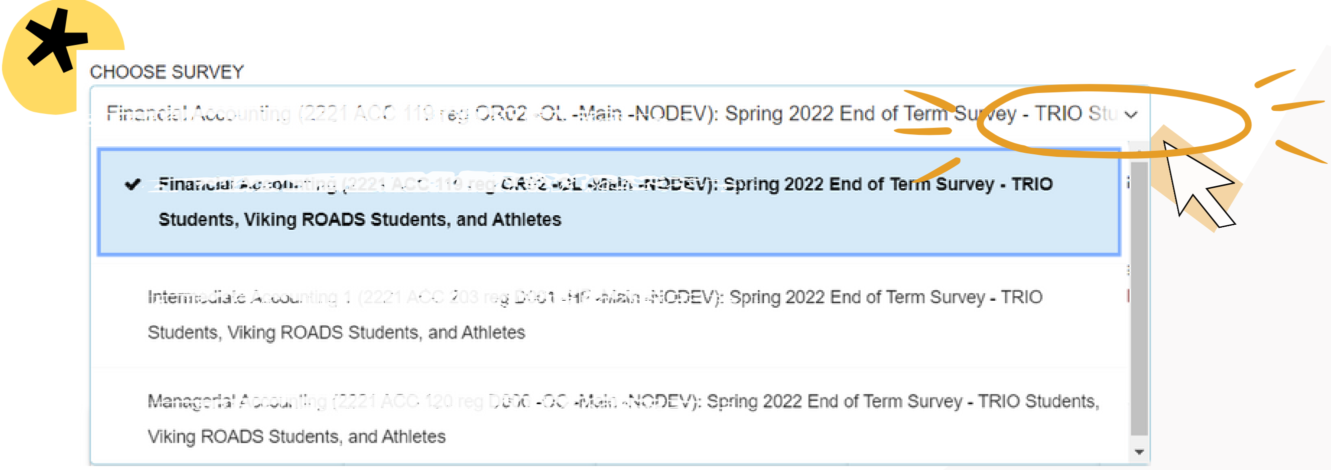
Submit a Progress Survey

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



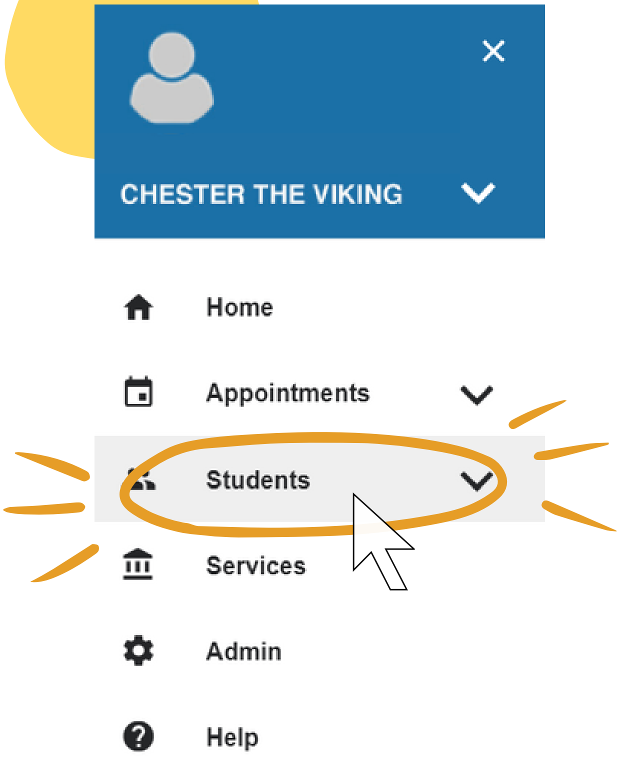
Check the appropriate boxes for each student and include any other information necessary in the text box available. Hit submit when you have completed the survey.

*** 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).**



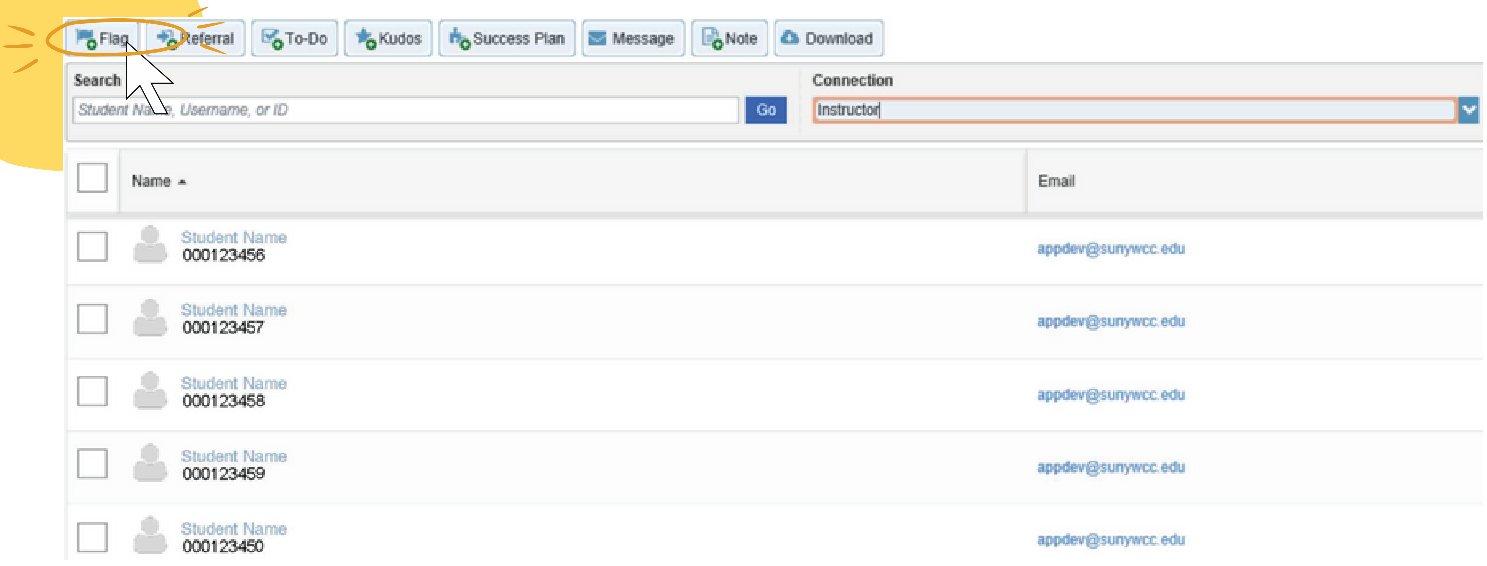
Raise a Flag

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.



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

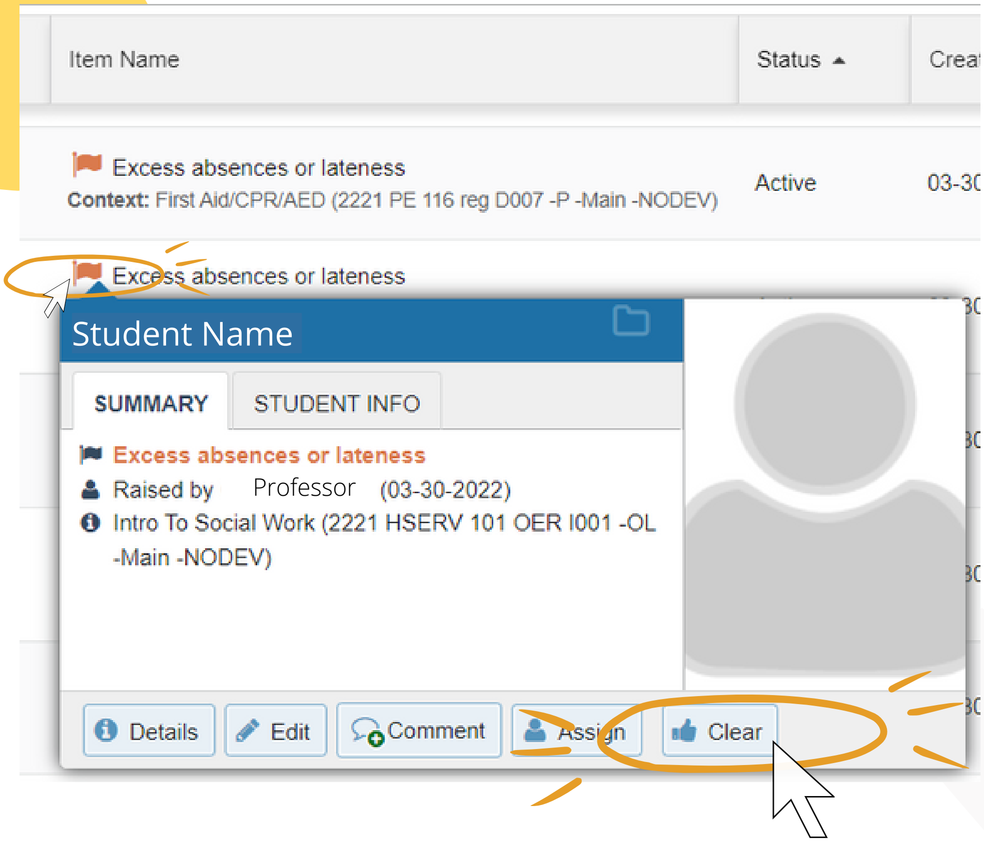
Raising a flag alerts the student that there is a concern regarding academics, attendence, or books.

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.

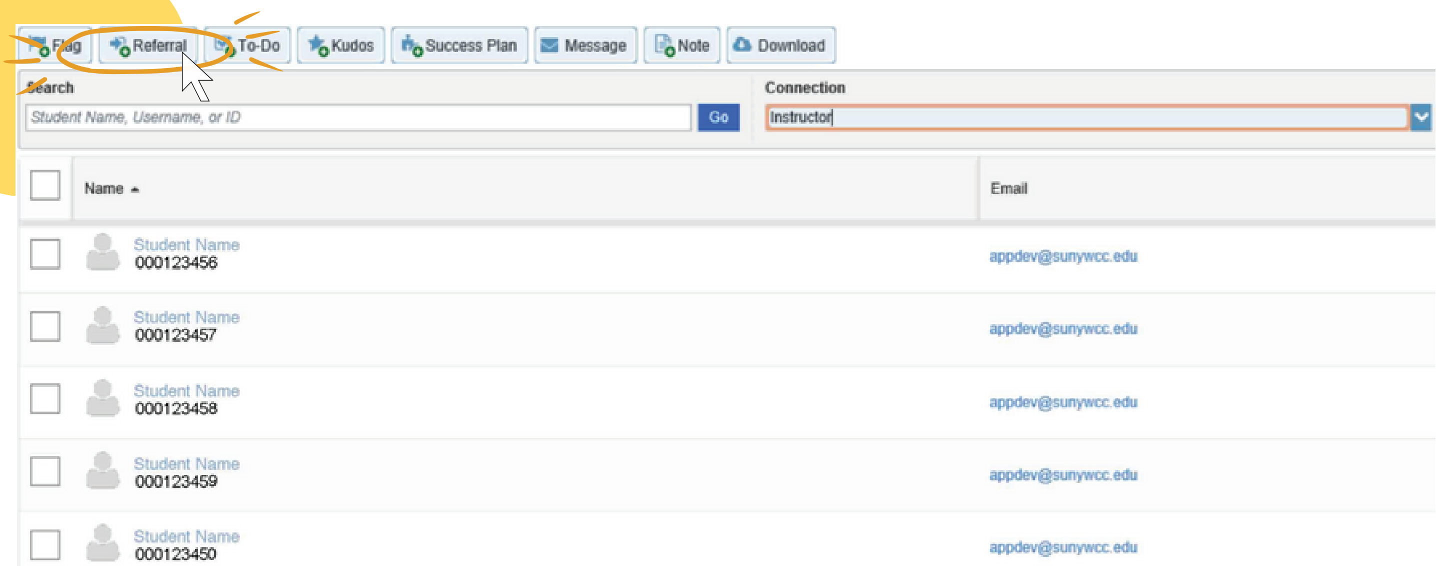


When you clear a flag, it is also referred to as "closing the loop." Finally, once you've entered all the information in this window, click the blue Submit button to complete the action.

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.



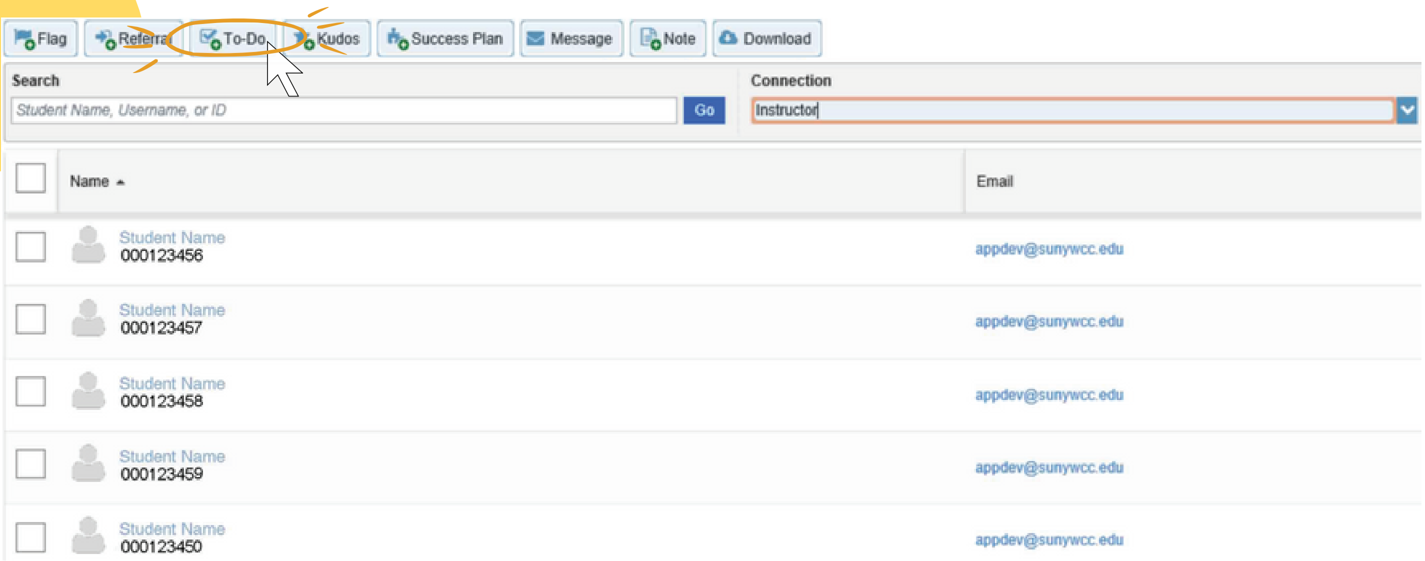
When you make a referral, students will automatically received an email about it.

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.



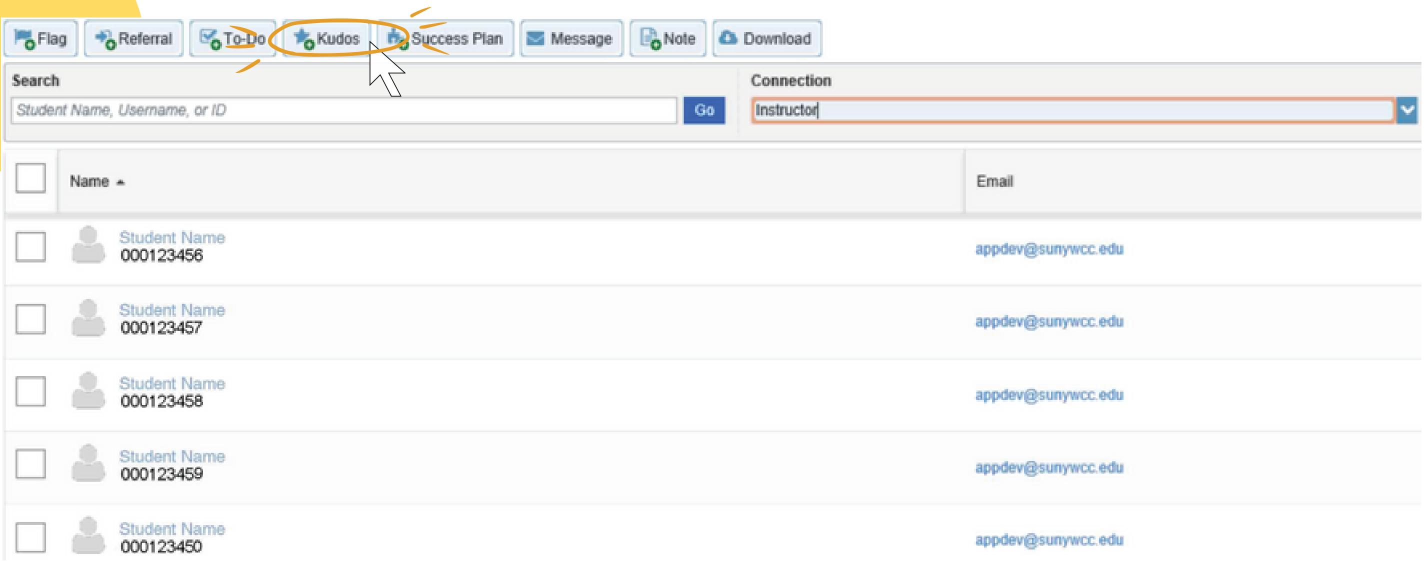
When you create a to-do, students will automatically received an email about it. Students are expected to complete to-do items as recommended.

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.



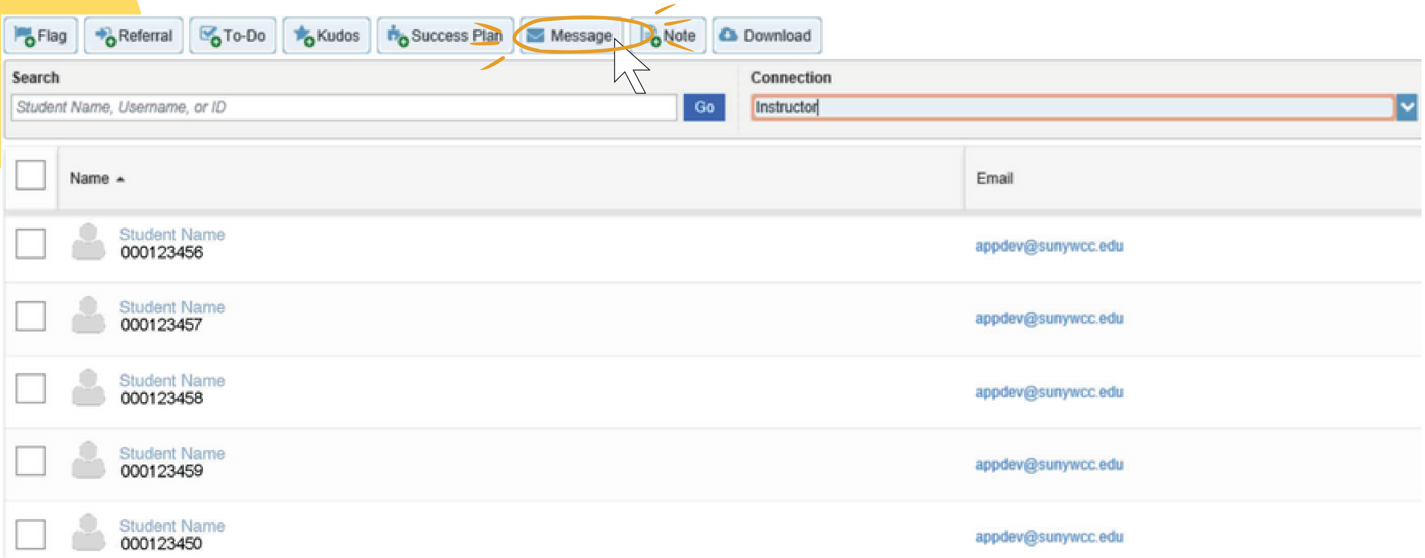
When you give kudos, students will automatically received an email about it.

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.

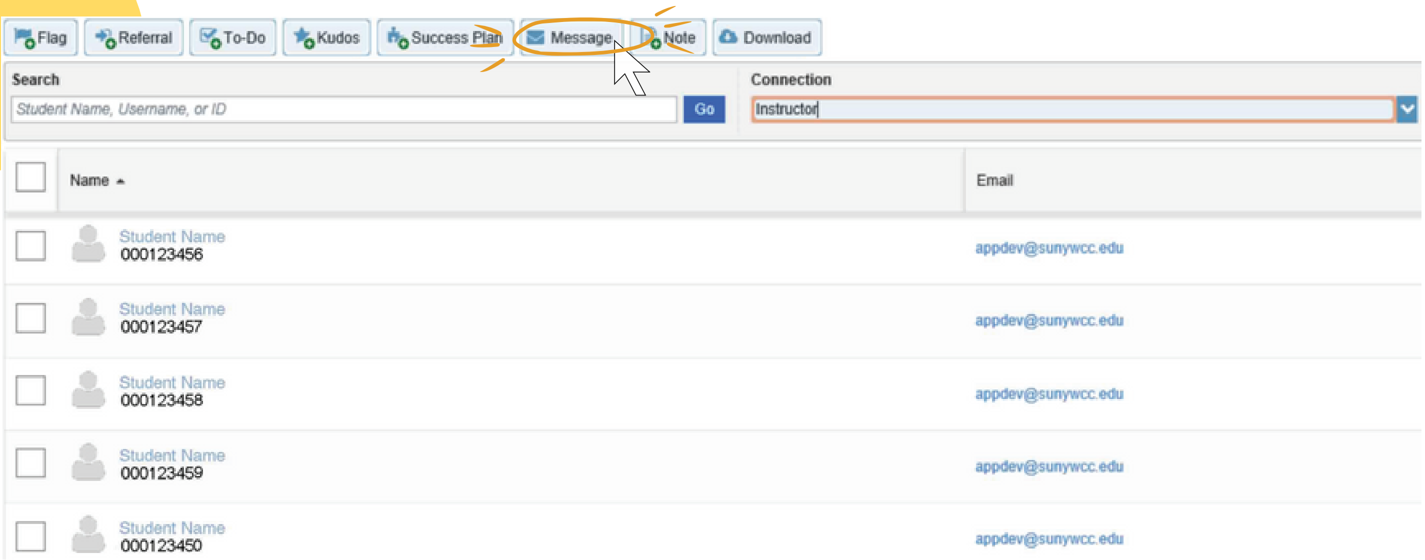


When you send a message, students will automatically received an email about it.

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.



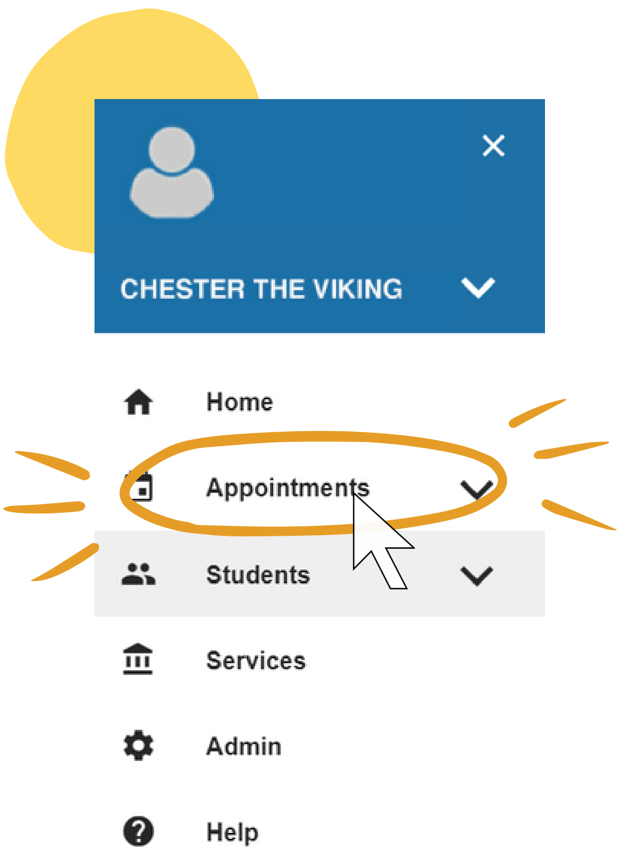
Notes are visible to other members of the student's Viking Success Network as stated in the note permissions area.

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.

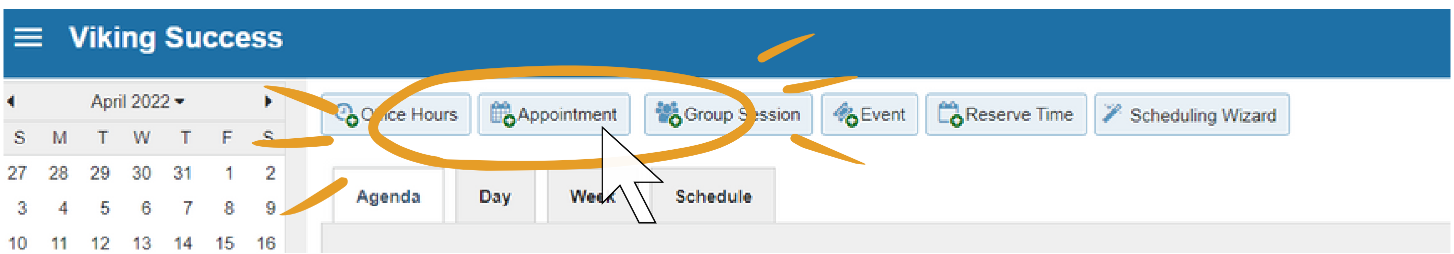
Calendar and Appointment Functions

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.



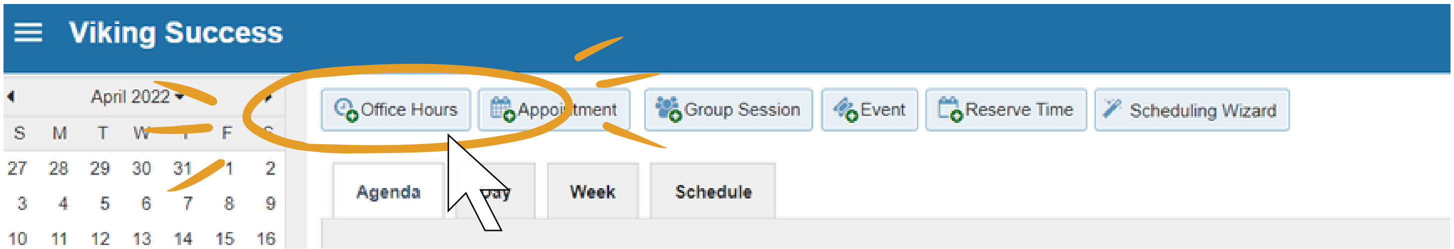
By clicking on the Appointment tab, a dialogue box will open up for you to complete for scheduling. Any section with a red asterisk requires information to be input. You may choose to enter a message in the Detailed Description section. This section is optional.

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.