

HUSKYSUCCESS - WORKFLOW GUIDES



HUSKYSUCCESS TIP

To Assign or Clear a flag or referral, *hover* over the flag or referral icon, then *slide* your cursor to the Assign or Clear button and *click* on it.

Student folder view

This screenshot shows the 'Student folder view' for a student named Roongo Starr. The interface includes a top navigation bar with icons for Flag, Referral, To-Do, Kudos, Message, Note, Appointment, and Intake. A left sidebar lists various navigation options, with 'Tracking' currently selected. The main content area displays a list of items, with the 'General' item selected. Below the item list, there are tabs for 'SUMMARY' and 'STUDENT INFO'. The 'SUMMARY' tab is active, showing a 'General Concern' raised by Heid, Jessica (Today). At the bottom of the summary, there are buttons for 'Edit', 'Comment', 'Assign', and 'Clear'. The 'Assign' and 'Clear' buttons are highlighted with a red box.

Student list view

This screenshot shows the 'Student list view' in the HuskySuccess application. The top navigation bar includes a search bar and a 'Search for Students' button. Below the navigation bar, there are tabs for 'MY STUDENTS', 'TRACKING', and 'INTAKE'. The 'TRACKING' tab is selected. The main content area displays a list of students, with the 'Financial Aid Referral' item selected. Below the list, there are buttons for 'Details', 'Edit', 'Comment', 'Assign', and 'Clear'. The 'Assign' and 'Clear' buttons are highlighted with a red box. The bottom of the screen shows a pagination bar with 'First', 'Previous', '1', 'Next', and 'Last' buttons, and a 'Selected: 0' indicator.

These are considered **CLASSROOM MANAGEMENT** flags and are primarily the responsibility of the **STUDENT** to follow-up with the **INSTRUCTOR** until three simultaneously-active flags raise the level of concern to be addressed by a **SUCCESS SPECIALIST**.

ATTENDANCE CONCERN

LOW SCORE(S)

MISSING / LATE ASSIGNMENTS

INSTRUCTOR
raises flag and
self-assigns

STUDENT receives automatic
email directing them to
contact Instructor

Student
responds

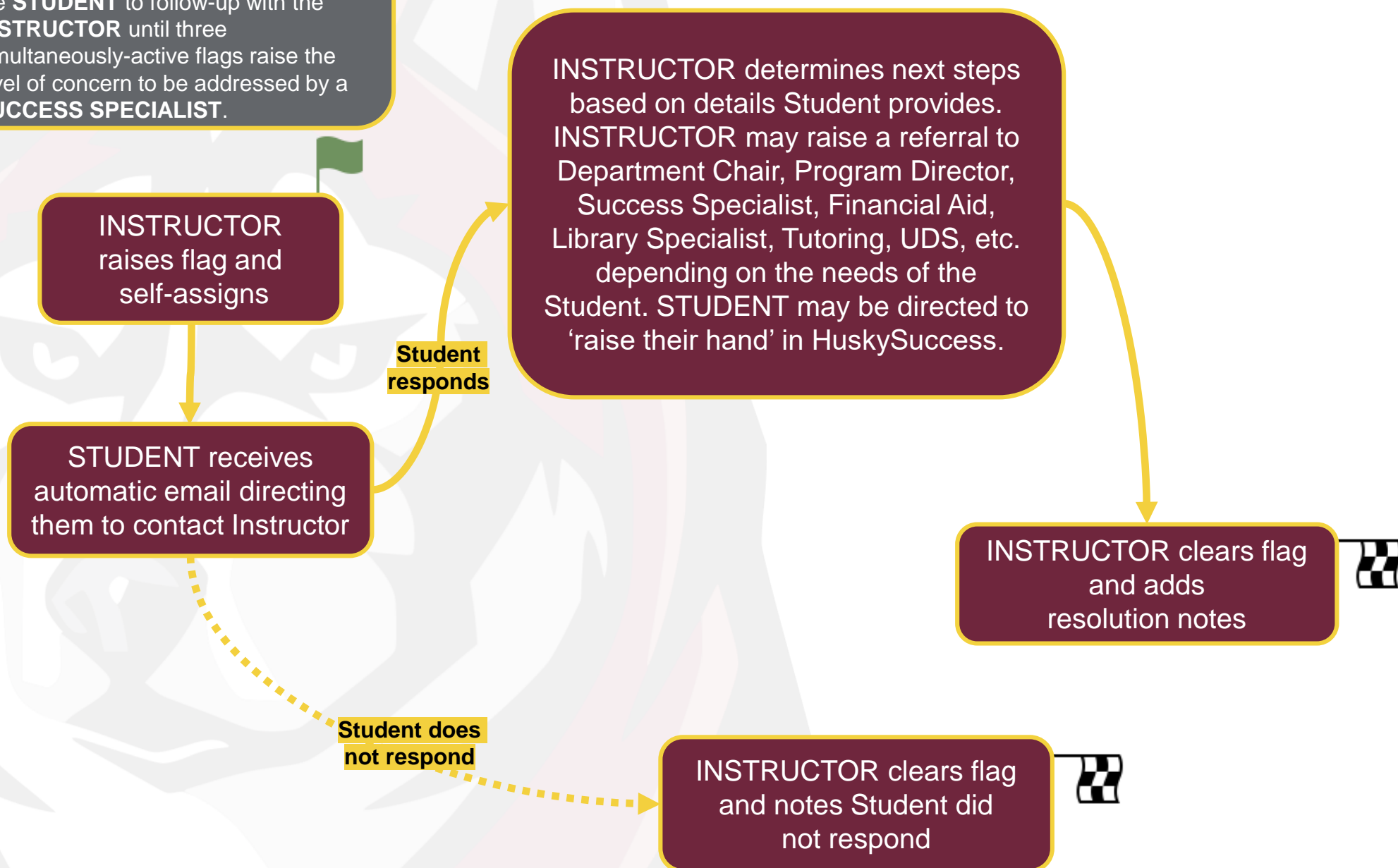
INSTRUCTOR clears flag
and adds
resolution notes

Student does
not respond

INSTRUCTOR clears flag
and notes Student did
not respond

This is considered a **CLASSROOM MANAGEMENT** flag and is primarily the responsibility of the **STUDENT** to follow-up with the **INSTRUCTOR** until three simultaneously-active flags raise the level of concern to be addressed by a **SUCCESS SPECIALIST**.

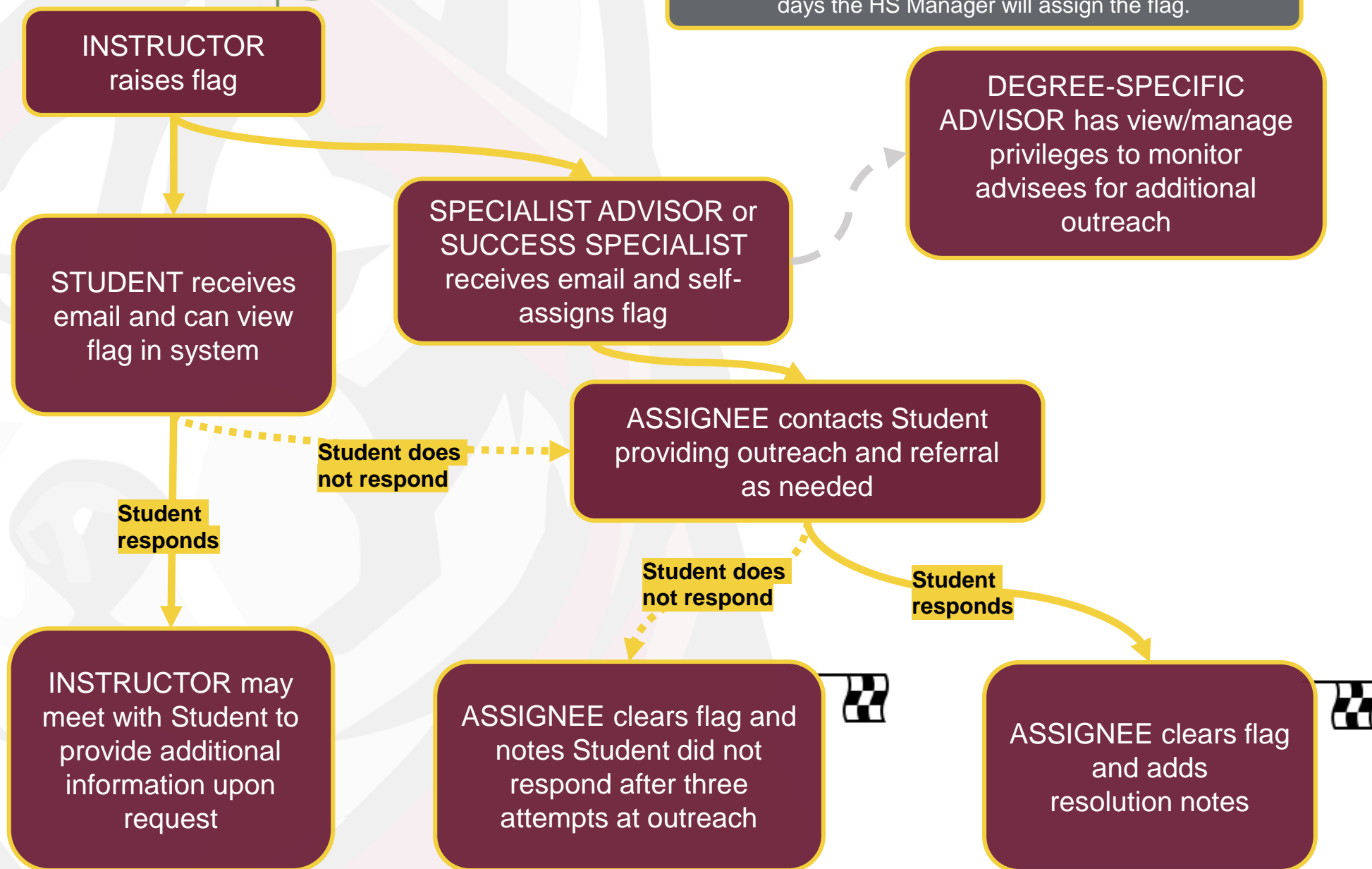
NOT PREPARED FOR A COURSE



This is a **HIGH-LEVEL** flag to be used when the **STUDENT** needs urgent intervention. It is raised by the **INSTRUCTOR** when a **STUDENT** has missed several course benchmarks.

IN DANGER OF FAILING

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.



This is a **SYSTEM**-generated flag.

THREE-FLAG RULE

NOTES:

- If flag has not been assigned within three business days the HS Manager will assign the flag.
- System will automatically clear Three Flag Rule flag if the clearing of one or more other flags brings the number of active flags to less than three.

SYSTEM raises flag if Student has three or more flags active at one time

SUCCESS SPECIALIST or SPECIALIST ADVISOR (TRIO, ACT 101, etc.) self-assigns. Student does not receive system-generated notification.

Flag has been assigned

ASSIGNEE initiates outreach to Student

Student responds

ASSIGNEE clears flag and adds resolution notes. **Clears any associated flags at the same time.**

Student does not respond

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach. **Clears any associated flags at the same time.**

This flag is designed to designate a person for early outreach to see if the **STUDENT** can be retained at the University.

AT RISK OF LEAVING UNIVERSITY

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

ANY BU EMPLOYEE
raises flag

INSTRUCTOR may view flag if Student is currently in a course with INSTRUCTOR

DEGREE-SPECIFIC ADVISOR receives email and self-assigns flag. SPECIALIST ADVISOR receives email notification and can do additional outreach. **Student does not receive email.**

Flag has been assigned

DEGREE-SPECIFIC ADVISOR contacts Student providing outreach and referral as needed

Student does not respond

Student responds

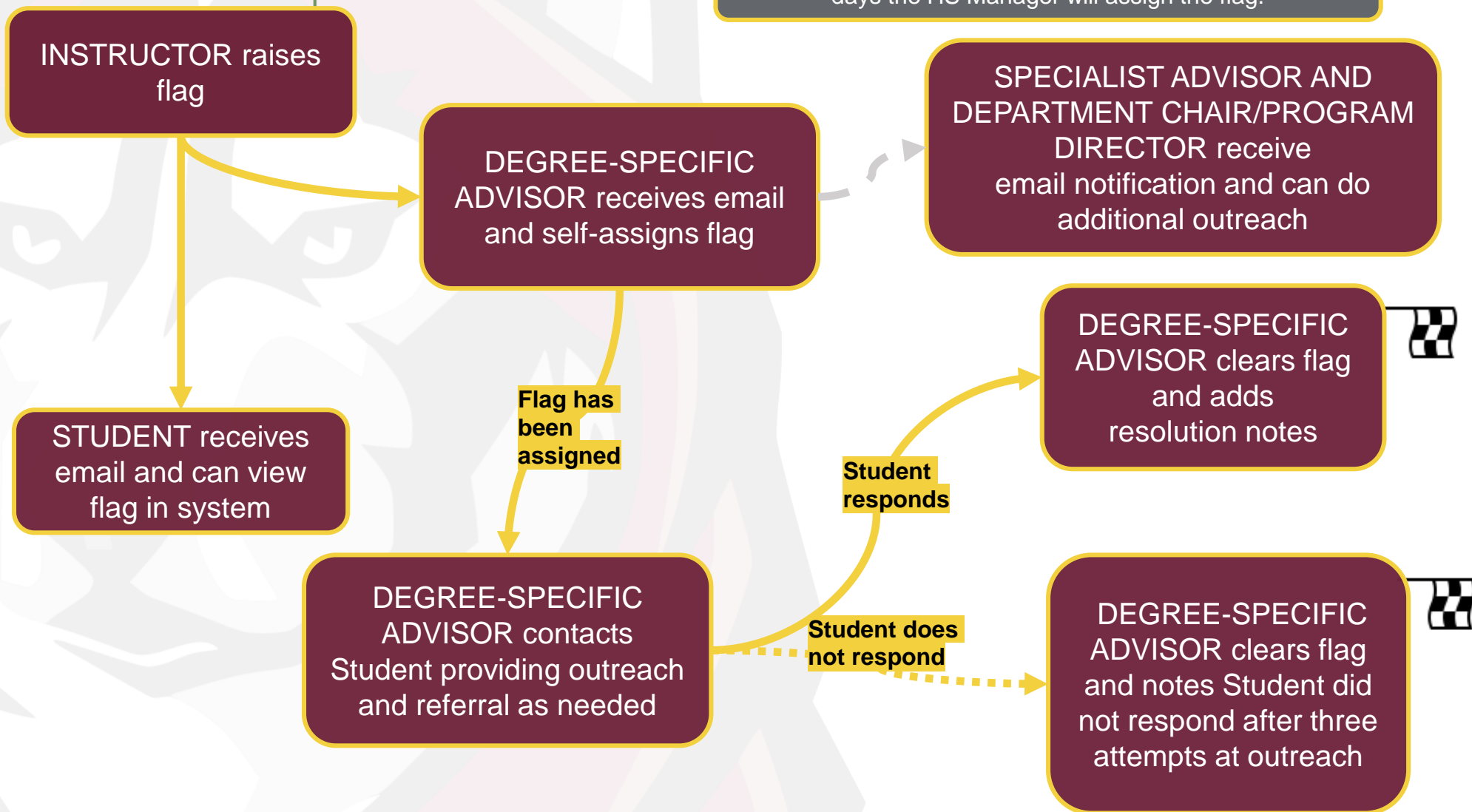
DEGREE-SPECIFIC ADVISOR clears flag and notes Student did not respond after three attempts at outreach

DEGREE-SPECIFIC ADVISOR clears flag and adds resolution notes

This flag should be raised near the end of the session when it is clear that a **STUDENT** will be unable to pass the course. Outreach and clearing is the responsibility of the **DEGREE-SPECIFIC ADVISOR**.

RECOMMENDATION TO WITHDRAW FROM A COURSE

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.



RECOMMENDATION TO WITHDRAW FROM A COURSE NOTIFICATION EMAIL TO STUDENT

✱

✕

From huskysuccess@bloomu.edu

Reply To huskysuccess@bloomu.edu

BCC

Subject [HuskySuccess] Recommendation to Withdraw from Introduction to Microbiology

Dear Rachel,

You have not yet progressed to a passing grade in Introduction to Microbiology, and you should seriously consider withdrawing from this class rather than getting a failing grade. You have until the final instructional day of the semester, prior to finals to withdraw from any or all courses.

Before withdrawing from a class, please follow these steps:

1. Meet with your **instructor** if you are not aware of why you are not going to pass the class.
2. Meet with your **academic advisor** to make sure you stay on progress for graduation.
3. Talk with someone in **financial aid** to see how a withdrawal affects your financial aid.
4. Be sure to speak with **any other programs** that you are affiliated with through the university such as athletics, military, ACT 101, TRIO SSS, etc.

Note: If you wish to withdraw and have a scheduling hold, you must email buregistrar@bloomu.edu to be withdrawn from the class. Please include in your email: your name, student ID and the course from which you would like to be withdrawn. This email must be sent PRIOR to deadline for withdrawal.

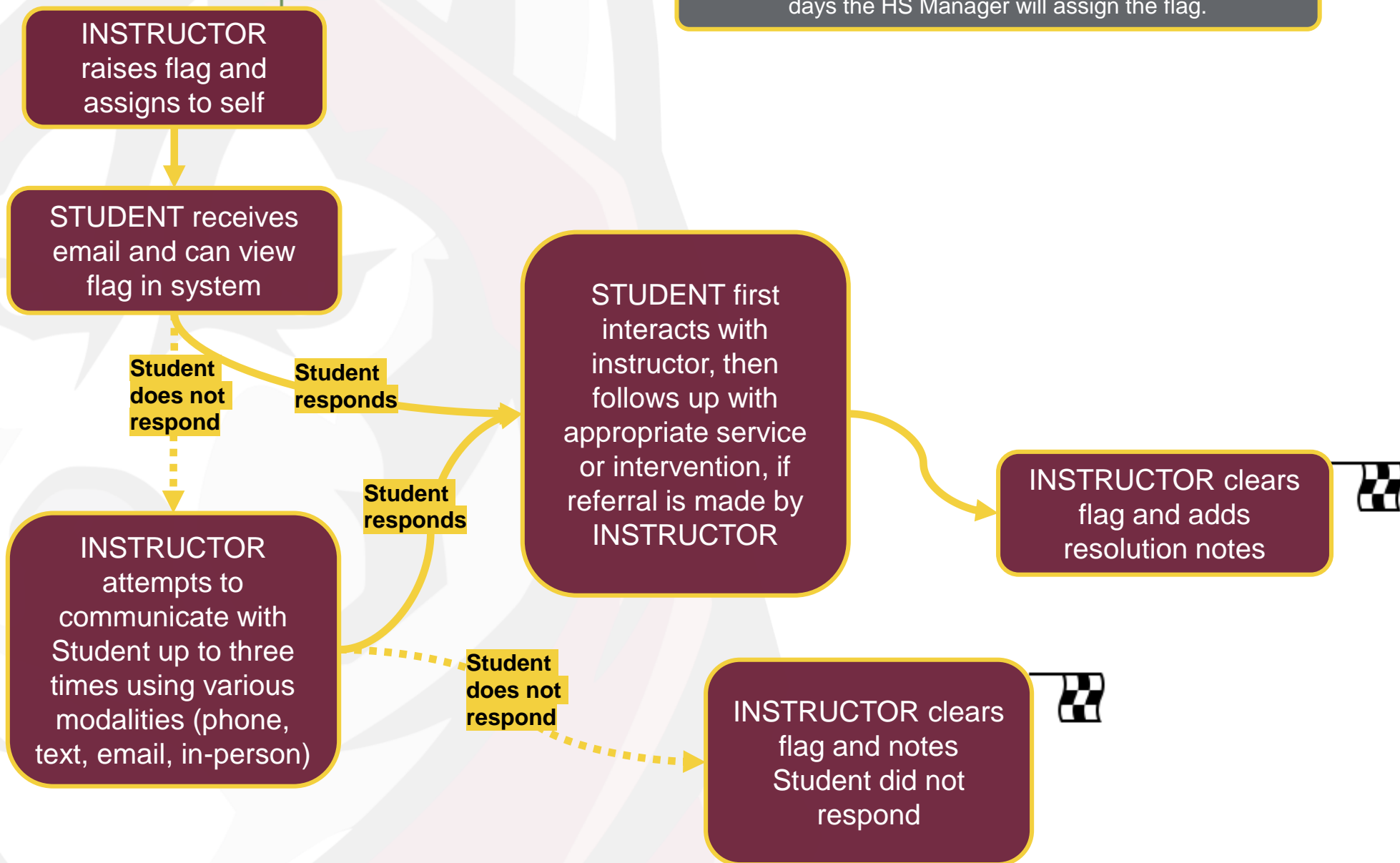
Sent by [HuskySuccess](#) on behalf of Don Maitz

Close

This is an **INSTRUCTOR**-raised flag for any concern that the **INSTRUCTOR** would like to address with a **STUDENT**.

PLEASE SEE INSTRUCTOR

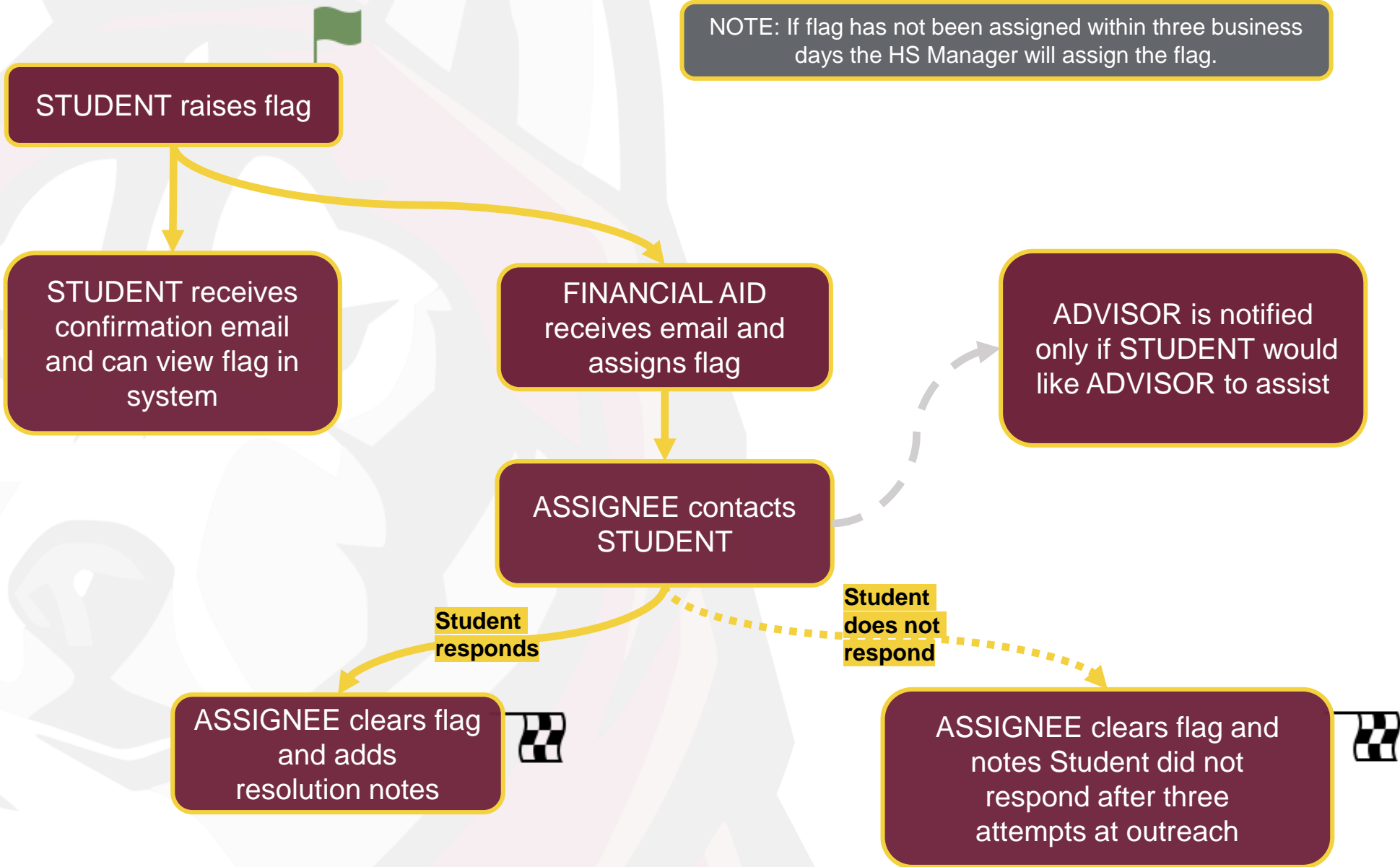
NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.



This is a **STUDENT**-raised flag that is addressed by **FINANCIAL AID**.

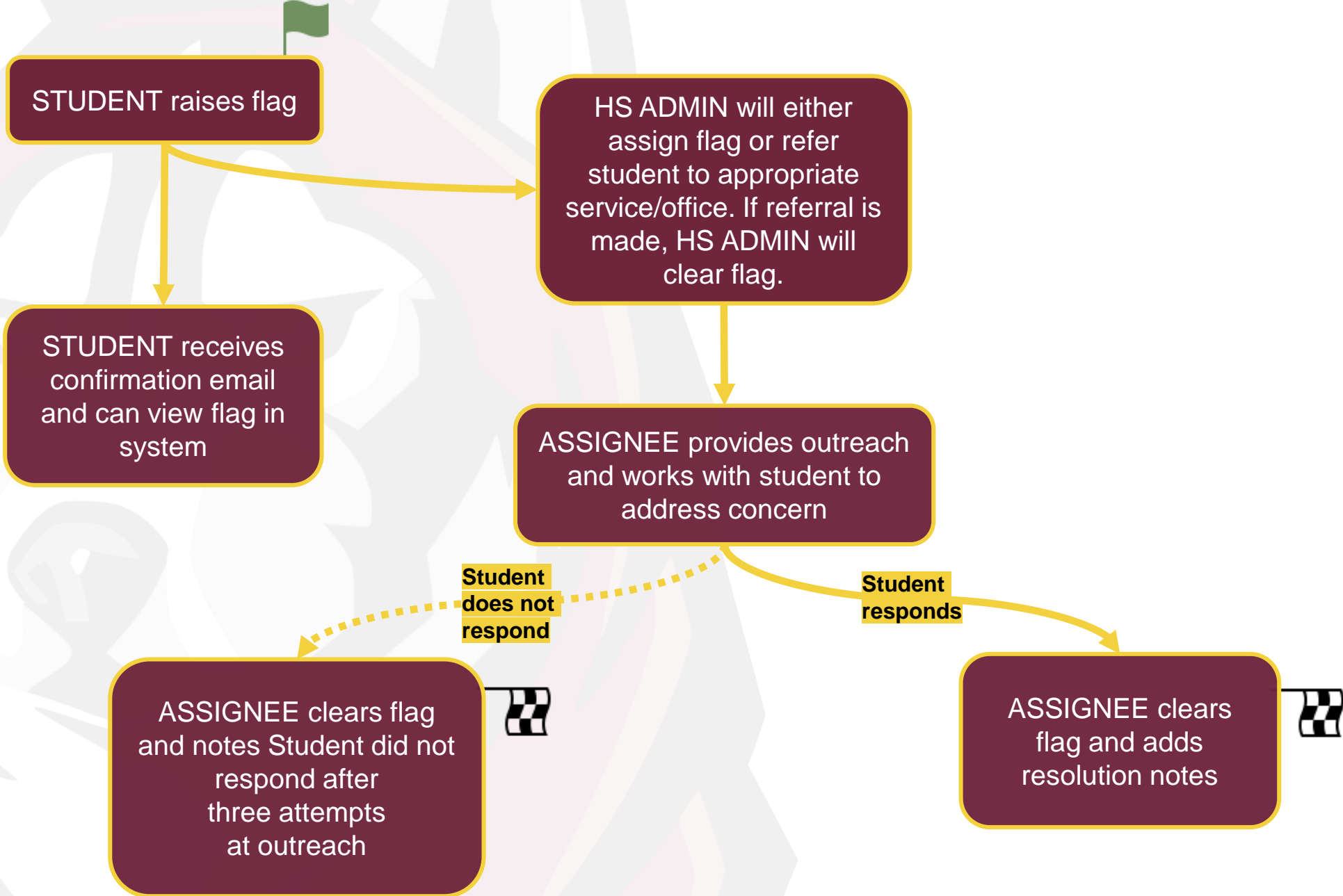
I NEED HELP PAYING FOR COLLEGE

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.



This is a **STUDENT**-raised flag that is addressed by student success support staff (**HS ADMIN**).

I NEED HELP



This is a **STUDENT**-raised flag that is addressed by the **INSTRUCTOR**.

I NEED HELP IN A COURSE

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

STUDENT raises flag

STUDENT receives confirmation email and can view flag in system

INSTRUCTOR receives email

INSTRUCTOR can self-assign or assign/refer Student to additional service for tutoring or accommodations. If referral is made, INSTRUCTOR clears flag.

ASSIGNEE provides outreach and works with Student to address concern

Student does not respond

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach

Student responds

ASSIGNEE clears flag and adds resolution notes

WILL COURSE WITHDRAWAL AFFECT...

- VARSITY ATHLETIC ELIGIBILITY
- FINANCIAL AID ELIGIBILITY
- INTERNATIONAL VISA COMPLIANCY

SUCCESS
SPECIALIST,
SPECIALIST ADVISOR,
INSTRUCTOR, or
STUDENT raises flag

Appropriate office receives
email and self-assigns flag

Flag has been
assigned

Appropriate office provides
outreach to Student

Flag has not been
assigned within 3
business days

HUSKYSUCCESS
ADMINISTRATOR
assigns it to
appropriate office

Appropriate office
clears flag and adds
resolution notes



This flag should be raised around a concern or issue regarding a **STUDENT** only if there is not a more pertinent flag or referral option in the system.

GENERAL CONCERN

