Raise a Flag/ Kudo in MySuccess

Instructors can communicate with their students and designated campus student support staff using MySuccess.

At key points in the semester, you will receive an email invitation to use the Early Alert tool:
1. Go to MySuccess.hawaii.edu
2. Click the ≡ menu button in the top left of MySuccess, click the down arrow next to the word Students, and then click My Students.

3. Select Connection to drop-down course sections
4. Check the box next to the student that you would like to raise a flag or Kudo
5. After checking the appropriate flag or Kudo for the student, click Save in the bottom right corner.

REMINDER: All email communication will be sent directly from your email.

Thank you for using MySuccess
Clear the flag in MySuccess if....

- Intervention = Two-way communication with student (email, phone, or in-person)
- Attempted Contacts = Attempted to contact the student, but student has not responded
- Dropped = Student already dropped, withdrew, or was administratively withdrawn from course
- Other (Student is deceased, etc)

Do not Clear the flag if staff are still trying to contact the student, instead add a comment and/or assign the flag to a staff

Flags from the previous semester that are no longer relevant are bulk cleared by an Administrator

Steps:

1. Login to MySuccess.hawaii.edu
   Click on the Students tab and the then Tracking subtab
   In Connections, Select your Assigned students
2. Click on a student's name and then click on the Tracking tab of the student folder
3. Hover over the Flag icon
4. Click the Clear button
5. Choose a Flag Clear Reason
   Add a comment to share info with flag raiser and other staff if needed
   If appropriate, email the flag raiser by entering text in the message field at the bottom
   The email to the flag raiser is checked by default, but you can uncheck it.
   Click Copy my comment to add the Comment Text to the message field at the bottom
6. Click Submit

Clear multiple flags at once in the Students tab, Tracking sub-tab. Sort by student name to see all the flags a student. Check the box to the left of the flags and then click the Resolve button