



SUPPORTNET

SOUTHEAST'S STUDENT SUCCESS NETWORK



Student SupportNET Guide

Student View - Side Navigation

The student can use the side navigation menu to update his/her student profile or browse the available channels.

Using Your Dashboard

Click on your name in the top left corner of your **Home** page and then select **Dashboard**.

Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right-hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

Rowdy Redhawk

- Profile
- Intake
- Logout
- My Success Network
- Upcoming
- Dashboard
- Messages
- Plans
- Courses
- Request Help
- History

Dashboard

FRIDAY TODAY

No items scheduled today. Enjoy your day!

MONDAY 15-08-2016

15:00

Appointment

- Reason: English tutoring
- Advising Center North Rom 118
- Technical Writing (ENGL300.01.201601)
- Yasmin Gold

Load more...

Recent Kudos

- You are a rockstar!
- Keep up the Good Work!

Significantly Overdue

- Added by Yasmin Gold
- Please contact Mary Wethers at the Career Services office to talk about your interests.

Low Participation in Class

- Raised by Jules Nixson
- Raised on 19-09-2015
- Introduction to Accounting (ACCT101.02.201501)
- Randi doesn't seem to be paying as much attention as she had been earlier in the te...

Attendance Concern

- Raised by Suzanne Miller
- Raised on 15-12-2015
- Marketing for Business Majors (BUSN201.01.201501)

Messages

Click the **Messages** icon on your Home page to display messages sent to you in SupportNET. Click on any message in the list to display the full contents of that message. These messages were also sent to your Southeast email and to any alternate address you added to your profile.

Messages

Messages

Past Week

- [Tenant 4] Off-Track Degree Plan: Emma Mack
11:50 am
- [Tenant 4] New Success Plan: Achieve Good Academic Standing
Yesterday
- Past Due Assignments
Yasmin Gold
Yesterday



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Connect to people who can help you

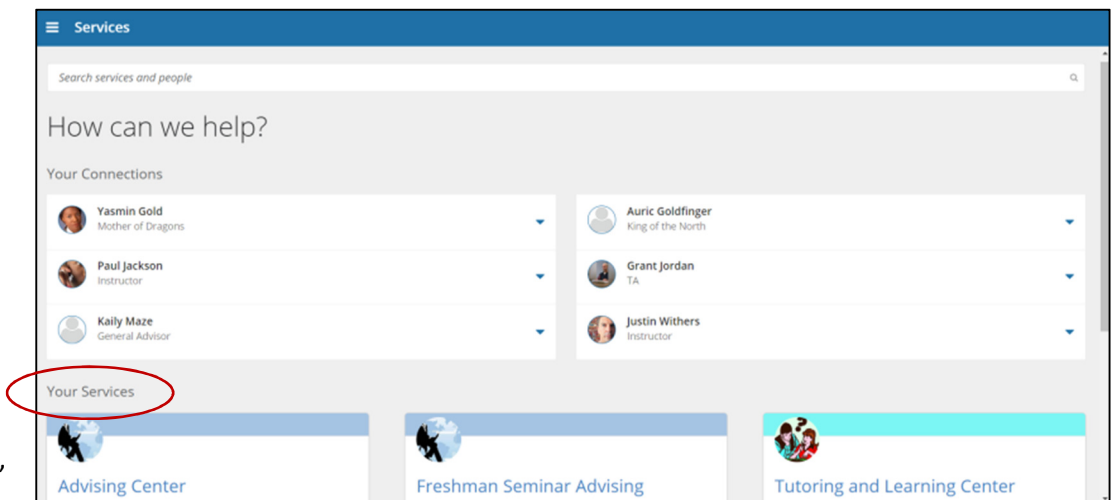
The **My Success Network**, and **Courses** channels display the people and offices that are available to help you succeed. Here you can find key contact information as well as links to web sites and online appointment scheduling.

My Success Network

Click the **My Success Network** icon on your Home page to display your personalized connections. The **Your Connections** channel lists the people and resources that are available to assist you.

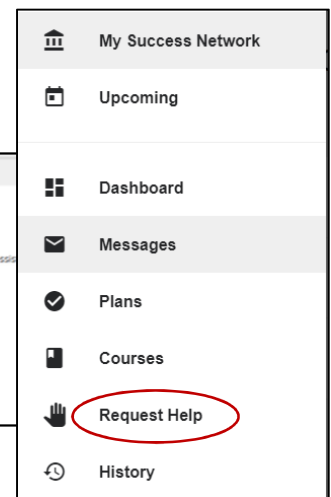
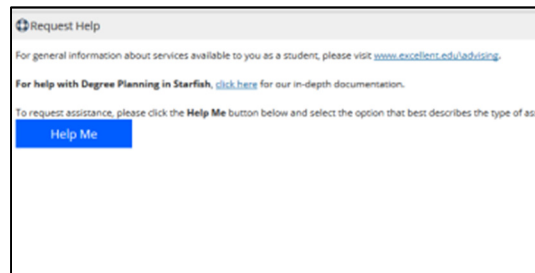
Services

You can browse a broader list of available services within **Your/Other Services**, right below **Your Connections**. For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to make an appointment.



Request Help

You may request help from a variety of offices around campus. Click on the **Request Help** button on your dashboard and follow the instructions.





Courses

Click the **Courses** icon on your Home page to display information about the courses you are enrolled in, including contact information for your instructors. If your instructor has office hours within SupportNET, the "Schedule Appointment" button will display here.

Scheduling Appointments

Make an Appointment through SupportNET

If an individual has made times available for you to schedule through SupportNET, you can schedule an **appointment by following the instructions (Appointment Instructions)**. Keep in mind that you can only schedule an appointment with someone you have a direct connection with (course instructor, primary advisor, etc) and who has set up their Office Hours within SupportNET.

Professor Redhawk
Primary Advisor, Assistant Professor of Soaring

- Schedule
- Email
- Call
- View Profile

Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (a picture of a pencil) to modify the appointment or the cancel icon (an X) to cancel it. If you do choose to cancel an appointment, please do so as far in advance as possible so that slot can be used by another student.

Success Plans

The **Plans** tab, within the left-hand side navigation panel, will display any customized **Plans** created for you by your advisor or other support staff. This might include an Academic Coaching Plan or a more targeted plan for a set of specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.

Success Plans

- Achieve Good Academic Standing (In Progress) [View Details](#)
- Work Life Interfering Status: Open Due: Today
Emma has indicated that her job is making it difficult to attend classes and complete her homework in a timely manner.
- Poor Attendance Status: Open Due: 05-31-2018
Emma missed the first two classes this semester.