



SUPPORTNET

SOUTHEAST'S STUDENT SUCCESS NETWORK

What is Southeast SupportNET?

At Southeast, you have a support network to help guide you on your path to success! By using Southeast SupportNET, you can connect with the correct resources and people when you need them.

- Receive notifications from your instructors, advisor and other Southeast personnel (sent to your Southeast email account);
- View your connections through "My Success Network" and see other services available to Southeast students across campus;
- Request Help (General, Financial, or by Course);
- View your Dashboard and Messages to keep yourself on track;
- Schedule an appointment with your advisor or others.

Stay focused and remember, assistance is just a phone call or email away!

How will SupportNET Impact me?

- Faculty may use SupportNET to **give you feedback** on your academic performance throughout the term.
- Faculty can raise **flags** when they are concerned about your academic performance and give **kudos** to acknowledge when you've done great work or shown improvement. You will be notified via email if one of your instructors gives you any of these feedback items.
- Your academic advisor and other support staff working with you will know about your faculty's' feedback and are here to **support you**.
- Faculty/advisors/staff can issue **referrals** if they think you'd benefit from a Southeast resource.
- Your **flags**, **kudos**, and **referrals** cannot be viewed by other students and can only be seen by individuals with the appropriate permission.

How will I use SupportNET?

- **Take action** if you get a **flag** or **referral**.
- **Celebrate** if you get a **kudos** – stay focused and keep up the good work!
- **Schedule appointments** with advisors/faculty/staff who have set up this feature.
- **Request help** on a variety of topics. This feature is available on your dashboard (left-hand side) once you have logged into SupportNET.
- **Subscribe to receive text messages** in addition to emails.

Instructions can be found by clicking on the  icon on your Profile page within SupportNET.

- ✓ *Check Email Preferences Box to receive text messages*

Frequently Asked Questions (FAQs)



How do I access SupportNET?

You can log into SupportNET through your student Portal, Moodle or by going directly to semo.edu/supportnet with your SE Key and password.



Who do I contact for technical support?

Email supportnet@semo.edu.



Where can I find more information about SupportNET?

Visit the SupportNET website for information and instructional guides on using available SupportNET features at semo.edu/supportnet