



School of Information Studies  
Syracuse University

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# This Session

- Orange SUccess Overview and Mission
- Navigation
- What You Can Use it For
- How I Use it
- Your Experience
- Orange SUccess Support



# What is Orange SUccess?

It is an advising tool (web-based program) intended to improve the way we work across all schools and colleges as this system will allow us to help many more students be successful at Syracuse University.



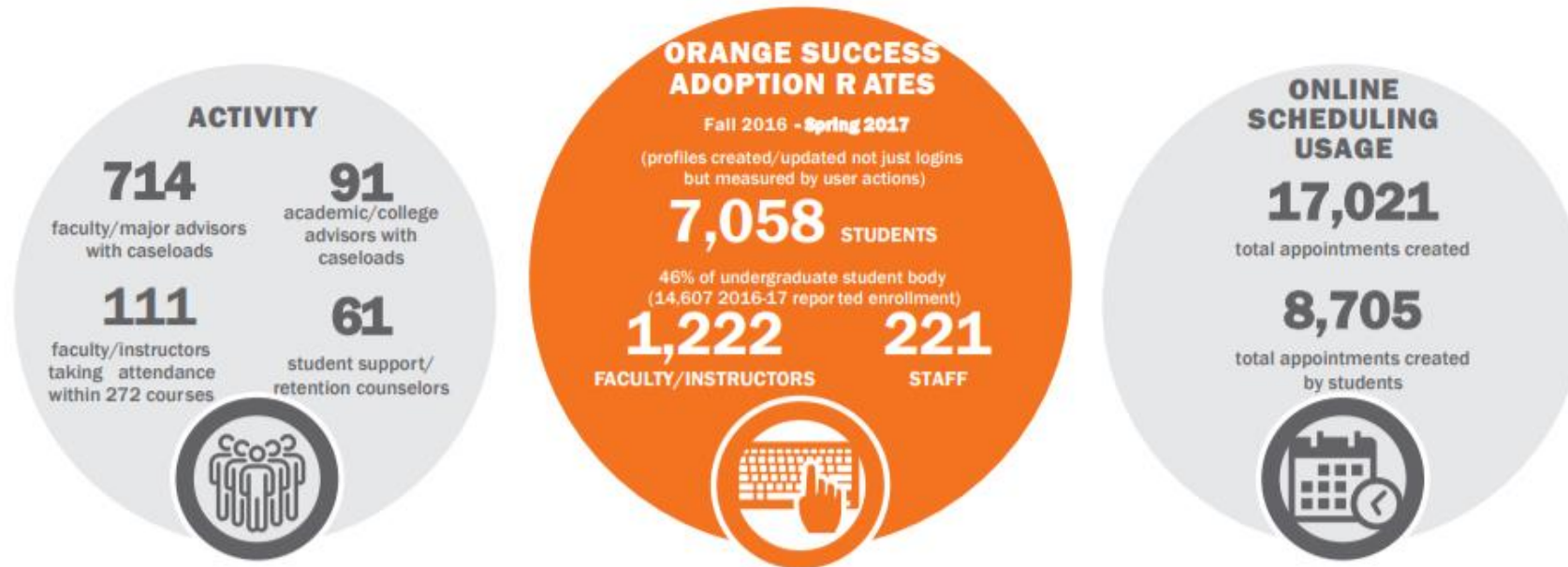
# Orange SUccess - Mission

“The mission of Orange SUccess is to provide comprehensive tools for students to connect with Syracuse University resources. It gives faculty a way to track student progress throughout the semester to ensure the right people are able to intervene when they begin to display patterns of concerning behavior”.

# Orange SUccess Facts

- Conceptualized as part of the 2015 SU Academic Strategic Plan
- Became a university-wide tool in the Fall 2016 semester
- Motto: “Early Alert - Engage - Connect - Succeed”
- Cloud-based application that works using Hobsons/Starfish.  
Access the system using Firefox (preferred) or other web browsers.

## Early Wins



## EARLY ALERTS

(All courses are added to Orange Success automatically each term. Students can receive a flag/kudo email without ever logging into their dashboard.)

There were a total of **22,264** flags raised with **60%** of these raised from surveys completed within **1,553** courses.

(Surveys were completed by 786 faculty/instructors who raised 13,432 flags within four surveys.)



**13,115**

**TOTAL UNIQUE STUDENTS WITH A FLAG OR KUDO**  
(86% of all undergraduate students have received a flag or kudo)

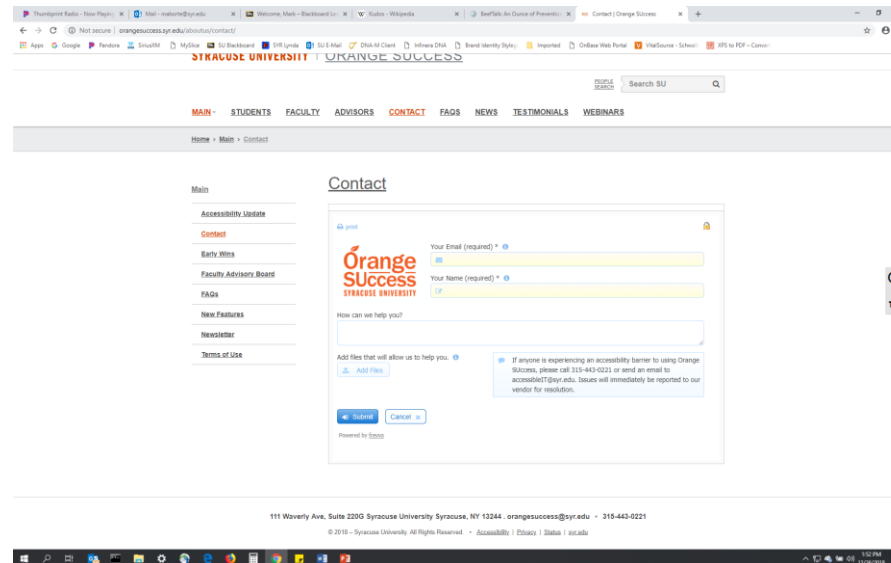
**Average Number of Flags Per Student 2.85**

**Average Number of Kudos Per Student 2.13**

# Orange SUccess Support

At the iSchool: Shannon Marrero, [smarch@syr.edu](mailto:smarch@syr.edu),

At the University:

A screenshot of a web browser displaying the 'Contact' page of the Orange SUccess website. The browser's address bar shows 'orangesuccess.syr.edu/aboutus/contact/'. The website has a navigation menu with links: MAIN, STUDENTS, FACULTY, ADVISORS, CONTACT, FAQs, NEWS, TESTIMONIALS, and WEBINARS. The 'CONTACT' link is highlighted. On the left side, there is a sidebar menu with links: Main, Accessibility Update, Contact (highlighted), Early Mins, Faculty Advisory Board, FAQs, New Features, Newsletter, and Terms of Use. The main content area is titled 'Contact' and contains a form with the following fields: 'Your Email (required)\*' with a dropdown menu, 'Your Name (required)\*' with a dropdown menu, and a text area for 'How can we help you?'. Below the text area is a link to 'Add files that will allow us to help you.' and a button to 'Add Files'. At the bottom of the form are 'Submit' and 'Cancel' buttons. A small note at the bottom of the form states: 'If anyone is experiencing an accessibility barrier to using Orange SUccess, please call 315-443-0221 or send an email to [access@su.syr.edu](mailto:access@su.syr.edu). Issues will immediately be reported to our vendor for resolution.' The footer of the website includes the address '111 Waverly Ave., Suite 2200 Syracuse University Syracuse, NY 13244', the email 'orangesuccess@syr.edu', the phone number '315-443-0221', and copyright information '© 2018 - Syracuse University All Rights Reserved'. It also includes links for 'Accessibility', 'Ethics', and 'Data'. The browser's taskbar at the bottom shows various application icons and the system clock indicating '1:10 PM 12/26/2018'.

FAQ's - <http://orangesuccess.syr.edu/aboutus/faqs-2/>

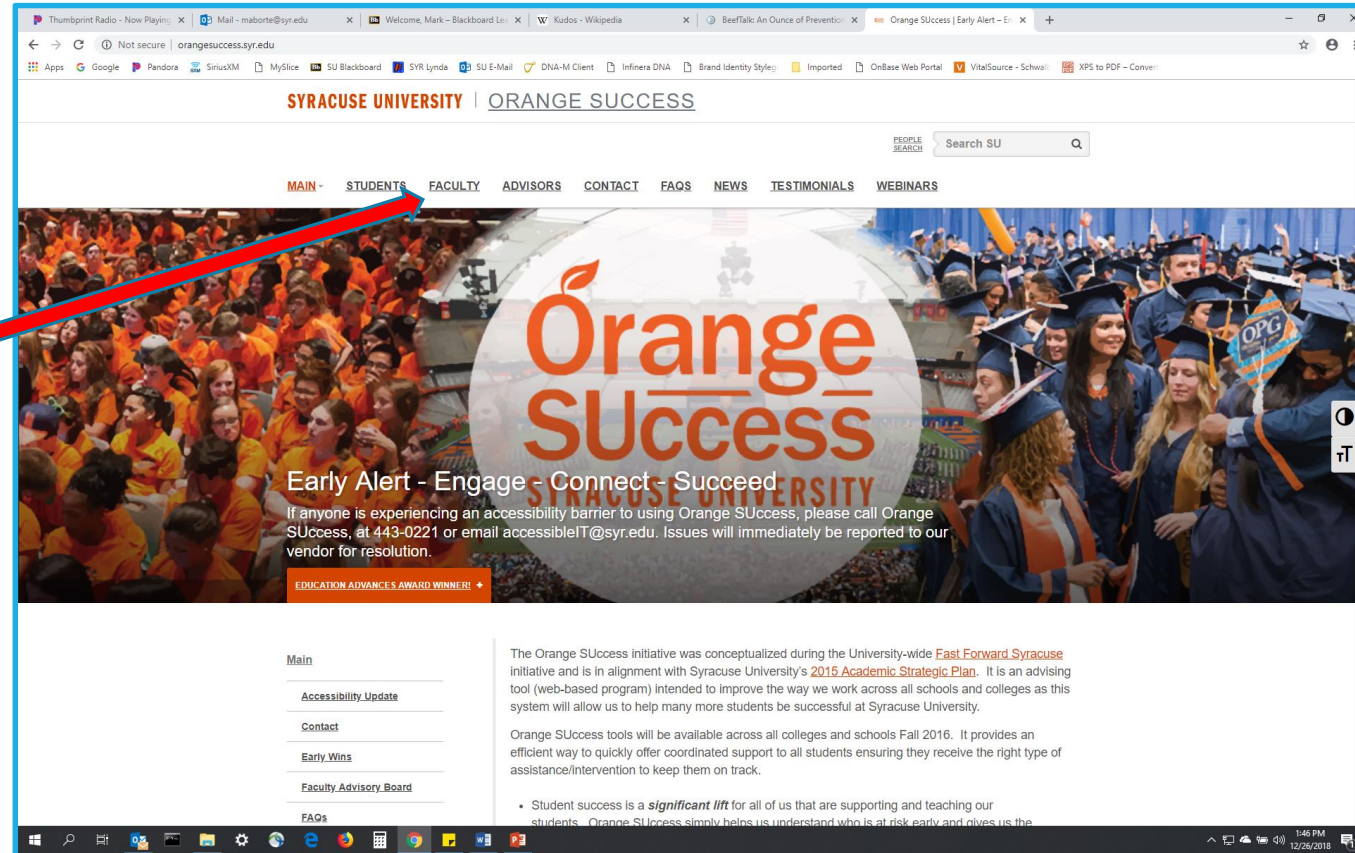
# How Do You Get There?

- Website URL
- Via Blackboard
- Via MySlice



# Orange SUccess URL

Select “Faculty”  
and then login  
with NetID and  
Password.



[www.orangesuccess.syr.edu](http://www.orangesuccess.syr.edu)

# Orange SUccess - Via Blackboard

The screenshot shows the Blackboard @ SU web application. The top navigation bar includes 'Blackboard @ SU' and 'Courses'. A sidebar menu on the right is open, showing options like 'Courses', 'Organizations', 'Tools', 'Address Book', 'Announcements', 'Application Authorization', 'Goals and Assessments', 'Orange SUccess (Faculty and Staff)', 'Send E-mail', and 'Tasks'. A red arrow points to the 'Orange SUccess (Faculty and Staff)' option. The main content area features a 'Need Help?' section, 'Blackboard Database Maintenance' notice, 'Instructor Information', and 'Two Factor Authentication' section. The 'Orange SUccess' section is highlighted, showing the 'Orange SUccess SYRACUSE UNIVERSITY' logo and a list of courses under 'My Courses Plus'.

**Need Help?**  
To Search for answers to your Blackboard questions, visit the [Answers self-help knowledge base](#).  
If you have problems logging in or need assistance, contact the **ITS Service Centers** at:  
[help@syrr.edu](mailto:help@syrr.edu) or 315.443.2677  
For Available Hours, [Click Here](#)

**Blackboard Database Maintenance**  
--Updated Time - 12/18/2018--  
Due to work to update the database, Blackboard will be unavailable to all students and instructors between 3:00 a.m. and 7:00 a.m. ET on Saturday, December 22, 2018.  
If you have questions, please contact the ITS Service Center at 443-2677 or [help@syrr.edu](mailto:help@syrr.edu).

**Instructor Information**  
**Instructor Request Forms**  
Course merges are completed by system administrators. To have a single Blackboard Course, please complete the [Merge Request](#).  
[Instructions for copying Blackboard content is hosted on Answers](#).  
If you have trouble with a form, please contact us by email at [help@syrr.edu](mailto:help@syrr.edu) or 443-2677.

**Two Factor Authentication**  
**Students, Act Now!**  
**Protect Your University Email and Office 365 Applications With Two-Factor Authentication.**  
It is quick and easy. And if you act now during the voluntary opt-in period, your protection takes effect!  
Two-factor authentication (2FA) will stop the criminals behind all those phishing emails cold, even if they manage to steal your log-on credentials. With 2FA, the bad actors can't gain access to your University email and Office 365 applications. Which is why 2FA for all student Office 365 accounts will be made mandatory in February. But why wait?  
[Students, Opt-in to Two-Factor here.](#)

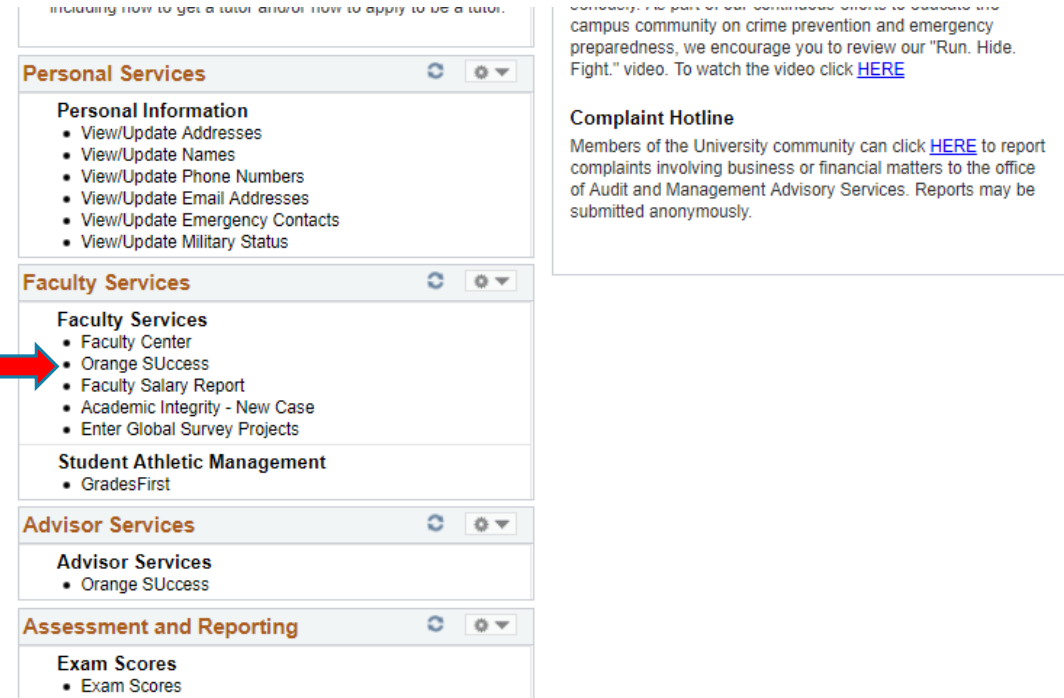
**Orange SUccess**  
**SYRACUSE UNIVERSITY**  
**Students:**  
Do you have the tools you need to reach your goals? Orange SUccess IS that tool!!!  
You can access Orange SUccess through the Tools menu and select Ask for Help in Orange SUccess (Students) to connect with your advisors and faculty members. We are all here and ready to help you achieve your goals.

**My Courses Plus**  
Courses you are teaching/facilitating:  
192 Courses  
181 Courses  
182 Courses  
181 Courses  
172 Courses  
171 Courses  
162 Courses  
161 Courses  
152 Courses  
151 Courses  
142 Courses  
Other Courses  
Select a course from the list above.

Select "Tools" >  
"Orange SUccess  
(Faculty and Staff)"

# Orange SUccess - Via MySlice

From MySlice, go to  
“Faculty Services” and  
Select “Orange SUccess”



The screenshot shows a web interface with a sidebar navigation menu. A red arrow points to the 'Orange SUccess' link under the 'Faculty Services' section. The sidebar contains the following sections:

- Personal Services**
  - Personal Information
    - View/Update Addresses
    - View/Update Names
    - View/Update Phone Numbers
    - View/Update Email Addresses
    - View/Update Emergency Contacts
    - View/Update Military Status
- Faculty Services**
  - Faculty Services
    - Faculty Center
    - Orange SUccess
    - Faculty Salary Report
    - Academic Integrity - New Case
    - Enter Global Survey Projects
  - Student Athletic Management
    - GradesFirst
- Advisor Services**
  - Advisor Services
    - Orange SUccess
- Assessment and Reporting**
  - Exam Scores
    - Exam Scores

On the right side of the page, there is a text block about crime prevention and emergency preparedness, and a 'Complaint Hotline' section.

campus community on crime prevention and emergency preparedness, we encourage you to review our "Run. Hide. Fight." video. To watch the video click [HERE](#)

**Complaint Hotline**  
Members of the University community can click [HERE](#) to report complaints involving business or financial matters to the office of Audit and Management Advisory Services. Reports may be submitted anonymously.

Syracuse University

Information Technology Services  
Syracuse, NY 13244-4100  
T: 315.443.2677 F: 315.443.2775

# What You Can Use It For

- ESPR and MSPR (Required)
- Office Hours Scheduling
- Tracking Attendance
- Kudos/Flags
- Referrals
- Success Plans
- Shared Notes

# What Not to Use Orange SUccess For

- Academic Integrity Issues
- Student Conduct Problems
- Health and Wellness Concerns
- Reporting Emergencies





# Early-Semester Progress Reports (ESPR) & Mid-Semester Progress Reports (MSPR)

**ESPR** - Required to track Non-Attendance/Never Attended by the third week of the semester to comply with Title IV regulations. The Registrar and Financial Aid offices as well as the student are notified accordingly.

**MSPR** - Provides an opportunity for early warnings about students' success. Completion of the report provides Advisors and other student support staff to understand which students may be struggling.

# How Do Use I Orange SUccess?

- ESPR/MSPR
- Put the Face to the Name
- Kudos
- Flags

No significant learning can  
occur without a significant  
relationship.

- James Comer

# Put the Face to the Name

“A person’s name is to him or her the sweetest and most important sound in any language”.

- Dale Carnegie -



# Kudos

## Positive Reinforcement

When a favorable outcome, event, or reward occurs after an action, that particular response or behavior will be strengthened.

- Very Well Mind



# Kudos

## Select Your “Kudo”:

- Keep up the good work!
- Outstanding Academic Performance!
- Showing Improvement!

Create Kudos for Cathryn Lee Shelton

Never Mind Save

\* Kudos

\* Course Context

Comment

Keep Up the Good Work

- ★ Keep Up the Good Work  
Raise this kudo for students who are performing well.  
\* Disclosable under FERPA
- ★ Outstanding Academic Performance  
Raise this kudo when a student has outstanding academic performance.  
\* Disclosable under FERPA
- ★ Showing Improvement  
Raise this kudo when a student has shown improvement.  
\* Disclosable under FERPA

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Retention Graduate Assistant
- Posse Mentor
- Student Assistance Case Manager
- STUDENT SUPPORT/RETENTION COUNSELOR
- ODS Director

More...

\* Required fields

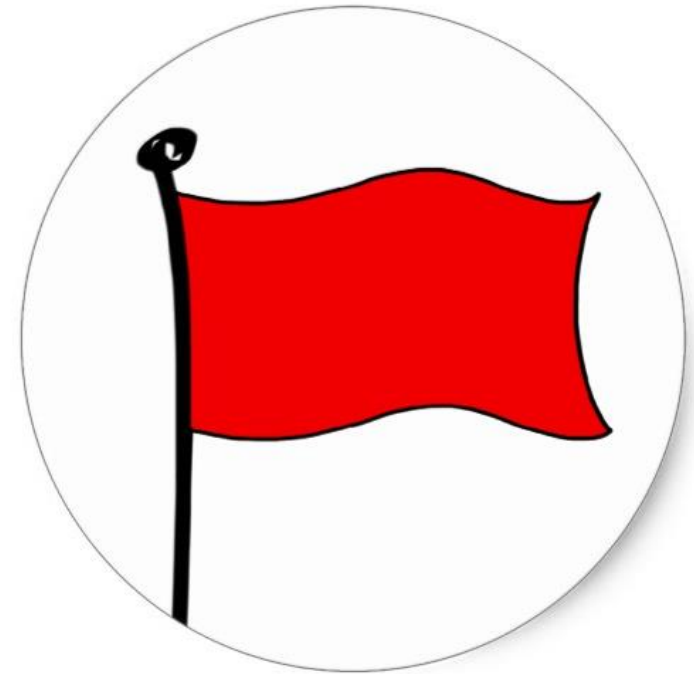
Never Mind Save



# Flags

“An ounce of prevention  
is worth a pound of cure”.

- Benjamin Franklin



# Flags

Select Your “Flag”:

- Assignment Concerns
- Attendance Concerns
- In Danger of Failing
- Low Participation
- Low Quiz/Test Scores
- Non-Academic Concerns

The screenshot shows a web form titled "Raise Flag for Cathryn Lee Shelton". At the top right are two buttons: "Never Mind" and "Save". The form is divided into sections. On the left, there is a "Flag" section with a dropdown menu, and below it, "Course Context" and "Comment" fields. A "Permissions: A tracking" section is also visible. On the right, a list of flag options is displayed, each with a flag icon, a title, a description, and a FERPA disclosure note. The options are: "Assignment concerns", "Attendance Concern - Grade at Risk", "Attendance Concern - informational", and "In Danger of Failing".

**Raise Flag for Cathryn Lee Shelton** [Never Mind] [Save]

\* Flag

Course Context

Comment

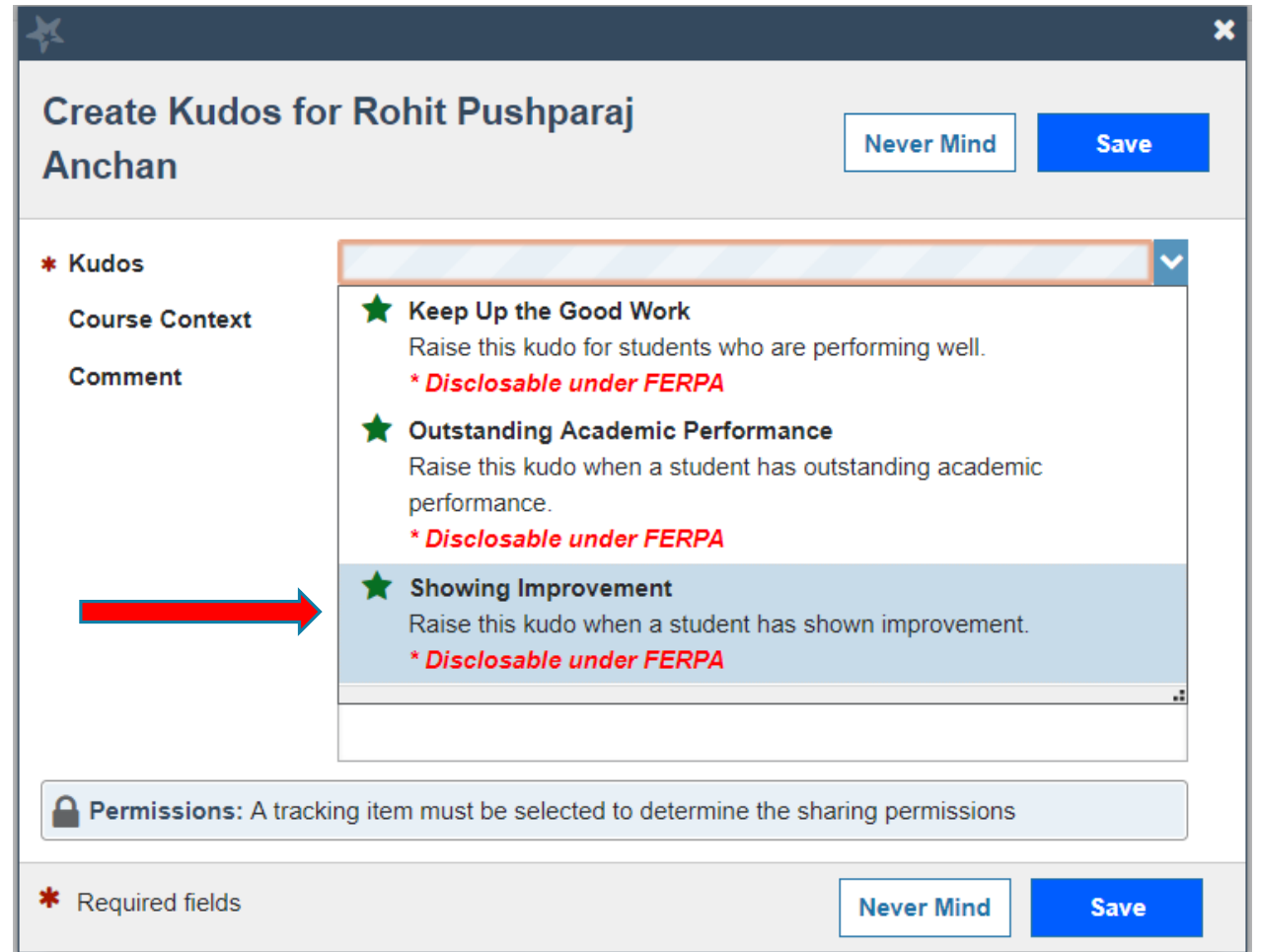
Permissions: A tracking

\* Required fields

- Assignment concerns**  
Raise this flag to alert the student that they have missing, late or poor assignments. It is at the discretion of the faculty member to determine the type of assignments to consider when raising this flag.  
*\* Disclosable under FERPA*
- Attendance Concern - Grade at Risk**  
Raise this flag when a student grade could be negatively effected by not attending class.  
*\* Disclosable under FERPA*
- Attendance Concern - informational**  
Raise this flag when a student is not attending class. When this informational flag is raised the advisor will take no action.  
*\* Disclosable under FERPA*
- In Danger of Failing**  
Raise this flag when a student is in danger of failing a course.  
*\* Disclosable under FERPA*

# Follow-Up

Follow a flag with Kudos such as “Showing Improvement” if deserved.



The screenshot shows a web interface for creating kudos. The title is "Create Kudos for Rohit Pushparaj Anchan". There are "Never Mind" and "Save" buttons at the top right. The form has two main sections: "Kudos" and "Permissions".

**\* Kudos**

**Course Context**

**Comment**

A red arrow points to the "Showing Improvement" option in the kudos list.

- ★ **Keep Up the Good Work**  
Raise this kudo for students who are performing well.  
*\* Disclosable under FERPA*
- ★ **Outstanding Academic Performance**  
Raise this kudo when a student has outstanding academic performance.  
*\* Disclosable under FERPA*
- ★ **Showing Improvement**  
Raise this kudo when a student has shown improvement.  
*\* Disclosable under FERPA*

**Permissions:** A tracking item must be selected to determine the sharing permissions

**\* Required fields**

At the bottom right, there are "Never Mind" and "Save" buttons.



# ACCOUNTABILITY INDICATORS

When They Know  
You Are Watching!

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# SHARE YOUR STORY

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How Do You Use  
Orange SUccess?

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# Sometimes We Forget .....

- Many international students have no local resources
- Freshman who are away from home for the first time and might be struggling
- Others who are working through personal problems or having difficulty with college
- College simply presents academic challenges that they are not accustomed to or prepared for

# End of Presentation

- Please let me know if you would like a copy of this presentation. I can be reached at [maborte@syr.edu](mailto:maborte@syr.edu) or you can reach out to Peggy in the FCTL.

