SAU Tech Mission Control Manual -Faculty

Getting Started with Mission Control

MCC MISSION CONTROL CENTER

Welcome to Mission Control Center ®

Mission Control Center gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through Brightspace courses and the address listed below, Mission Control Center will automatically display all students that you have been assigned or are enrolled in your courses.

https://sautech.starfishsolutions.com/starfish-ops

Use your SAU Tech email address and password to log in when a username and password are requested.

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

This guide highlights the steps for completing four common tasks in Mission Control Center:

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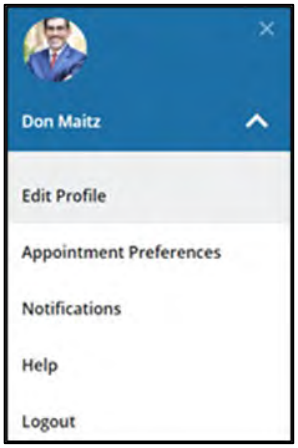
Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

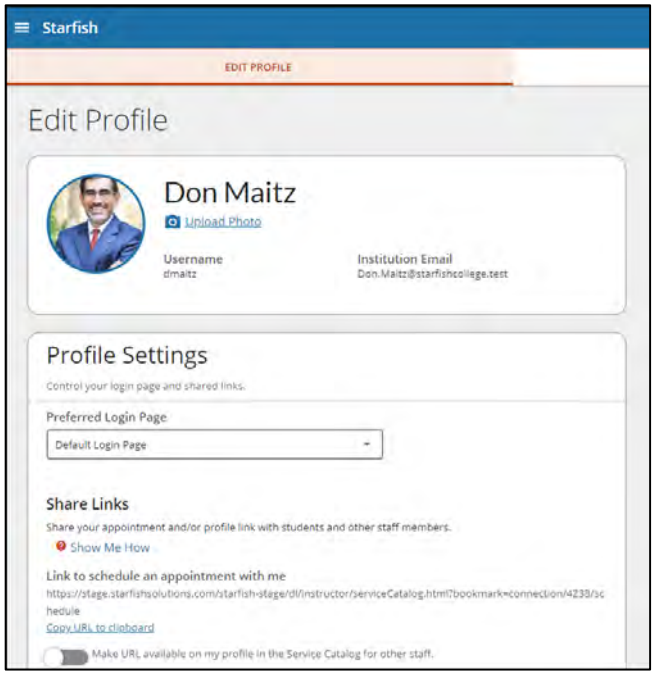


1. Click on your name in the Top Navigation bar and select the **Edit Profile** tab.

2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo.
   Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Select the **Preferred Login Page** from the dropdown.

4. Toggle the **Share Links** option(s) if you would like to share your appointment and/or profile link with students and staff.



5. View and update your **Contact Information.** If your institution has turned on Text

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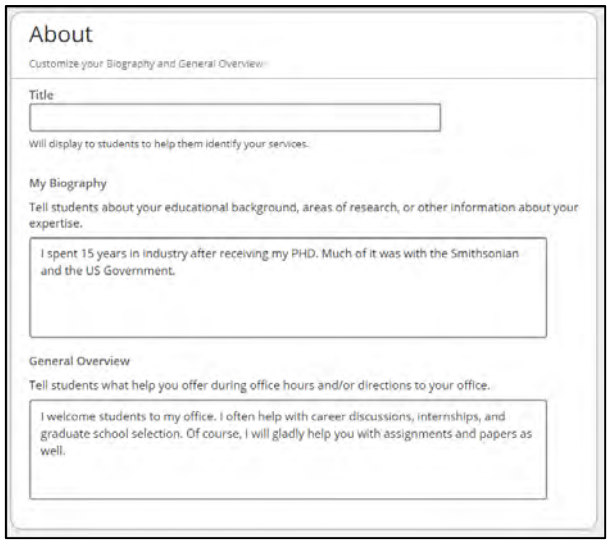
Messaging, enter a valid US phone number and select the checkbox to **Send text notifications to your cell phone**.

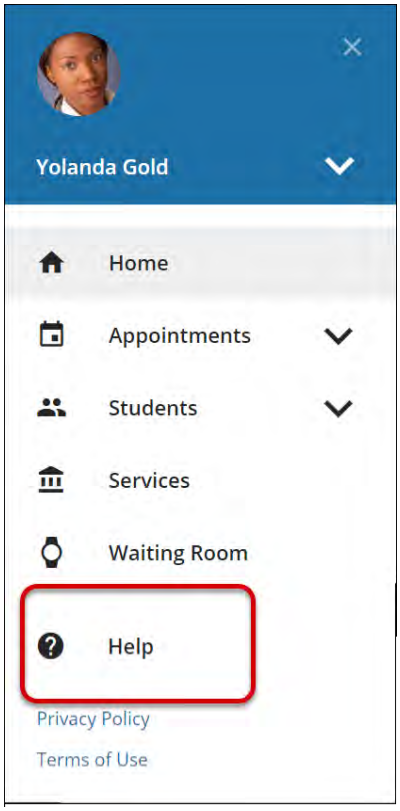
6. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Mission Control Center.



Add information to the **About** section to let students know a bit more about you. This information displays to students who can make appointments with you in Mission Control Center.

7. Click the **Submit** button to save your changes.

Notes: For more information and additional profile settings, reference the Mission Control Center Help Center.



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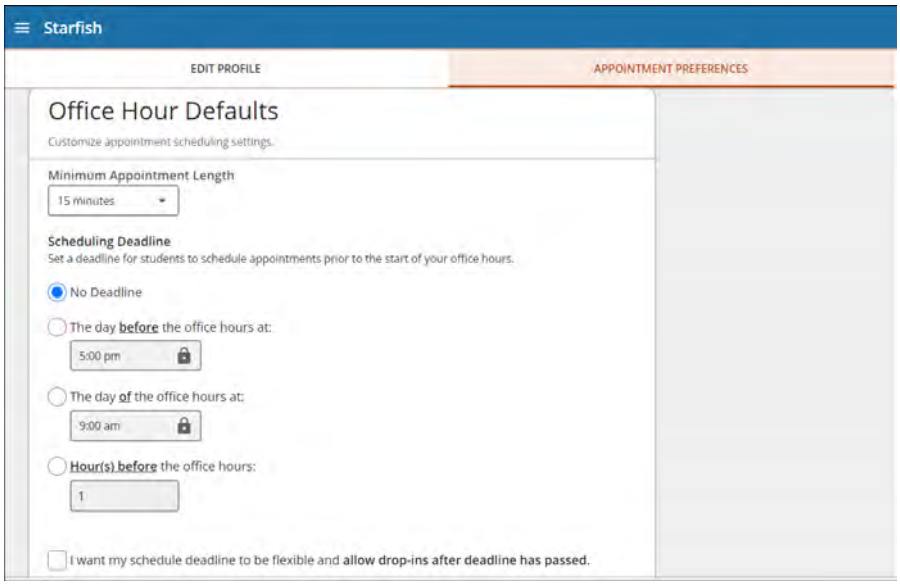
Appointment Preferences

You can customize your appointment default settings, add locations, and designate calendar managers from the Appointment Preferences tab.

1. In the Office Hour Defaults section, select the **Minimum Appointment Length** and/or **Scheduling Deadline.**



2. In the Calendar Sync section, select the appropriate option to **Sync**:
    - *From* your Mission Control Center Calendar *to* your External Calendar
    - *From* your External Calendar *to* your Mission Control Center Calendar

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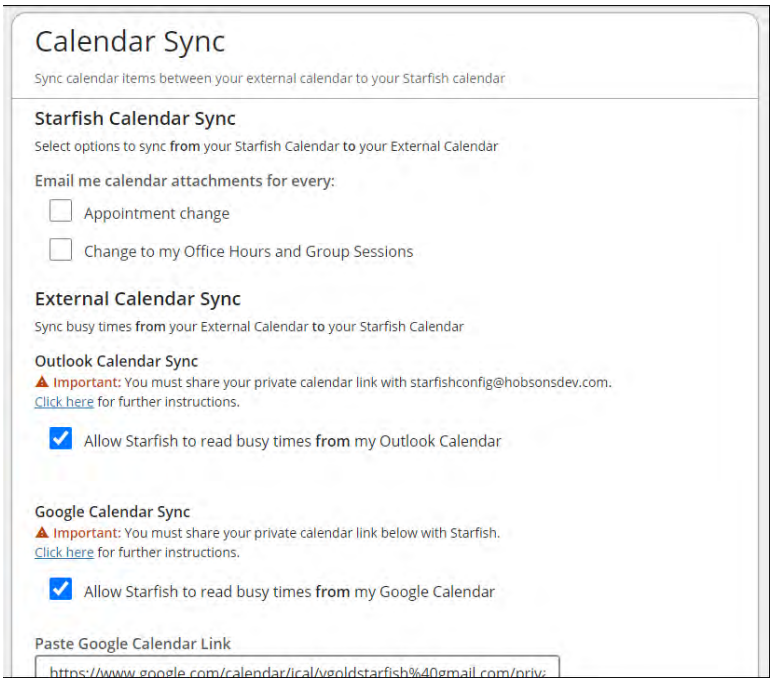
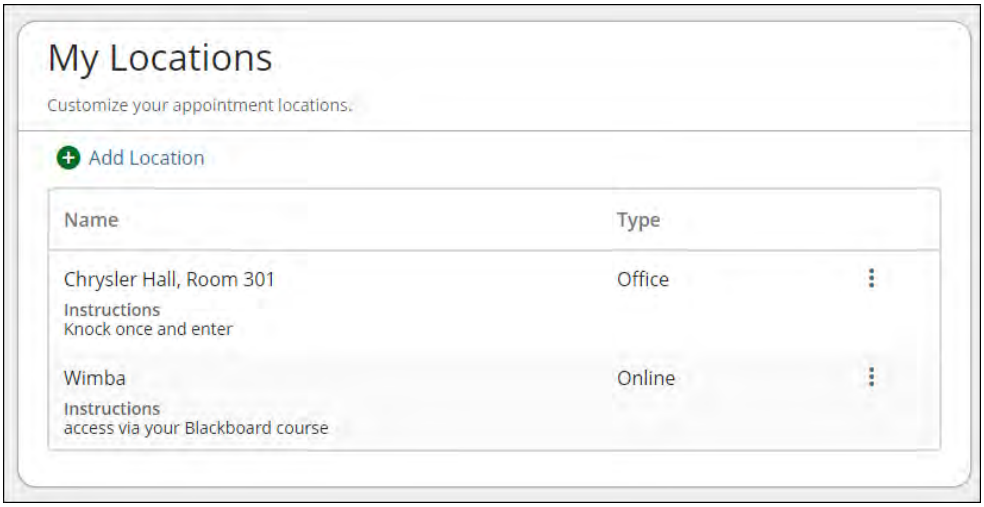


3. In the My Locations section, customize your appointment **Locations**.



4. In the Calendar Management section, customize and view people who **Manage your Calendar**.

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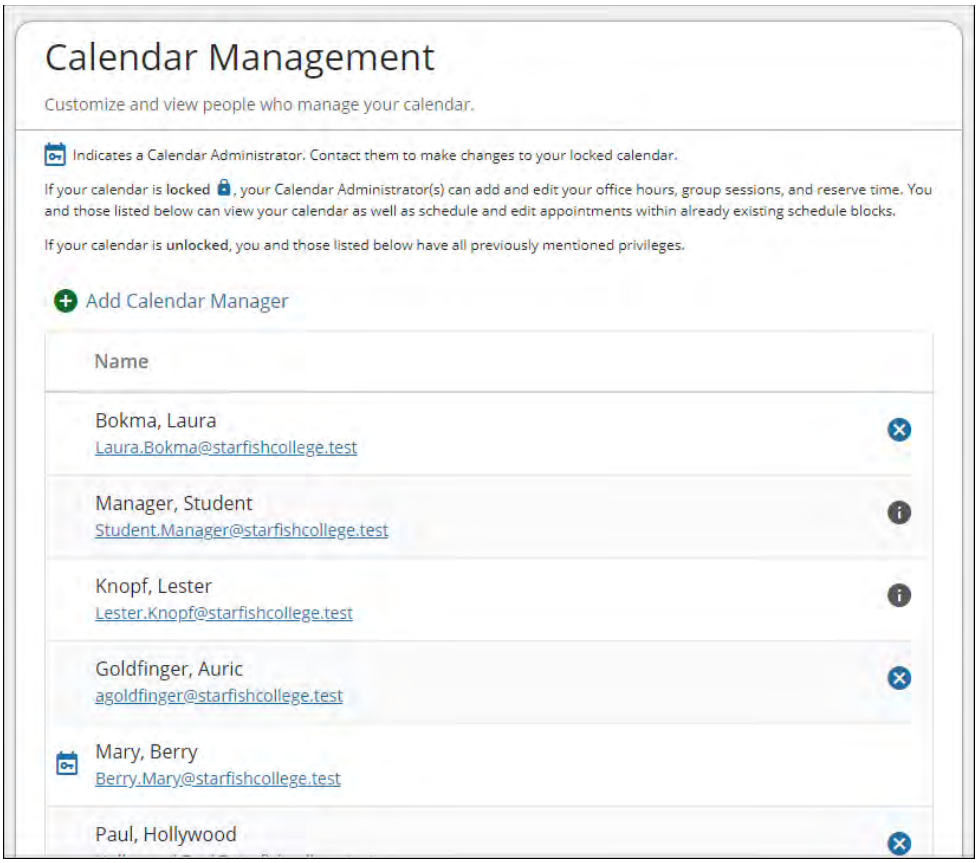

5. **Save Changes** when you are finished.

Notifications

You can customize notifications of Mission Control Center Activity and verify the accuracy of the contact information in your profile from the **Notifications** tab.

1. In the Text Notifications section, toggle to turn on/off text messaging (if available at your institution).

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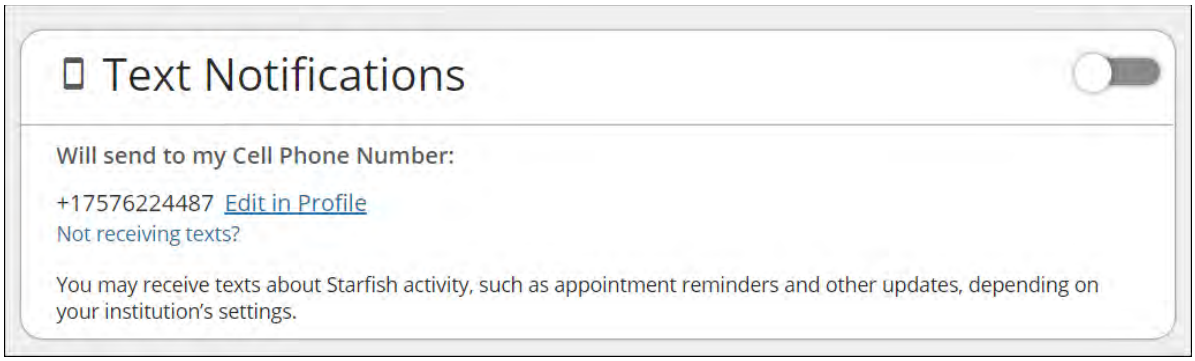
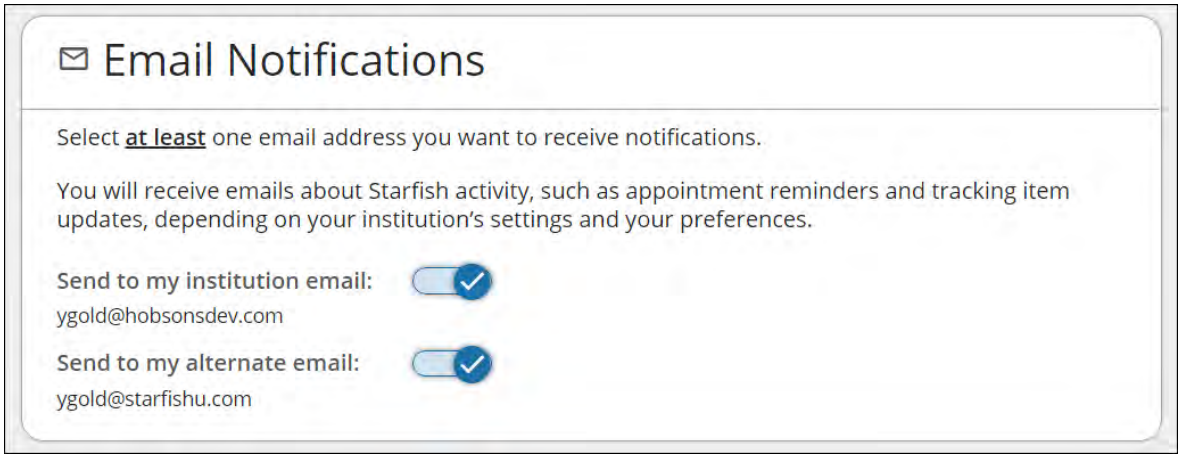


2. In the Email Notifications section, toggle to turn on at least one email address you want to receive **Email Notifications**.



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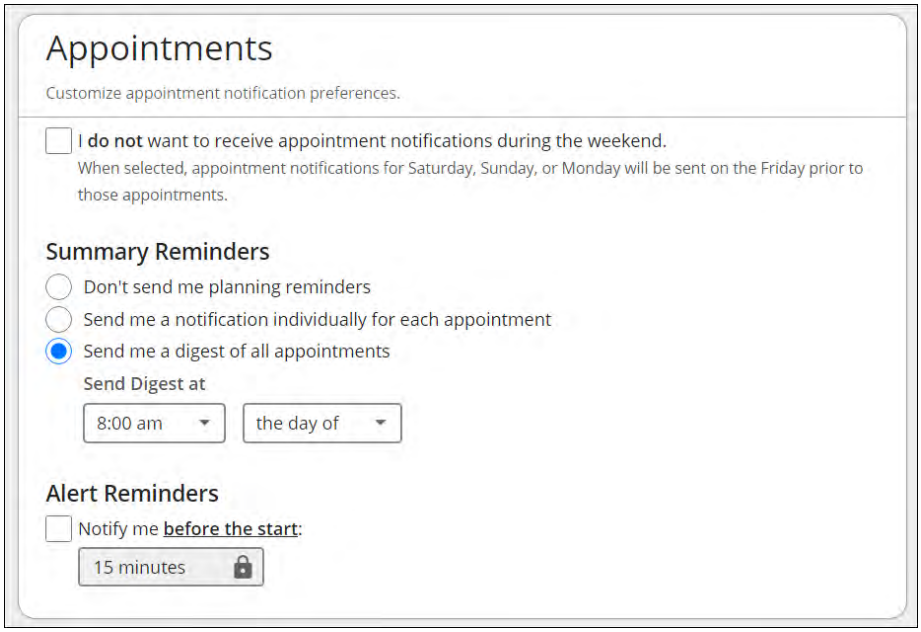
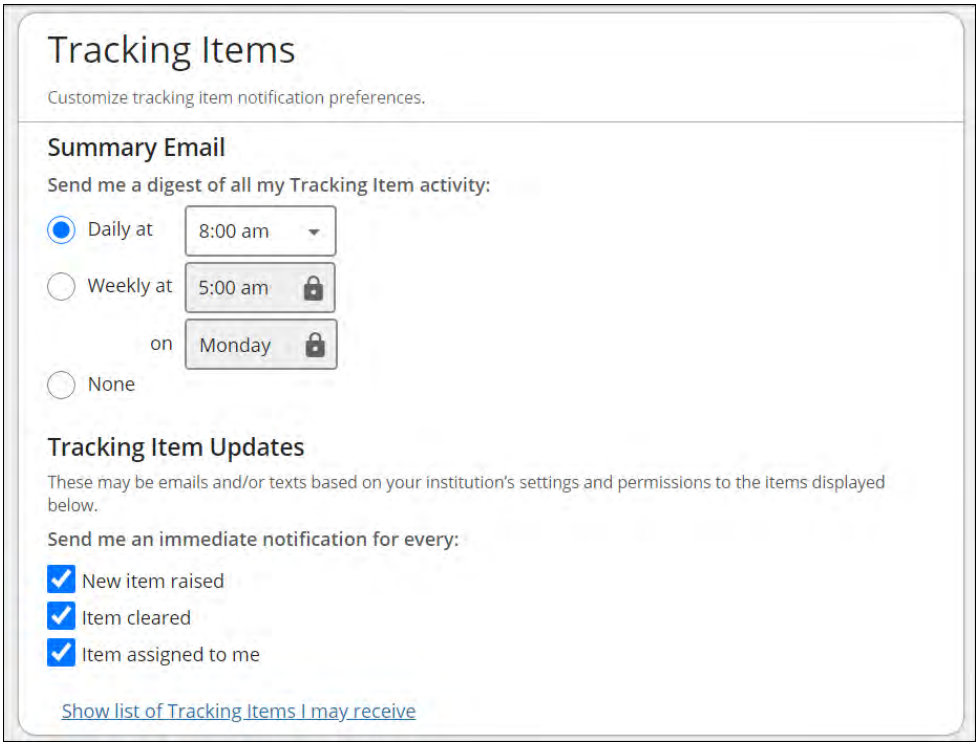
3. In the Appointment Notifications section, select the appropriate **Reminders**.



4. In the Tracking Items section, select the appropriate cadence (Daily, Weekly, None) for Tracking Item activity.



5. **Save Changes** when you are finished.

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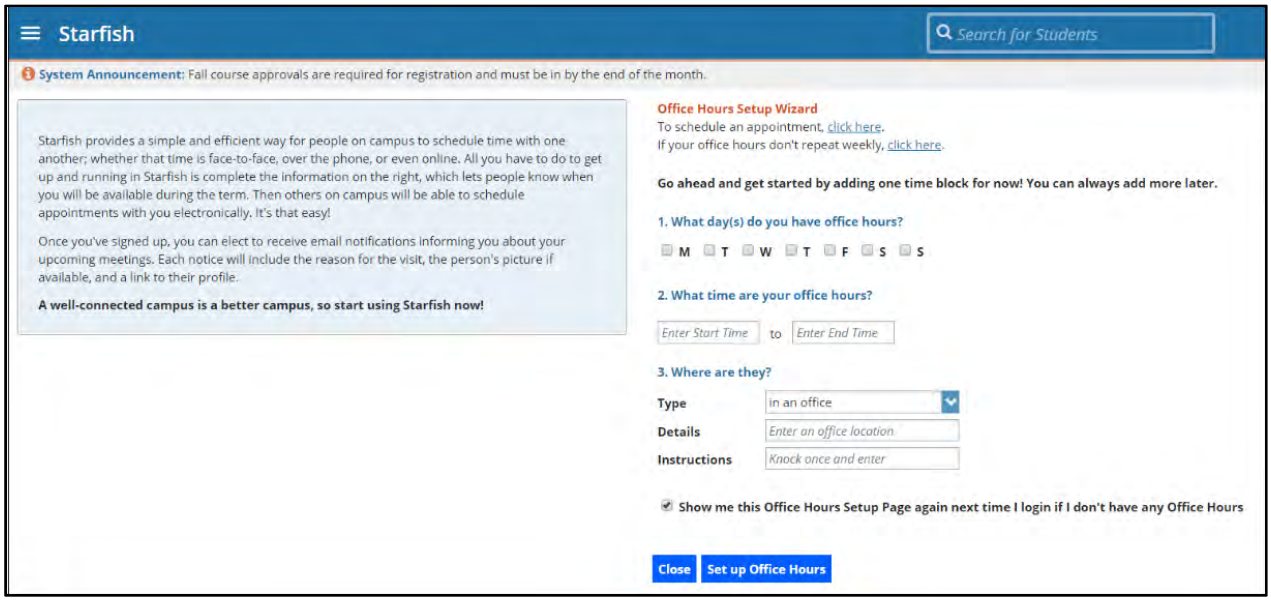
Setup your first Office Hours block



The first time you log in to Mission Control Center, Mission Control Center will provide a 'wizard' to walk you through setting up your office hours, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled "**Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours**", and then click the **Close** button.

If your office hours are different week to week, follow the "**If your office hours don't repeat weekly, click here**" link.

If your office hours recur:

1. Complete the fields presented to specify:
    - **What day(s) do you have office hours?** - check the boxes for each day.
    - **What time are your office hours?** - enter a start and end time.
    - **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office). If

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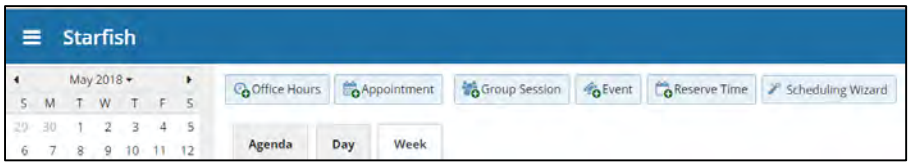
relevant, provide **Instructions** for students who make appointments with you.

2. Click the **Set up Office Hours** button to save your office hours.

Notes:



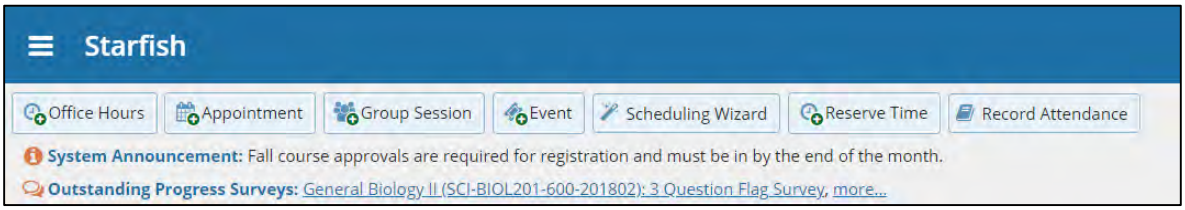
To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours, Add Appointment, Add Group Session, Event, Reserve Time** or use the **Scheduling Wizard.**

Each of these options is discussed in greater detail in the Mission Control Center Scheduling Guide or the Update your Office Hours video on the Mission Control Center Help Center.

Respond to a Progress Survey for your Students

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the Outstanding Progress Surveys link on your Mission Control Center **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).



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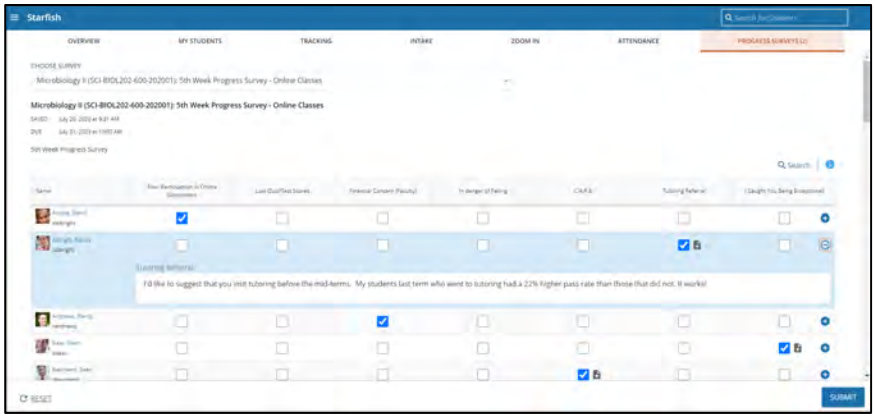
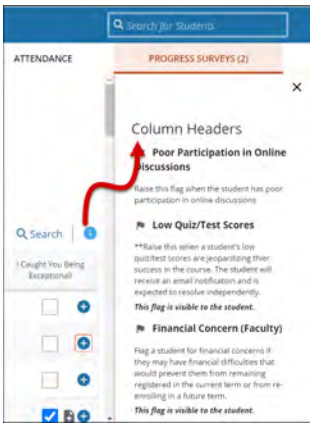
The selected survey opens, listing your students on the left, and items you may raise across the top.



2. Check the box for each desired item/ student combination.
   Click the comments icon (⊕) to open a text box for your notes.
   Click the information icon (ⓘ) to view detailed information about each feedback item.
   The note icon (📝) displays when you have entered a note for the student. Click the comments icon (⊕) to view/edit your comment.



3. Click the **Submit** button ***only*** when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

Important

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. You can, however, raise a flag for a student at any time during the term.

Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab. Watch the video for more in the Mission Control Center Help Center.

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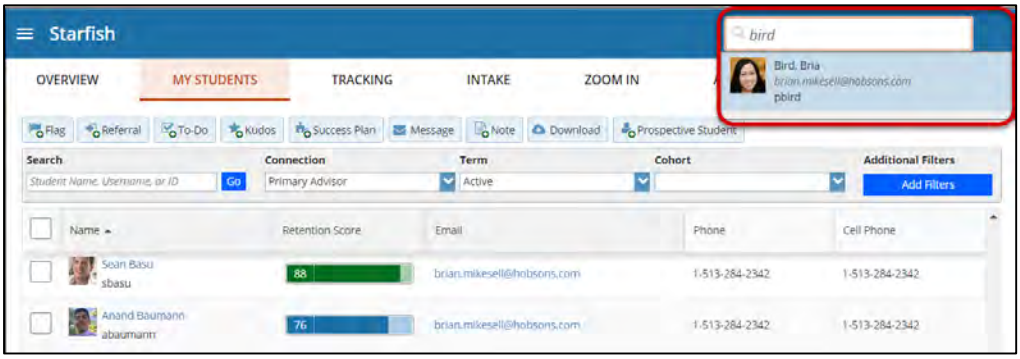
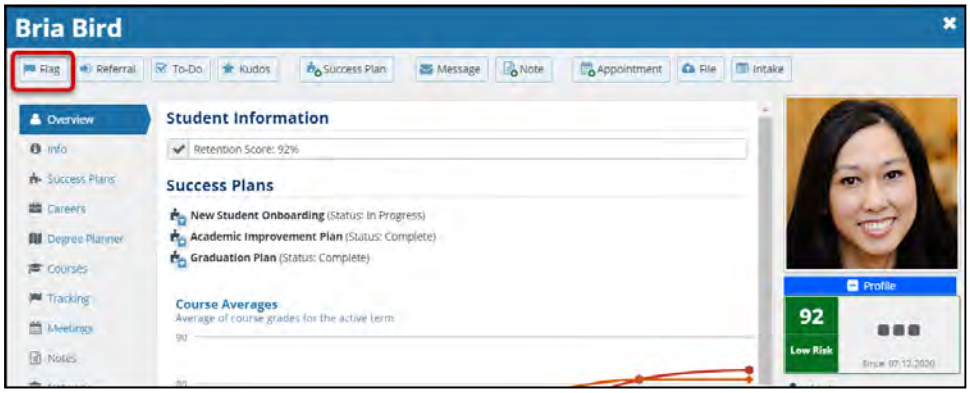
Raise a Flag on one of your Students



When you have a concern with a student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.
3. Click on the student's name to bring up the **Student Folder**.



4. Click the **Flag** button. A list of flags that you have permission to raise on this student is displayed.
5. Select the desired **Flag** from the list.

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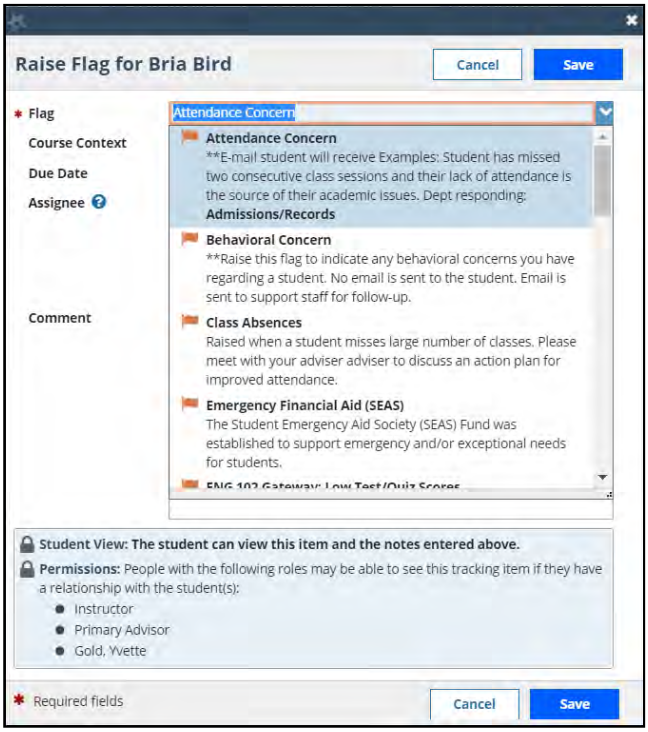
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click the **Save** button.

Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.



Frequently Asked Questions

How do I change how I am emailed by Mission Control Center?

Mission Control Center will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.

How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).

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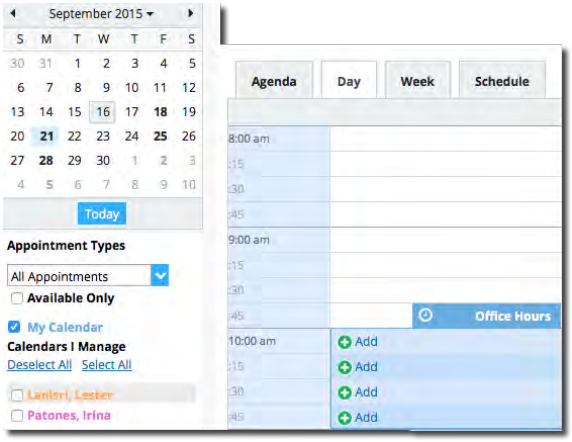
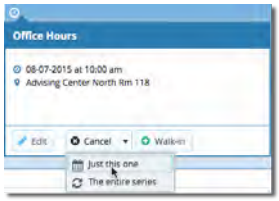
How do I cancel office hours?

Cancel one occurrence

Select the day from the calendar, and ***hover*** (don't click) over the icon associated with the **Office Hours** on the desired day().

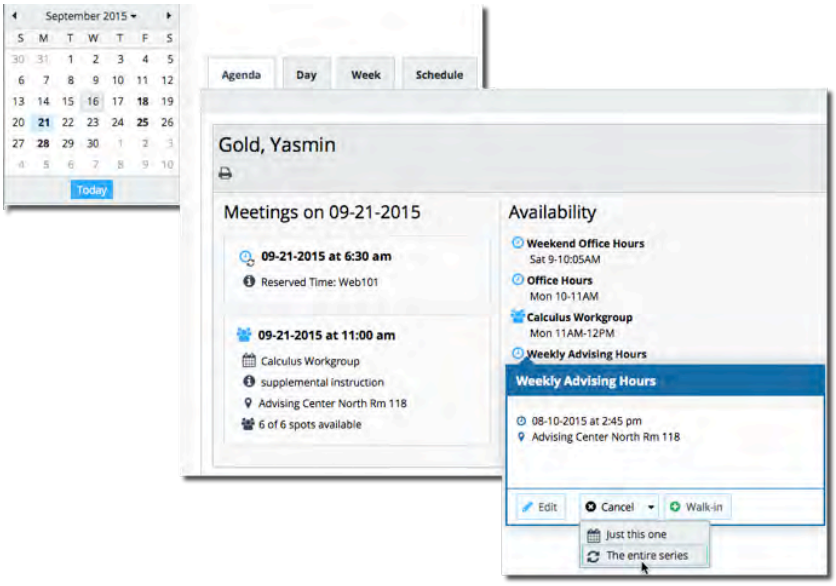


Click the **Cancel button** and select**, "Just this one"** from the pop up **Office Hours** card presented.



Cancel a series

From the **Agenda** view, ***hover*** (don't click) over the **Office Hours** icon () next to an office hour title.



Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel "Just this one" or "The entire series")

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