# Frequently Asked Questions

### What if I don't see anyone listed in My Success Network?

Your specific advisors or counselors might not be assigned yet. Check back later or contact your institution's help desk for additional assistance.

### What if I click the Mission Control Center link and get a "You do not have access" message?

Contact the help desk for assistance with accessing the Mission Control Center system.

### What information about me is visible in Mission Control Center?

Mission Control Center is role and relationship based. Only individuals in particular roles (e.g. academic advisers, instructors) who are in a relationship with you (e.g. your assigned adviser, your instructors) can see information in MCC, and then they only see information necessary for their role.

Instructors use MCC to alert you to areas of excellence (through Kudos) and to areas where changes are needed (through Flags). These alerts are sent to your email. You are expected to read these messages and take appropriate action. Academic advisers can also see these alerts so they can help you develop strategies for building on strengths and for meeting challenges.

Academic advisers use Mission Control Center to document the topics discussed in advising meetings. This documentation is an ethical standard for advising because it helps advisers better help you make your way through SAU Tech. Notes kept in Mission Control Center will fall under your FERPA rights.

### I received a flag - what should I do?
What is a Flag?
- Flags are alerts raised by faculty, staff or offices that tell you there's something you need to take care of
    - They can be academic - such as a warning about attendance, needing tutoring or other actions you should take
    - They can indicate you need to hand in some key paperwork or finish a process

o   Often you'll get an email about the concern as well as a flag in MCC

## What should I do if I have a flag?

- Most flags will outline an action you need to take - like checking on key paperwork or attending class
- There also may be a person or office you can contact for additional help or guidance about what to do
  - o   <u>The most important thing to do when you have a flag is address it early</u>!
  - o   Reach out, follow the directions given in the flag and **ask for help**

## If I have a flag am I in trouble?

- No - Flags are our way of giving you a heads up about a concern - **when there is still time to do something about it.**
- You're not being penalized or punished - you're being guided towards solving a problem and we're telling you who can help

## What is a progress survey?

Progress surveys keep track of student academic progress in a course throughout the semester. This allows instructors to acknowledge students who are succeeding in a course and report on students who may be struggling. Once an instructor completes a Progress Survey, the college can proactively intervene through outreach from the Student Success Center and from an Academic Advisors.

## How do I follow up on a flag?

When you receive a Mission Control flag, you will receive an email from **mcc@sautech.edu** to inform you of your flag, the reason for the instructor's concern, and recommendations on how to improve. It is your responsibility to reach out to your instructor to receive assistance.

## What is my responsibility if I receive a flag?

Students have the responsibility of responding to flags raised by instructors or advisors. This may include seeking additional information from instructors, seeking advice from academic advisors, or using other resources on campus (tutoring services, counseling offices, etc.).

## What if I need more help?

For technical issues, contact the Help Desk at _____. For questions regarding a flag, please contact your instructor or advisor.