



# SAU Tech Mission Control Student Manual

A Dream Team Initiative



Provided by SAU  
Tech Student Services

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## Welcome to SAU Tech's Mission Control Center

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SAU Tech's Mission Control Center provides you with a central location to connect to the people and services that can help you finish what you start – all accessible from the side navigation menu of your Mission Control Center (MCC) **Home** page.

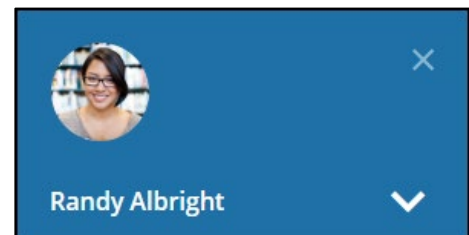
<https://sautech.starfishsolutions.com/starfish-ops/support/login.html>

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## Setup Your Profile

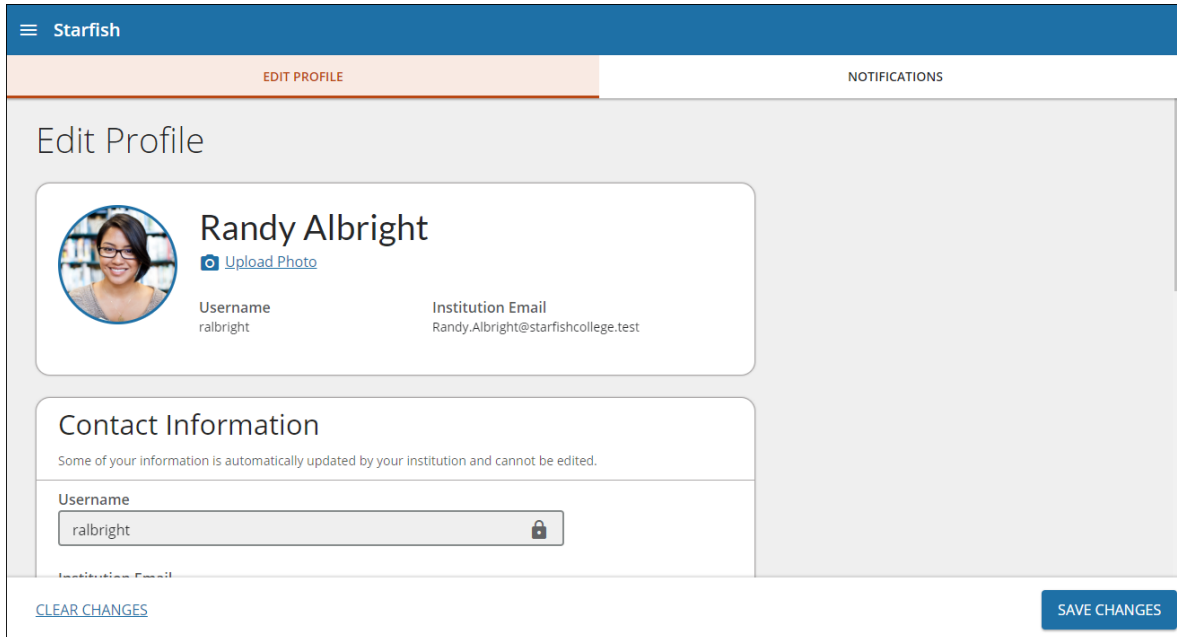
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Begin by setting up your student profile. Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.



1. Open the navigation menu and click your name, and then **Edit Profile** to open your profile.

From here, you can customize your profile by uploading a photo, and adding a secondary email address for receiving MCC emails.

A screenshot of the Starfish "Edit Profile" interface. The top navigation bar is blue with the "Starfish" logo. Below it, there are two tabs: "EDIT PROFILE" (highlighted in orange) and "NOTIFICATIONS". The main content area is titled "Edit Profile" and contains a profile card for "Randy Albright". The card includes a circular profile picture, a name, an "Upload Photo" link, a "Username" field with the value "ralbright", and an "Institution Email" field with the value "Randy.Albright@starfishcollege.test". Below the profile card is a "Contact Information" section with a note: "Some of your information is automatically updated by your institution and cannot be edited." It contains a "Username" field with the value "ralbright" and a lock icon. At the bottom of the form, there are two buttons: "CLEAR CHANGES" and "SAVE CHANGES".

2. Select the **Notifications** tab to update your notification preferences.
3. Once you have made your desired changes to your profile, click **Save Changes**.

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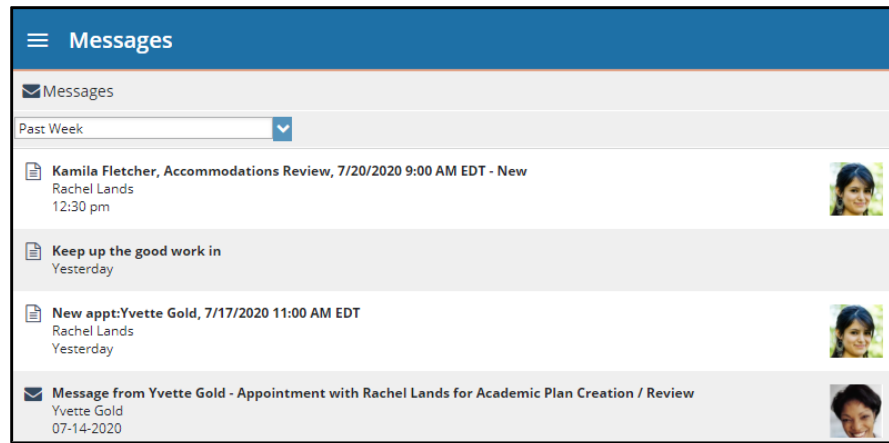
## Connect to People and Services that Can Help You

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The **Messages** channel allows you to see any message that was sent to you in MCC. The **My Success Network** and **Courses** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.

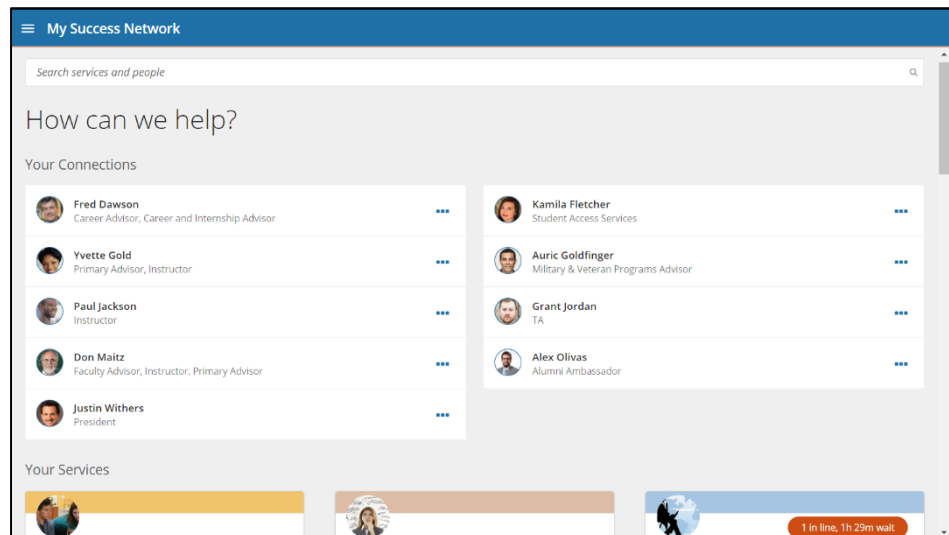
## Messages

Select **Messages** to display messages sent to you in MCC. Click on any message in the list to display the full contents of that message.



## My Success Network

Select **My Success Network** from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting

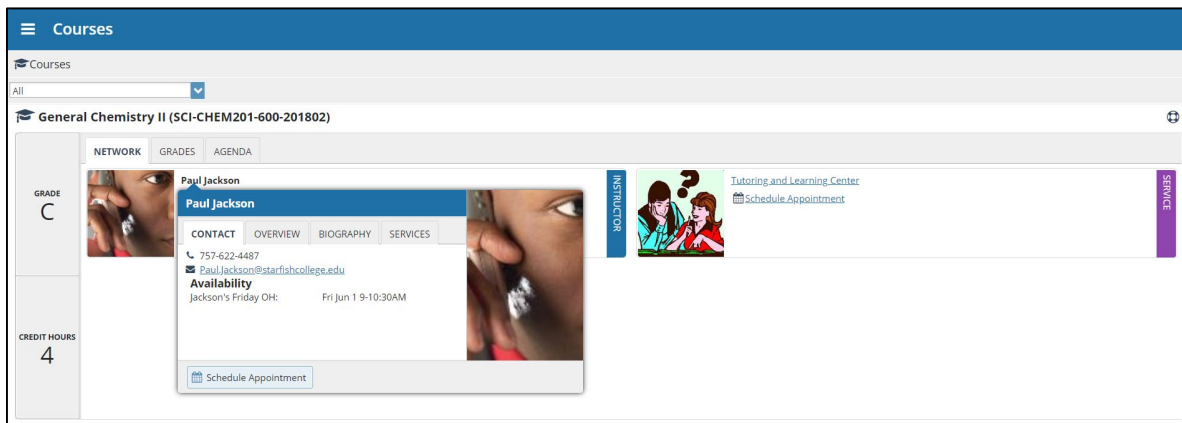


websites, and, if online scheduling is enabled, a link to Schedule Appointment. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

The Services that are most relevant to you are displayed first. Select **Show Other Services** at the bottom of the page to see additional services.

## Courses

Select **Courses** from the side navigation menu to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people



and services specific to the courses you are taking and gives you can **Schedule Appointments** or **Request Help** related to a course.

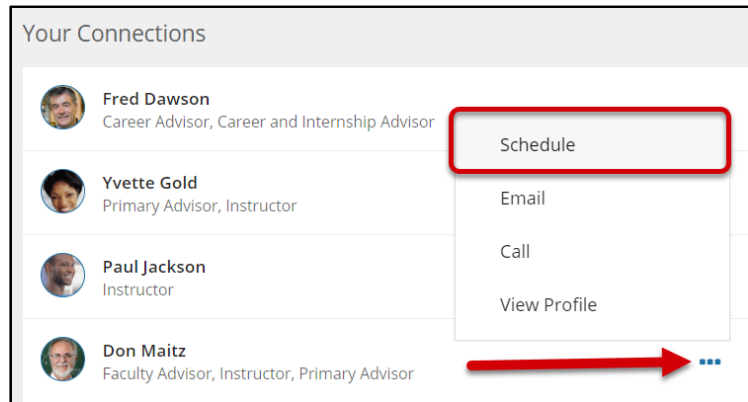


2. This will bring up the **Request Help** form. Select the **Type** of help needed from the dropdown menu and give specific **Details** on how staff can assist you.
3. Click **Submit** when you are finished.



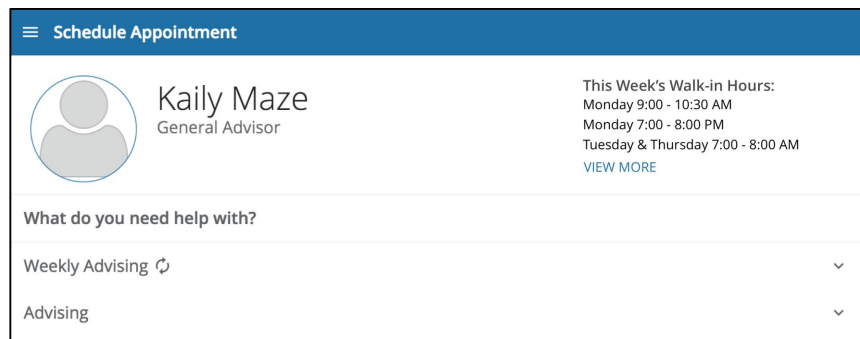
## Make an Appointment

1. From the **My Success Network**, click the ellipsis **...** beside the name of the person you want to schedule an appointment with, and then select **Schedule**.




For Services where appointments are available, select **Schedule** for the desired service.

Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the person or service.



2. Select the type of appointment you want to schedule and choose a reason from the list.

Schedule Appointment



Kamila Fletcher  
Student Access Services

What do you need help with?

Accessibility Services


☐ Accommodations Review

☐ Equipment Request

☐ Testing Request

- Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

Schedule Appointment



Kamila Fletcher  
Student Access Services

What day and time works for you?

The appointment times you see do not overlap with your already scheduled appointments.

07-17-2020 → 07-31-2020

Show: All session types

← July 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Monday, July 20 7 available

☐ 9:00 am - 9:20 am  
105 Smith Hall 20m

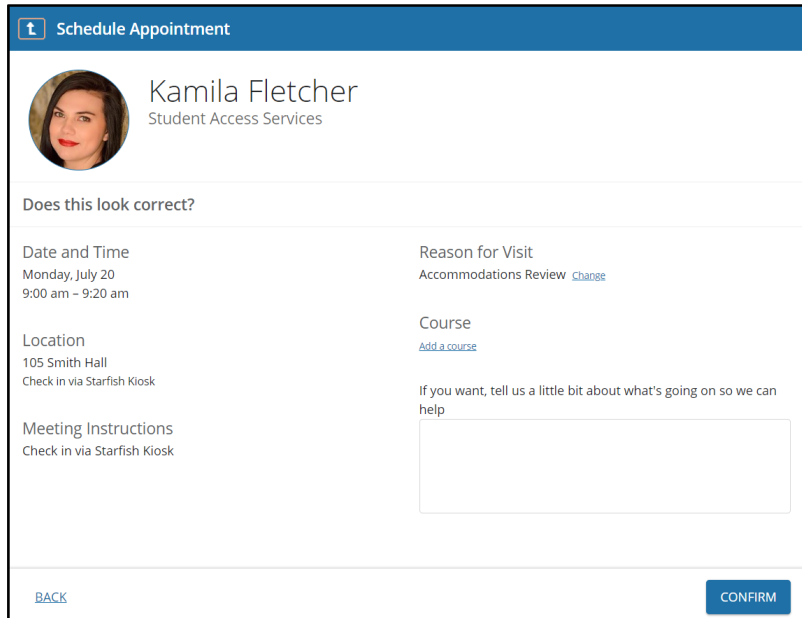
☐ 9:20 am - 9:40 am  
105 Smith Hall 20m

☐ 9:40 am - 10:00 am  
105 Smith Hall 20m

4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

5. Click **Confirm** to finish scheduling the appointment. A confirmation page

displays allowing you to make changes to the appointment or jump to another page. Additionally, you will get an email with the appointment details and the appointment will be listed on the **Upcoming** tab.




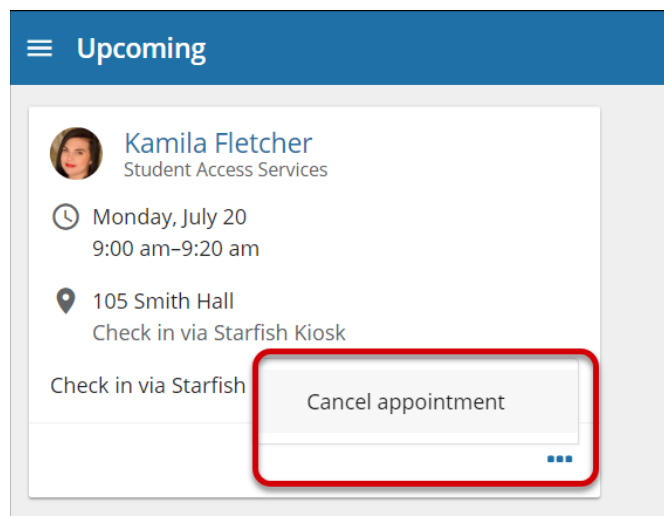
The screenshot shows the 'Schedule Appointment' form. At the top, it says 'Schedule Appointment' with a calendar icon. Below that is a profile picture of Kamila Fletcher, Student Access Services. The form asks 'Does this look correct?' and lists the following details:

- Date and Time:** Monday, July 20, 9:00 am - 9:20 am
- Reason for Visit:** Accommodations Review [change](#)
- Location:** 105 Smith Hall, Check in via Starfish Kiosk
- Course:** [Add a course](#)
- Meeting Instructions:** Check in via Starfish Kiosk
- If you want, tell us a little bit about what's going on so we can help:** (Text input field)

At the bottom, there is a [BACK](#) link and a **CONFIRM** button.

## Change an Appointment

On the **Upcoming** tab, you can view scheduled appointments and make changes. Click on an appointment to make changes to it, such as changing the location or duration, when available. You can cancel the appointment by clicking the ellipsis  and selecting **Cancel appointment**.



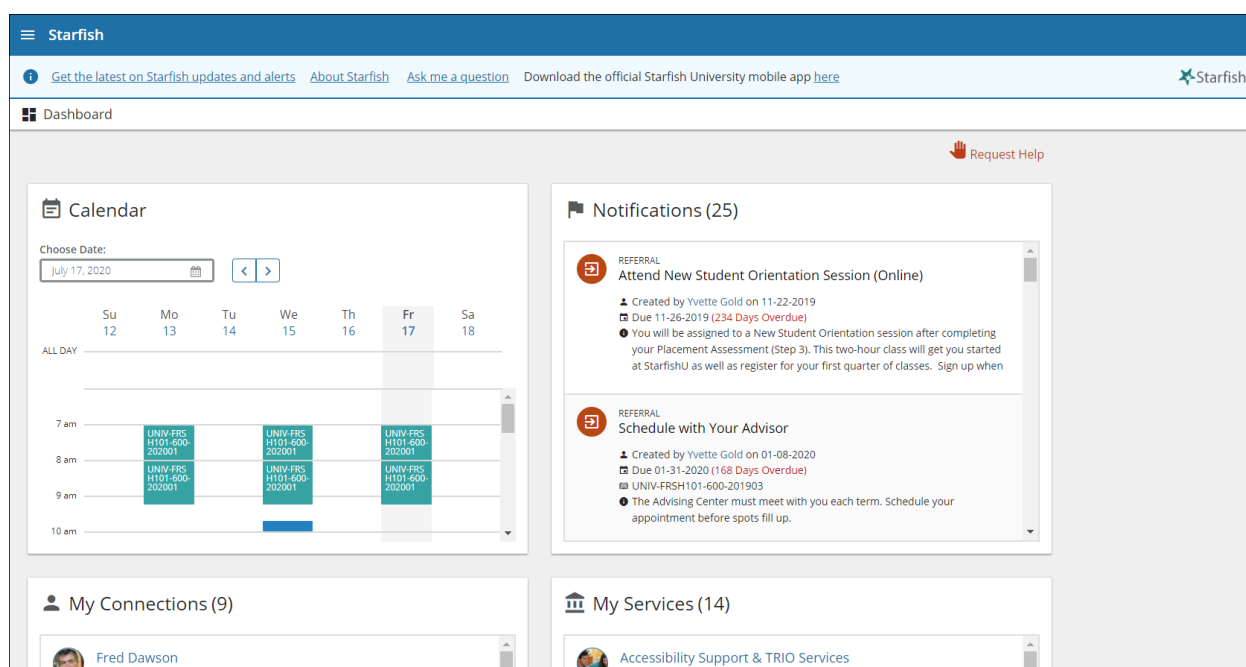
The screenshot shows the 'Upcoming' tab with a list of appointments. The first appointment is for Kamila Fletcher, Student Access Services, on Monday, July 20, from 9:00 am to 9:20 am, at 105 Smith Hall. The check-in method is 'Check in via Starfish Kiosk'. Below the appointment details, there is a red box highlighting the 'Cancel appointment' button, which is accessed via the ellipsis menu (three dots) at the bottom right of the appointment card.



## Stay on Track

### Dashboard

Your **Dashboard** also displays upcoming appointments as well as 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



The screenshot shows the Starfish Dashboard interface. At the top, there's a navigation bar with the Starfish logo and links for updates, about, questions, and a mobile app. Below this is a 'Dashboard' header with a 'Request Help' button. The main content area is divided into four sections:

- Calendar:** A weekly view for July 17, 2020. It shows appointments for 'UNIV-FRS H101-600-202001' on Monday, Wednesday, and Friday at 7 am, 8 am, and 9 am.
- Notifications (25):** Two notifications are visible. The first is a 'REFERRAL' to 'Attend New Student Orientation Session (Online)' created by Yvette Gold on 11-22-2019, due 11-26-2019 (234 Days Overdue). The second is a 'REFERRAL' to 'Schedule with Your Advisor' created by Yvette Gold on 01-08-2020, due 01-31-2020 (168 Days Overdue).
- My Connections (9):** A list of connections, with 'Fred Dawson' visible at the top.
- My Services (14):** A list of services, with 'Accessibility Support & TRIO Services' visible at the top.

### Success Plans

The **Success Plans** channel will display any customized success plans created for you by your advisor. These plans contain specific tasks with due dates. Click **View Details** associated with a plan to display a printable version of the plan.



Select **Degree Planner** to create, view, and/or manage your academic degree plan.

## Not Sure What You Need?

### *Request Help*

Select **Request Help** from the navigation menu to see information about where to go for assistance.

From here, you can select **Help Me** to submit a request for help. You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and details.

A screenshot of the "Request Help" web form. The form has a blue header bar with the title "Request Help" and a search bar labeled "Search for Students". The main content area is light gray and contains the heading "Need assistance with something?". Below this is a paragraph of text: "Do you have a question or concern about your course work, grades, student life, or emotional well-being, but don't know what services are available or who to talk to? Click the button below to be connected with resources at your institution." This is followed by a section titled "\* Type of help needed" with a dropdown menu labeled "Select the type of help needed". Below that is a "Course" section with a text input field and a lock icon. The "Details" section has a larger text input field. At the bottom, there are two buttons: "CANCEL" and "SUBMIT".

We encourage you to be as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.



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## Frequently Asked Questions

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### **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



- 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
  - The most important thing to do when you have a flag is address it early!
  - 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](mailto: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.



## Mission Control Center Term Glossary

**Comment** – Comments are any additional notes a provider enters in a comment box anywhere in MCC. Comments are linked to a meeting, tracking item, or stand-alone note. All comments are recorded in the Notes tab of the student folder. Comments added to tracking items and appointments are included in the email message to the

**Connection** – Connections identify the relationships a user has with a student. Users can choose which connection they use when viewing students by using the Connection drop-down menu on the My Students and Tracking tabs.

**Flag** – Flags are designed to alert students to an area of concern. Students receive an email message that include any comments added by the raiser. Some flags also generate an email to the student's assigned adviser. Comments are associated with the flag and are recorded in the Notes tab of the student folder

**Kudo** – Kudos are positive alerts sent to students. Students receive an email message that include any comments added by the raiser. Some kudos also generate an email to the student's assigned adviser. Comments are associated with the kudo and are recorded in the Notes tab of the student folder.

**Note** – Any comment typed into a text box is stored as a Note in MCC, and is visible on the Notes tab of a student's folder.

**Profile** – The Profile page includes information about each user that can be seen in the MCC system. Users may add their own profile picture and set up email notification preferences. If no preferences are set, all MCC emails will be sent to the user's SAU Tech email address.

**Progress Survey** – A progress survey is Mission Control Center term for progress reporting. Progress surveys include a class roster and two to three tracking items that can be raised by the instructor to flag a need for change or to reinforce positive engagement. Two progress surveys will be launched each semester, one in week three and one in week seven.

**Provider** – The faculty/staff person who provides a meeting with a student.

**Raiser** – The faculty/staff person who initiates a tracking item for a student.





**Referral** – Referrals point students to a particular office where they need to take some action. Referrals can include a due date. Students receive an email message that include any comments added by the raiser. Some referrals also generate an email to the student's assigned adviser. Comments are associated with the referral and are recorded in the Notes tab of the student folder.

**Tracking Items** – Tracking items are the generic name for Flags, Kudos, and Referrals in Mission Control Center. All tracking items are recorded in the student's folder and generate an email to the student and the student's assigned adviser.

**View** – A privilege associated with tracking items that allows a user to view the tracking item and all associated comments.