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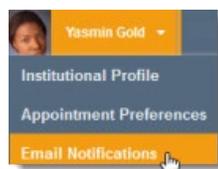
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Orange SUccess - FAQs for Faculty Users

Created by Hopeton F Smalling, last modified on Sep 11, 2018

FAQ's

Email notifications

How do I change how I am emailed by Orange SUccess, and for what?

Orange SUccess will email you a calendar item for each appointment and/or a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.

How do I complete the Mid-Semester Progress Report (MSPR) within Orange SUccess?

Mid-Semester Progress Report - Instructions for Faculty

First time users and anyone wanting a refresher on the process, click the link below to open a webinar showing how to login and complete the MSPR.

https://ensemble.syr.edu/Watch/Orange_Success_How_To_Complete_the_MSPR

Currently TA's do not have the ability to participate. Conversations are underway to expand that access and provide maximum flexibility for faculty to determine if their TA's should be participate or not. However, for this semester, TA's should continue to raise manual flags on students.

Non-Attendance reporting FAQ

1- Why do I need to flag students who never attend or stop attending my class?

a- Federal government provides financial aid for courses the student attends. If a students is paid financial aid for a course/s not attended, the University is responsible to return the aid back to the federal government and within 30 days of the start of the semester.

2- What happens if funds are not returned to the federal government and on time?

a- The University may be subject to a fine and/or discontinuation of its federal Title IV funds.

3- How do I make a determination to flag a student for non-attendance?

a- A student who never shows up for a class, not even once, should be flagged as never attended. A student who shows up to one or more classes and then disappears, should be flagged as stopped attending.

If the student stops attending during the ESPR period, do not flag the student as never attended but flag as stopped attending during MSPR period.

4- When do should I flag students for non-attendance or stopped attending?

a- During ESPR and MSPR opening and closing periods respectively. Dates are included in the Academic Calendar:

https://www.syracuse.edu/wp-content/uploads/academic-calendar-2017-18.pdf

5- If I flag a student as never attended or stopped attending by error, what do I do to correct it?

a-You can change the flag during the open period of ESPR and MSPR respectively. If you missed the deadline and realized after the close date that you made an error, contact The Office of the Registrar office: registrar@syr.edu

6- What happens when a student is flagged as never attended?

a- The student will receive a notification that they have been flagged and will be advised to drop the class before the financial drop deadline to avoid financial implications. If they feel they were flagged in error, or intend to attend the class, they are instructed to contact their instructor and their advisor.

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).
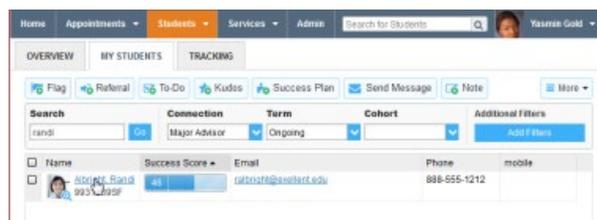
Click on student name hyperlink

What should not be reported with Orange SUccess?

Orange SUccess should not be used to report issues related to academic integrity, student conduct, health/wellness issues or emergencies.

What is a flag and when should I use one?

Flags are designed to inform students when their performance is not meeting expectations. Faculty can raise flags based on Performance and Attendance. Raising a flag generates an automated email that is sent to the student; however faculty can add additional comments to the automated email. Flagging a student through Orange SUccess creates a transparent communication trail that allows all individuals working with the student to see a clear picture of the student's performance. Flags are 'cleared' at the end of each semester.

Why should I send an Orange SUccess flag to my student? Wouldn't sending a personalized email from Blackboard or my account be easier?

Flagging students in Orange SUccess creates a transparent record that reflects student progress throughout the semester. In addition, it allows coordination of intervention efforts with advisors across the entire Syracuse University campus.

What is a Kudo and when should I use one?

Kudos are messages that faculty can send to students to encourage positive performance in class.

Why can't I see students who are not in my classes or my advisees?

Orange SUccess provides you with viewing options only to those students with whom you have a direct relationship, either through instruction or advising.

When do I use Orange SUccess?

Orange SUccess can be used to identify academic concerns in the classroom.

After I raise a flag for a student where will it go?

The student will receive an email or text. They can also view it on their OS dashboard. Advisors will only view it on their dashboard and take action appropriately.

What if a student never shows to class?

Faculty are asked to raise an attendance flag and make a comment indicating that the student has been a no show.

What if the student does not respond to your many alerts?

Raise the General Concern flag (students do not receive an email or text and also cannot view this tracking item on their dashboard)

Can I refer a student directly to a service on campus?

Absolutely, you can refer the student to any service listed under the Services tab in Orange Success.

How will I know I have an alert from OS?

Every time a student raises a flag pertaining to your course you will receive an email.

How is it any different from what I am doing today?

Currently when you have concerns about a student faculty have had difficulty communicating to all appropriate parties. In this system, raising a flag will keep everyone on the same page by notifying all parties.

What do I do if I cannot log in?

If you are not teaching a course in the current semester you will not have access to the system. If you are teaching a course in the current semester and are experiencing problems email orangesuccess@syr.edu

Where do I get more information on this system?

Visit our website http://orangesuccess.syr.edu

What should not be reported in Orange SUccess?

Orange SUccess should not be used to report emergencies, academic integrity issues, student conduct and/or health/wellness issues.

What if I click the Orange SUccess link and get an error message?

If you are an active undergraduate student you should not get an error message. However, if you have an issue please send a note to orangesuccess@syr.edu and we will work to help you.

How secure is the data and who has access to it?

Data in this "cloud-based" system is stored on servers controlled and maintained by Hobsons, Inc. Outside of the University, two organizations have access: the vendor and their hosting provider. Vendor account managers and escalation engineers have access to data through secure communication channels. No data will be stored outside of the secure hosting facility. No personally identifying information will be ever disclosed to third parties unless legally required.

What security measures are in place to protect student data?

All database and application servers will be hosted in audited facilities with state-of-the-art infrastructure, constant monitoring, and established operational policies. All communications to these servers will use secure protocols. The University will control authentication and the decisions concerning which data are stored on the vendor platform. Vendor personnel and University personnel will be trained on data security procedures.

What are the facts about FERPA and how do students get access to their records in Starfish?

Students should consult the University FERPA policy (http://supolicies.syr.edu/ethics/ferpa.htm) for information about how to obtain access to their own educational records.

How are FERPA and other student privacy concerns being addressed?

FERPA allows the University to designate campus officials that can be allowed to see portions of a student's education records. "A school may share education records, or information from education records, with anyone it has deemed a 'school official' and has determined to have a 'legitimate educational interest' in that information."

Are there any records that are _not_ considered education records?

The following records are excluded from the definition of education records:

- "Sole possession" records made by faculty and staff for their own use as reference or memory aids and not shared with others
- Personal observations of student behavior
- University law enforcement records
- Medical and mental health records used only for the treatment of the student
- Alumni records
- Peer graded papers and exams prior to the grade being recorded in the instructor's grade book

None of these records should be entered into or stored in the enterprise advising system.

Are student-related comments and notes covered by FERPA?

It is important for anyone recording "private" notes regarding an interaction with a student to understand that these notes do not fall into the category of "sole possession" records. They are part of the student's education record and subject to FERPA.

Since FERPA gives the student the right to review any or all of his/her education record, these notes could be included in that review. Therefore, it is important that notes or comments be factual and objective and that University employees who are recording notes or comments avoid making value judgments or using inappropriate language.

What criteria is utilized for course/student access?

You can access courses for current terms and historical records and student rosters from previous terms. Students will remain visible within Orange SUccess until they graduate or complete their degree.

How do we access Orange SUccess from home? Do we have to use VPN?

You would access Orange SUccess in the same way by logging into MySlice as you would do on campus. With just about any "cloud-hosted" solution accessed from a browser, as long as it uses SSL, the data in transit are secure. Using a VPN tunnel to a campus machine that then uses SSL to connect with Starfishsolutions.com with SSL provides no meaningful benefit.

☐ **Please send any questions to orangesuccess@syr.edu**

Related articles

☐ [Orange SUccess - Tracking Items Matrix](#)

☐ [Orange SUccess - FAQs for Faculty Users](#)

☐ [Orange SUccess - Webinars](#)

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For complete results log in with your Syracuse University NetID and password.

Can't find it in Answers? Need additional help? [Request Help](#)

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