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Accessing the Panther Success Network

To access the Panther Success Network, log into myFIU or Campus Solutions using your FIU username or Panther ID and password.

Following successful log-in, confirm that what is being shown is the Advisor page.

To change to the Advisor page, you will find the Role Menu at the top of the page. Select the Advisor role.

You will be redirected to the Advisor homepage.

Select the Success Network tile.
You will now be redirected to the Panther Success Network landing page.

Click on the Go to Panther Success Network button.

You will be redirected to the Panther Success Network log-in page.

Proceed to log-in using your FIU Panther ID # or username and password.

Viewing Your Caseload

The students in your caseload can be viewed on the home page. The caseload table defaults to the current term.
To view your complete caseload, select between “My Assigned Students for [Current Term]” or “My Assigned Students All Terms,” found in the dropdown menu.

Active students are placed in either of these populations depending on whether they are currently enrolled in courses.

In the caseload table, you will see the total number of students in your caseload. This information is located at the bottom right hand corner.

Viewing a Student Profile

There are two methods to viewing a student's profile:

1) Click on the student’s name in your caseload.

You will be redirected to the student's profile page.
2) Click on the magnifying glass icon found at the top right hand corner of the page.

The Quick Search box will appear. You can search for the student by typing in their name or Panther ID.

A list of students' names will appear in a dropdown menu.

Select the name of the student whose profile you wish to view.

You will be redirected to the student’s profile page.

On the student’s profile page, you will see a series of tabs: Overview, Success Progress, History, Class Info, Major Explorer, Path and more.

The Overview tab provides a breakdown of the following information:

- Course Grade D/F
- Repeated Courses
- Withdrawn Courses
- Cumulative GPA
- Total Credits Earned (hover mouse over icon)
- Credit Completion % at this institution (hover mouse over icon)
You can also view the following information on the student’s home page:

- Current major
- Any previously declared major
- Panther ID
- Classification
- Most Recent Enrollment Term
- Advisor Name
- Goals & Interests
- Categories
- Tags

The Success Progress tab shows you a breakdown of:

- Success Markers (to be added at a later date)
- GPA Trends by Term
- Credit Trends by Term
- Chronological list of GPA, Credits Attempted, and Credits Completed
The History tab allows you to view Reminders, Notes, Cases, Alerts, Progress Reports, Coaching Reports, Tutor Reports, and Visits to Support Centers.

You can also filter the student's History by clicking on the drop down menu and selecting from the list what you wish to see.
The **Class Info** tab shows you the student’s courses they are currently enrolled in as well as future courses they are enrolled in.

The **Term Details** include a semester-by-semester breakdown of their courses as well as grades received, **GPA**, and **Academic Standing**.

Below the **Term Details** you will find the student’s **High School / Pre-College** data.

---

### Classes This Term

<table>
<thead>
<tr>
<th>Actions</th>
<th>CLASS NAME</th>
<th>PROFESSOR</th>
<th>DAYS/TIMES</th>
<th>MID</th>
<th>FINAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BSC-2011-U01 General Biology II</td>
<td>Jose Alberte</td>
<td>TR 9:30a-10:45a</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>School Inter. &amp; Public Affairs-125</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSC-2011L-U08 Gen Biology Lab II</td>
<td>Janelle Nunez-Castilla</td>
<td>W 10:00a-12:50p</td>
<td>Owa Ehan-291</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Owa Ehan-291</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MAC-2311-U08 Calculus I</td>
<td>William Gillam</td>
<td>TR 12:00p-1:40p</td>
<td>Ernest R. Graham Center-2878</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Ernest R. Graham Center-2878</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PHY-2048L-U16 General Phys Lab I</td>
<td>Lei Guo</td>
<td>W 2:00p-4:50p</td>
<td>Chemistry &amp; Physics-285</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chemistry &amp; Physics-285</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PHY-2053-RVC Physics W/O Calc I</td>
<td>Prem Chupagain</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Term Details

#### Fall Term 2019

- (1) BSC2011L | General Biology Lab II | E
- (3) BSC2011 | General Biology II | E
- (4) MAC2311 | Calculus I | E
- (1) PHY2048L | General Phys Lab I | E
- (4) PHY2053 | Physics W/O Calc I | E

**Term at a glance:**

- Credits: 
- Credit Comp %: 
- Term GPA: 0.0
- Cum GPA: 3.35
- Academic Standing:

#### Summer Term 2019

1. (3) BSC2010L | General Biology I | E
2. CHM1045L | Gen Chem Lab II | B+
3. CHM1046 | Gen Chemistry II | B
3. STA3212 | Stat for Behav Sci | C

**Term at a glance:**

- Credits: 7
- Credit Comp %: 70%
- Term GPA: 2.62
- Cum GPA: 3.35
- Academic Standing:
The Major Explorer tab details the student’s major and careers related to the degree.

Additionally, you will see other potential major options and related careers.

Current Major

**Biological Sciences - BS**
Col of Arts, Sciences & Education

Related Careers
- Biochemist
- Biological Technician
- Biologist
- Biomedical Engineer
- Biostatistician
- 12 More...

Search For Majors And Careers

Major Options

<table>
<thead>
<tr>
<th>Major Name</th>
<th>Related Careers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting - BAcc</td>
<td>Accountant, Accounting Supervisor, Accounts Payable / Receivable Manager, Actuary, Auditor, 30 More...</td>
</tr>
<tr>
<td>Accounting - MAcc</td>
<td>Accountant, Accounting Supervisor, Accounts Payable / Receivable Manager, Actuary, Auditor, 30 More...</td>
</tr>
</tbody>
</table>

College:
- All Colleges
The Path tab will show you the student’s responses to the onboarding questionnaire students submit when downloading the Navigate Student mobile application.

You will also see important to-do items and dates that apply to the student.

Within the More tab, you will find Calendar, Study Hall, Appointments and Conversations.

Samantha Abud

Current Major
Viewing Your Conversations

You can access your Conversations by clicking on the Envelope icon located on the left-hand toolbar.

You will be redirected to the My Conversations page.

Here you will see all Messages sent and received.

You can filter your messages by:
- clicking on the View Personal Messages Only box
- clicking on the View Unread Only box
- Search by Users

Reading Your Messages

When you receive a message in your My Conversations inbox, click on the message Topic to open.

You will be redirected to the message where you are able to read it.

If you wish to return back to the My Conversations page to see the list of messages in your
inbox, click on *Back to My Conversations*. This will redirect you back.

**Responding to Your Messages**

When you read a message, click on the reply arrow icon.

Fill in all applicable information in your return message.

Attach any relevant documentation if necessary.

Click on *Send Message*.

**Creating Your Appointment Availability**

On the Staff home page, you will find the *My Availability* tab. The
Times Available table lists all of your appointment availabilities. Each availability can be set up for different appointment types, locations, date periods, days of the week and times.

To create a new time availability, select Add Time found in the Actions menu on the top left-hand corner of the Available Times table.

The Add Availability pop-up window will open.

Select details that are applicable to this availability:
- Days of the week
- Time Frame
- Duration of Availability
- Availability Type (Drop-in, Appointments or Campaigns)
- Care Unit
- Location (Appointment Center location)
- Service
- URL/Phone Number (for online or phone sessions)
Note: Specify Office Location inside of *Special Instructions for Student* box. This location or information will be reflected in the appointment confirmation when appointments are made.

Designate the maximum number of students per appointment you will be seeing during this availability. If you wish to create Group Coaching availability, specify for multiple students.

Click Save.

Note: An availability must be made for each *Time Frame*, *Availability Reason*, *Location*, and *Student Service* provided.

### Copying an Appointment Availability

To copy *Appointment Availability*, select the Availability you wish to copy from the *Available Times* table.

Click on *Copy Time* from the *Actions* drop down menu.
The Copy and Add Availability window will open. This will reflect the original time frame and Student Service designated from the previous Availability made.

Make all the applicable changes to the Availability.

Note: Remember to Specify Office Location for this Availability as well. It will also be specified in the appointment confirmation.

Click Save.

Deleting an Appointment Availability

To delete Appointment Availability, select the Availability you wish to delete from the Available Times table.

Click on Delete Time from the Actions drop down menu.
A yellow banner will appear at the top of your screen confirming this action.

### Staff Home

[Image of Staff Home interface]

**Available Times**

<table>
<thead>
<tr>
<th>SELECT DAYS OF WEEK</th>
<th>TIMES</th>
<th>DATES</th>
<th>LOCATION</th>
<th>PURPOSE</th>
<th>CARE UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Tue, Thu 1000a-1200p</td>
<td>Fall Term 2019</td>
<td>Arts, Sciences &amp; Education Advising at BBC (AC1 300)</td>
<td>General Advising For Appointments</td>
<td>Academic Advising</td>
</tr>
</tbody>
</table>

### Viewing Your Calendar

On the left-hand toolbar, you will be able to access your Calendar by clicking on the Calendar icon. You will be redirected to the My Calendar page.

The Calendar assigns a color to each type of event, e.g. Coaching Appointments, General, Free Busy, Cancelled, etc.

At the top of the Calendar, you will find boxes for the different categories of events. Checking off these boxes allows you to filter the events by category.

Additionally, you are able to navigate your Calendar by utilizing the Today, Day, Week, Month buttons at the top right-hand corner of the Calendar.
Viewing Your Calendar (List View)

There is a list view of your Calendar that can be accessed by clicking on the List of Calendar Items tab.

This view organizes the events in your schedule by separating them within Today, This Week and Next Week.

Syncing your Outlook Calendar

One the left-hand toolbar, you will find the Calendar icon. Click to open the My Calendar.

To begin process of syncing your Outlook Calendar with the Panther Success Network, click on the Settings and Sync button found below the Panther Success Network logo.
You will be redirected to the Calendar Settings page.

Click on the Setup Sync… button.

Click on the Use Office 365 button.
You will be redirected to a Microsoft sign in page. Enter your FIU email.

Click on Next.

You will be redirected to the FIU Office 365 log in page. Enter your FIU credentials (username and password)

Click on the Log In button.

You will now follow the FIU Two Factor Authentication process.
Once the calendar sync has been completed, a yellow banner will appear at the top of the PSN website as confirmation.

The whole process of downloading your calendar data will take up to 30 minutes. Your sync will appear such.

Adding Events to Your Calendar

At the top right-hand corner of Calendar View you will see the Add Calendar Events button.
To initiate this process, press the Add Calendar Events button. You will be redirected to the Schedule Appointment page.

You will be redirected to the Schedule Appointment page.

Specify the following:
- Care Unit
- Location
- Service
- Date of Appointment
Add the name of the student that you will be meeting with on the date that you selected. You will add the student by typing in his/her name to the **Add an Attendee** box.

If you wish to add any other persons to the appointment, continue to add these persons by typing their names into the **Add an Attendee** box.

Confirm that your name is selected in the **Select an Organizer** table.

Specify the length of the coaching appointment to view the schedule of appointment times.

Select the desired appointment time.

Select if the appointment should repeat and its frequency.

Click on **Save Appointment**.

### Select an Organizer

<table>
<thead>
<tr>
<th>SELECT</th>
<th>ORGANIZER</th>
<th>AVAILABLE TIMES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Demello, Mark</td>
<td><strong>For: Appointments</strong> Tue, Thu 10:00am-12:00pm (Fall Term 2019)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dhawan, Sanjay</td>
<td><strong>For: Appointments</strong> Mon, Wed, Fri 8:00am-12:00pm (Fall Term 2019)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Robertson, Nicola</td>
<td></td>
</tr>
</tbody>
</table>

### Choose A Time To Meet

<table>
<thead>
<tr>
<th>TIME SLOT</th>
<th>08/25 (SUN)</th>
<th>08/26 (MON)</th>
<th>08/27 (TUE)</th>
<th>08/28 (WED)</th>
<th>08/29 (THU)</th>
<th>08/30 (FRI)</th>
<th>08/31 (SAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00am - 6:30am</td>
<td>O1</td>
<td>O2</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6:30am - 7:00am</td>
<td></td>
<td>O1</td>
<td>O2</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:00am - 7:30am</td>
<td></td>
<td>O2</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:30am - 8:00am</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8:00am - 8:30am</td>
<td>O1</td>
<td>O1</td>
<td>O2</td>
<td>O2</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
</tr>
<tr>
<td>8:30am - 9:00am</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00am - 9:30am</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:30am - 10:00am</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00am - 10:30am</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td>O1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Repeat This Appointment?

- **Repeat**
  - Does not repeat

- **Save Appointment**
Creating a Coaching Appointment on Behalf of the Student

Option 1
To create a Coaching Appointment, first, select student name from your caseload.

Click on the Actions dropdown menu and select Schedule Appointment. You will be redirected to the Schedule Appointment page.
Select the following:
- Care Unit
- Location
- Service
- Course (if applicable)
- Comments (if applicable)
- Date of Appointment

You will now see to the right, a list of the people attending this appointment. You may add additional attendees if you would like by typing the person’s name in the Add an Attendee box on the right.

If you do not wish to add attendees, click on your name (as Coach) in the Select an Organizer table below this list.
Specify the length of the coaching appointment.

Select the desired appointment time.

Select if you wish this appointment to repeat. If so, please select from the Repeat dropdown menu.

Click on Save Appointment

Option 2
To make an appointment on behalf of the student click on the student’s name in your caseload. You will be redirected to the Student Profile Page.

On the student’s profile page, you will see the I want to… menu on the right-hand side of your browser’s window. To begin scheduling an appointment, click on the Schedule an Appointment link.
Select the following:
- Care Unit
- Location
- Service
- Course (if applicable)
- Comments (if applicable)
- Date of Appointment

You will now see to the right, a list of the people attending this appointment. You may add additional attendees if you would like by typing the person's name in the Add an Attendee box on the right.

If you do not wish to add attendees, click on your name.
(as Coac) in the Select an Organizer table below this list

Specify the length of the coaching appointment.

Select the desired appointment time.

Select if you wish this appointment to repeat. If so, please select from the Repeat dropdown menu.

Click on Save Appointment

Creating an Coaching Appointment Summary for Students With a Scheduled Appointment

Option 1
To create a Coaching Appointment Summary for a student with a scheduled appointment, first, select the appointment listed in your Recent Appointments table found at the bottom of your PSN homepage.

Click on the Actions Menu and select Add Appointment Summary from the list.

A pop-up window with the coaching report form will open.
Verify the following information and fill out any missing information as appropriate:

- Care Unit
- Location
- Service
- Date of Visit
- Meeting Times (Begin and End)
- Student Check-In and Check-Out times

Pay close attention in filling out the Summary Details and Coaching Comments.

You will now be able to personalize the Coaching Comments using the formatting menu at the top of the comments box.

Click on Save this Report to submit.

Option 2
To create a Coaching Appointment Summary for an appointment that has been checked in at your coaching location, click on the graduate icon found at the top of the PSN site.

You will now see the Appointment Queue that lists the student(s) that are waiting to see you. Click on the Start Appt link.

A pop-up window with the coaching report form will open.
Fill in or Select applicable information:
- Care Unit
- Location
- Service
- Date of Visit
- Meeting Times (Begin and End)
- Student Check-In and Check-Out times

Pay close attention in filling out the Summary Details and Coaching Comments.

You will now be able to personalize the Coaching Comments using the formatting menu at the top of the comments box.

Click on Save this Report to submit.

Creating a Coaching Appointment Summary for Students Without an Appointment

Option 1
To create a Coaching Appointment Summary, first, select student name from your caseload.

Click on the Actions dropdown menu and select Create Appointment Summary.
A pop-up window with the coaching report form will open.

Fill in or Select applicable information:
- Care Unit
- Location
- Service
- Date of Visit
- Meeting Times (Begin and End)
- Student Check-In and Check-Out times

Pay close attention in filling out the Summary Details and Coaching Comments.

You will now be able to personalize the Coaching Comments using the formatting menu at the top of the comments box.

Click on Save this Report to submit.

Option 2
Click on the student’s name in your caseload. You will be redirected to the Student Profile Page.
To create an Appointment Report, click on the Report On Appointment link to the right of the Overview page.

A pop-up window with the coaching report form will open.

Fill in or Select applicable information:

- Care Unit
- Location
- Service
- Date of Visit
- Meeting Times (Begin and End)
- Student Check-In and Check-Out times

Pay close attention in filling out the Summary Details and Coaching Comments.
You will now be able to personalize the Coaching Comments using the formatting menu at the top of the comments box.

**Click on Save this Report to submit.**

### Marking an Appointment as a No-Show

To designate a scheduled appointment as a No-Show, select the appointment from the Recent Appointments table found on your PSN homepage.
Open the **Actions** menu located at the top left-hand corner of your Recent Appointments table and select **Mark No-Show**.

An **Appointment Report form** will open. You will notice that the student is not marked as **Attended**. Enter any applicable comments (optional) and click on the **Save this Report** button.
You will notice that the *Report File* status is now reflected as *No Show*.
Creating a Note

Option 1
To create a Note first, select student name from your caseload.

Click on the Actions dropdown menu and select Note. A pop-up window with the Note formulary will open.

Fill in applicable information:
- Comments (required)
- Note Reason

If, applicable, attach any relevant documentation.

Note: Pay close attention to the Visibility options:
- [Coach’s Name] Only - Allows the author (you) of the Note to be the only one to view. (Not Recommended).
- Student – Allows the student to view Note.
- Printed Student

Click on Save Note.
Option 2
To enter a Note for a student, click on the student’s name in your caseload. You will be redirected to the Student Profile Page.

From the Student Profile Page, click on the Add a Note on this Student link to the right of the Overview page. A pop-up window with the Note formulary will open.

Fill in applicable information:
- **Note (required)**
- **Note Reason** from dropdown menu

If applicable, attach any relevant documentation.

Note: Pay close attention to the Visibility options:
- [Coach’s Name] Only - Allows the author (you) of the Note to be the only one to view. (Not Recommended).
- Student – Allows the student to view Note.
- Printed Student Report (Currently Not Functioning)

Click on Save Note.
Creating a Watch List

To create a new Watch List, click on the Post-It icon found on the left-hand toolbar.

You will be redirected to the Watch List and Saved Searches page.

Click on New Watch List button on the top right-hand corner of the Watch List table.

You will be redirected to the Adding New Watch List page.

Type in Name of Watch List.

Click on Save Watch List.
Adding a Student to a Watch List

Option 1
To add a student to a Watch List, first, select student name from your caseload.

Click on the Actions dropdown menu and select Watch.

A pop-up window will open listing your Watch Lists. Select the Watch List you wish to add the student to and click on Save button.
Option 2
To add a student to a Watch List, click on the student's name in your caseload. You will be redirected to the Student Profile Page.

From the Student Profile Page, click on the Add to Watch List link to the right of the Overview page.

A pop-up window will open listing your Watch Lists. Select the Watch List you wish to add the student to and click on the Save button.
Removing a Student from a Watch List

To remove a student from a Watch List, first, select student name from your caseload.

Click on the Actions dropdown menu and select Watch.

A pop-up window will open listing your Watch Lists. Uncheck the Watch List you wish to remove the student from and click on the Save button.
Creating a Coaching Appointment Campaign

Note: Prior to creating a Coaching Appointment Campaign, you must first save an Appointment Availability, using the Campaign Initiated Appointment.

To access the Campaign function, click on the Campaigns Logo on the left-hand toolbar. You will be redirected to the Appointment Campaign page for the current term.

To begin your Campaign, click on the Appointment Campaign link on the right-hand side of the page in the Actions menu.

Customizing Your Campaign

You will be redirected to Define your Campaign. By defining your Campaign, you can customize your Campaign.

Fill in the field and click on the Continue button.
Selecting Your Student Population

A - If you wish to include all students in your Campaign, select Invite All My Assigned Students. You will be asked to confirm your selection.

If you wish to include only a specific student population, select Advanced Search. Here you select criteria to isolate students that you wish to meet with. After confirmation, you will be given the opportunity to Review the list of students included in the Campaign. To edit, you can either remove or add students.

To remove students from the list, select the name(s) of the student(s) that you wish to remove.

Click on the Remove Selected Users button in the Action Menu found on the top left corner of the table.

The list of students’ names will automatically be updated.
To add students to the list, click on the Add More Students link at the bottom of the table. You will be redirected to the Add Students to Campaign page.

B - If you select the Advanced Search:
You will be redirected to the Add Students to Campaign page.

Begin by selecting whether you wish to limit the student population to your assigned caseload. Select the My Students Only option at the bottom of the page by the Search button.

Select the criteria you wish to apply to the Campaign.

Click on the Search button.
You will now receive a list of students that will be included in the Campaign.

Select the students that you wish to include. If you wish to include all students, select the All option at the top of the list.

You will also have the opportunity to remove students from this list as well. Select the student(s) name(s) and click on Remove Selected Users in the Actions Menu.

Click on the Continue button to move forward.

You will now be redirected to the Add Staff to Campaign page.

Select your name from the list.

Click on Continue button.

Composing Your Campaign's Message

By default, you will see that there is a message provided for you that can be used as part of your Campaign. You can, however, customize the message to suit your needs.

To customize the message, you can make changes to the overall text and attach files to the email that your students will receive.

You will see below this text box what your message will look like in the preview.
Press *Continue* once you have finalized your message.

---

Confirming Your Campaign

Once you have composed your Campaign’s message, you will receive a Summary of your Campaign. Review the information and press *Send* to complete your Campaign.

---

Confirm Send Invitations Now

---

Are you sure you want to send invitations to 196 students?

- [Cancel](#)
- [Send Invitations Now](#)
What Your Student Sees

Your students will receive both an email and a yellow banner will be placed on their homepage. This will be visible when the student logs onto the Panther Success Network.

To schedule an appointment, the student will click on the Schedule This Appointment button on the yellow banner and follow the instructions.

Creating a Reminder for a Student

To create a Reminder for a student, click on the student's name in your caseload. You will be redirected to the Student Profile Page.

From the Student Profile Page, click on the Add a Reminder to this Student link to the right of the Overview page.
A pop-up window with the **Add to Watch List** formulary will open.

Type in the **Reminder** topic and **Due Date**.

Click on **Save Reminder** button.

---

**Editing a Reminder for a Student**

To edit a **Reminder**, pushpin icon on left-hand toolbar.

You will be redirected to the **My Reminders** Page.

Click on the **Edit** link to the right of the **Reminder** you wish to edit.

---

**My Reminders**

**Upcoming And Overdue Reminders**

<table>
<thead>
<tr>
<th>Actions</th>
<th>REMINDER</th>
<th>STUDENT</th>
<th>DATE</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pending Accelerated Credits</td>
<td>Samantha Abud</td>
<td>09/02/2019</td>
<td><strong>Edit</strong></td>
</tr>
</tbody>
</table>
The Edit Reminder pop-up will open.

Make all necessary changes to the Reminder and click on Save Reminder.

Deleting a Reminder for a Student

If create a Reminder by mistake, you may delete it from your Upcoming and Overdue Reminders table.

Click on the right pushpin icon on the left-hand toolbar.

You will be redirected to the My Reminders page.

Select the Reminder that is to be deleted.

Click on Deleted Selected Reminders found in the Actions dropdown menu.

My Reminders

Upcoming And Overdue Reminders

<table>
<thead>
<tr>
<th>Action</th>
<th>Student</th>
<th>Date</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Selected</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Selected</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pending Accelerated Credits
Samantha Abud
09/02/2019
Edit
Performing Advanced Searches

To perform a Search, select the magnifying glass on the left-hand tool bar. You will be redirected to the Search page.

The Search engine allows you to search for select populations using the different filters available. Click on “Show Advanced Filters”, located on the top right-hand corner of the New Search table.

From here, you can add or remove filters to personalize the search you are conducting. Each individual category can be expanded to input more search criteria.

Click on the My Students Only box to narrow the student population to only your assigned caseload. Otherwise, you will be receiving search results from all active students in the university.

Click on Search.
Saving Advanced Searches

To save a Search that you have conducted, click on the Save button located at the top of your Unsaved Student Search.

The Save Search pop-up will open.
Name the Search and Click on Save Search.

Accessing your Saved Searches

To access your Saved Searches, click on the Saved Searches dropdown menu located in the Search page.
Your search will automatically rerun and open reflecting the latest search results.

The search results will reflect that it has been *Modified* at the top of the search table.

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**Coaching Students using the Appointment Queue System**

The *Appointment Queue* system alerts you when there is a student waiting to be seen.

When students are checked-in by the *Front Desk Staff*, you will receive a notification at the top of your screen.
Clicking on this icon will allow you to see all students that waiting to be seen.

To begin an appointment, select **Start Appt.**
The Coach Summary for this student will open. In the Coach Report, you can fill out all the information necessary for the appointment such as:

- Care Unit
- Reason
- Any courses that were discussed
- Date of the visit
- Location
- Coach and student attendees
- Report details
- Coach Comments

Note: The Coach Report Appointment Details will specify if the student had a scheduled appointment or is a drop-in.

Once all information has been entered into the Coach Report, click on Save This Report.

Note: During the appointment, if you need to view the student’s profile, you can minimize the report.

You will see a notification reminding you of the Coach Report at the top of your page over the Window icon.

Select the icon and click on the Coach Report link for the student to re-open it.
Once a Coach Report has been saved, the student will be checked out of the appointment queue.

Issuing a Departmental Referral

To refer a student to a resource department, choose one of the following options available.

Option 1
Click on the Issue an Alert link found in the Actions table below the Panther Success Network (PSN) logo.

The Issue an Alert pop-up window will open.

Enter the student’s Panther ID number or name and select from the list that appears.

Select the appropriate Referral reason.

Provide supporting details as to why student would benefit from attending sessions provided by this particular department.

Click on Submit button to save.

Option 2
Select the name of the student from your caseload list.
Open the *Actions Menu* and select *Issue Alert* from the list of possible functions.

The *Issue an Alert* pop-up window will open.

Enter the student’s Panther ID number or name and select from list that appears.

Select the *Referral* reason.

Provide supporting details as to why student would benefit from attending sessions provided by this particular department.

Click on *Submit* button to save.
Option 3
From inside of the student's profile, click on the Issue an Alert link found in the Actions table below the Panther Success Network (PSN) logo.

The Issue an Alert pop-up window will open.

Enter the student's Panther ID number or name and select from list that appears.

Select the Referral reason.
Provide supporting details as to why student would benefit from attending sessions provided by this particular department.

Click on Submit button to save.

Viewing the Status of a Case Opened from a Referral Alert

To view the case status of a Referral you submitted on behalf of a student, select the Case icon on the left-hand tool bar.

You will be redirected to the Cases page, which will display a list of Open cases by default.

Click on the Manage Case button.

The Manage Case form will open. You will be able to view any comments entered by the student's coach.
The Case will be closed by the Resource Department Manager. Please, do not close the case.

If you have questions after reviewing this tutorial, please contact Advising Technology at advtech@fiu.edu.