

Student Success Hub & MyStudies

Training for Academic Advisors
CHEM 23.8.2022



Tuesday, May 4, 2021

Good afternoon Test Student02

My Appointments

My Success Team

My Tasks



Intended learning outcomes

After the training, you know how to

- log in to Salesforce and how to open the Student Success Hub
- set the available time slots into the system
- send a (pre)task to the student
- write meeting notes
- view statistics and reports on your meetings

Background

- Aalto University is introducing a new interface for its digital services – the Service Platform which is built on Salesforce technology.
- New functionalities will be added to the system gradually.
- Student Success Hub = one of the first functionalities to be implemented
- In addition, other Salesforce's tools are already in use, e.g. master's application evaluation tool (Admissions) and course catalogue courses.aalto.fi.



Student Success Hub = Advisors' interface

- A tool for Learning services (LES) staff and academic advisors for scheduling one-on-one appointments with students.
- Core functionalities:
 - Set up appointment slots for your students to book
 - Send (preliminary) tasks to students
 - Advisory notes are all stored in one place
 - View statistics of your past and scheduled appointments

The screenshot shows the Student Success Hub interface for a student named Sophia. The interface is divided into several sections:

- Header:** "Student Success Hub" with a "Home" button and a search bar.
- Student Profile:** "Sophia Student" from the "School of ARTS", Master's Programme in Landscape Architecture. It shows 0 tasks and 1 appointment, with the last appointment on 12.5.2022.
- Contact Details:** Student's Name: Sophia, Student's Email: Sophia@aalto.fi.
- Success Team:** A table listing individual members of the success team.

MEMBER NAME	MEMBER ROLE	TITLE
Ben Advisor	Thesis Advisor	
Anna Advisor	Academic Advising	
John Advisor	Study Guidance	Study coordinator

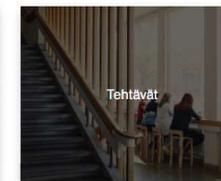
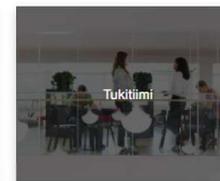
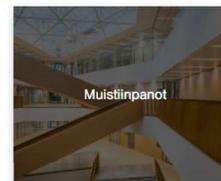
The screenshot shows the 'Student Success Hub' interface. At the top, there is a search bar and navigation tabs for 'Home' and '00050628'. The main content area is divided into several sections:

- Profile Card:** Displays 'Sophia Student', 'School of ARTS', and 'Master's Programme in Landscape Architecture'. It includes statistics for 'TASKS' (0) and 'APPOINTMENTS' (1), with the last appointment on '12.5.2022'.
- Contact Details:** Lists 'Student's Name: Sophia' and 'Student's Email: Sophia@aalto.fi'.
- Success Team Section:** Features a 'Success Team' header and a table of 'Individual Members'.

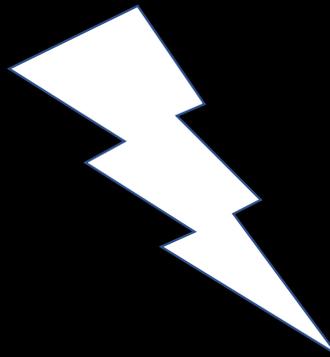
MEMBER NAME	MEMBER ROLE
Ben Advisor	Thesis Advisor
Anna Advisor	Academic Advising
John Advisor	Study Guidance



Tervetuloa
Hei Sophia



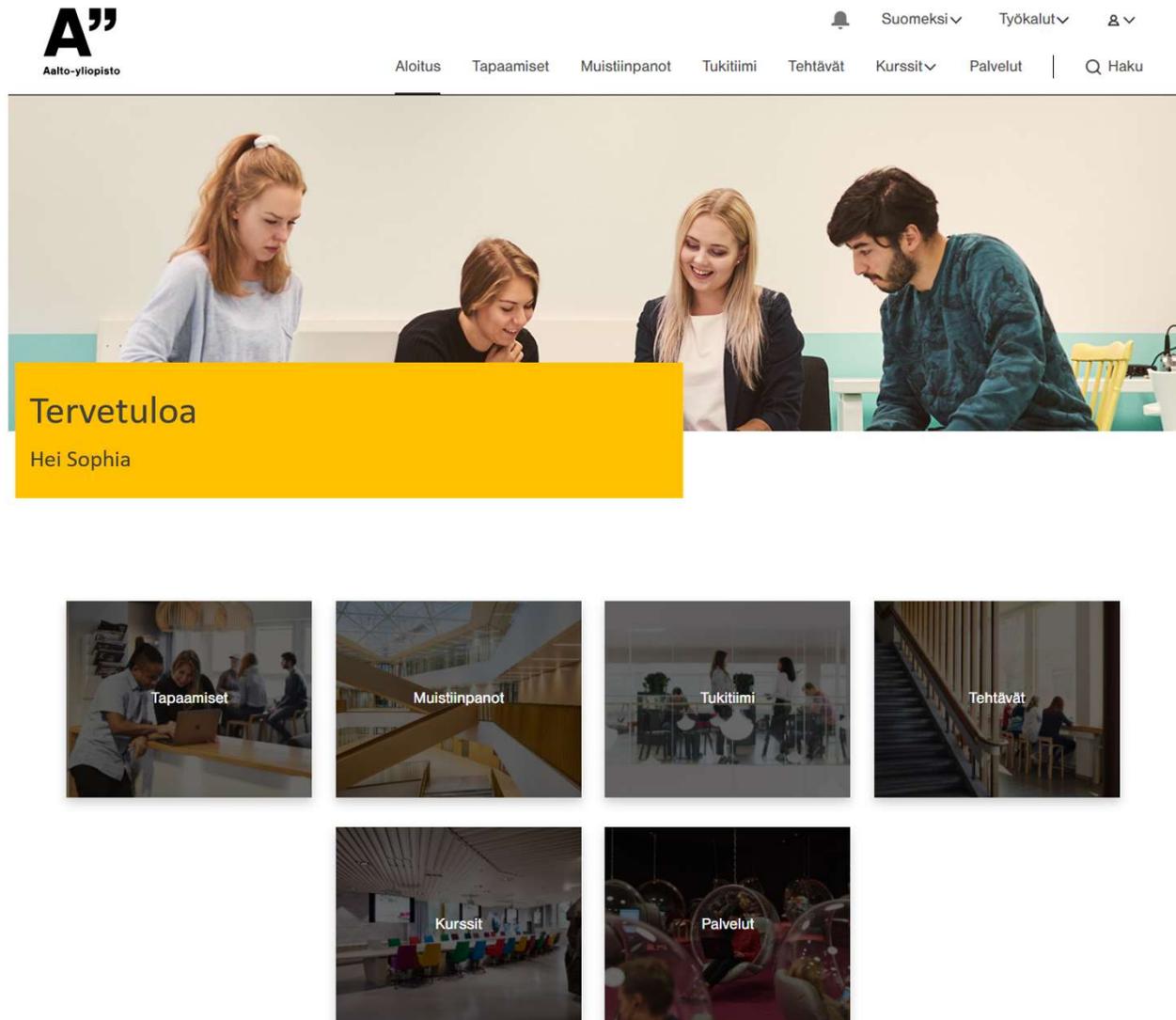
Student Success Hub =
Advisors' interface



MyStudies =
students' interface

MyStudies = Students' interface

- Students' daily portal where they can connect with their Success Team, schedule appointments with advisors, and keep up-to-date with their meeting tasks.
- New functionalities will be added to the system gradually.
- Launch 08/2022:
 - Target group: degree students
 - Appointment scheduling (Student Success Hub)
 - Tools ("Quick links")
 - Services for Students
 - Course catalogue



Log in to Student Success Hubiin

- Recommended browser is Chrome
- Login and verification (MFA)
 - 1) Go to:
<https://aalto.my.salesforce.com>
 - 2) Sign in with your personal Aalto account and password
 - 3) Confirm your identity with multi-factor authentication (MFA) using your phone

How to use multi-factor authentication: <https://www.aalto.fi/en/services/how-to-use-mfa>

If you have problems with login and verification, please contact servicedesk@aalto.fi.

Demo >>

Demo: Student 360 view

Appointments, Success Team, Notes, Tasks etc.

Advisee snapshot

Contact details

Activity feed

The screenshot displays the 'Student Success Hub' interface for a student named 'Test Student 02'. The interface is divided into several sections:

- Advisee Snapshot:** Located at the top left, it features a profile picture, the student's name 'Test Student 02', and affiliation 'School of ARTS, Degree Programme in Architecture'. It also shows 'TASKS: 2' and 'APPOINTMENTS: 0', with the last appointment on '18.2.2022'.
- Contact Details:** Located below the snapshot, it lists 'Student's Name: Sophia Student', 'Student's Email: sophia.student@aalto.fi', and 'Student's Number: 159977'.
- Case Overview:** A central header for 'Case Test Student 02' with a '+ Follow' button and tabs for 'Advising', 'Success Team', 'Notes', 'Tasks', 'Success Plans', 'Study Right', and 'More'.
- Appointments:** A section with three sub-sections:
 - Upcoming Appointments (0):** Includes a 'New Appointment' button.
 - Cancelled Appointments (12):** A table with columns: TOPIC, SUBTOPIC, OWNER, STATUS, DATE.

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 10.30
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.00
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.30
 - Past Appointments (9):** A table with columns: TOPIC, SUBTOPIC, OWNER, STATUS, DATE.

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Attending	28.10.2021 klo 9.00
Study Guidance		Anna Advisor	Attending	9.11.2021 klo 11.30
Thesis Advising		Anna Advisor	Attending	12.11.2021 klo 15.30
- Instructions:** A section on the right with 'Instructions for Advisors' and 'Instructions for Students'.
- Activity Feed:** A section on the right showing a list of activities. It includes filters for 'Within 2 months', 'All activities', and 'All types'. The feed shows two items: 'Master's thesis' (16.12.2021) and 'Testitehtävä' (12.11.2021). A 'Show All Activities' button is at the bottom.

Demo: Set up time slots

- Tell your students where and when you are available to meet them
- Your students will see your available time slots in MyStudies where they can also book them

APPOINTMENT LOCATIONS
The locations where you're available to meet with advisees.

In Person

NAME	CAMPUS	BUILDING	ROOM
Ekonominaukio 1	Otaniemi	Ekonominaukio 1	HelpDesk Y115
Kandikeskus	Otaniemi	Otakaari 1	Room U216

Phone

NAME	PHONE
Phone meeting	+358401234567

Virtual

NAME	MEETING LINK
Zoom meeting	https://aalto.zoom.us/j/test

New Availability

Basics

Subject **1** *Type

Topic **1** Location **1**

Date and Time

* Start Date * End Date

* Start Time * End Time

Recurrence

* REPEAT EVERY weeks * REPEAT ON

Where to get help with Student Success Hub?

- Learning Services of your school will support and help
- Support MyStudies@aalto.fi
- Step-by-step instructions: <https://www.aalto.fi/en/teaching-and-learning/student-success-hub-instructions> (log in to see the website)