

Bengal Success Portal [BSP] – Training Guide for Students

The [Bengal Success Portal](#) [BSP] is a **communication** portal that provides you with a central location to connect you with the people and Services that can help you succeed at Buffalo State. It includes access to a customizable profile and personalized channels that make it easy to schedule the time you need with your instructors, advisers, counselors, and support staff. The Bengal Success Portal can also help you manage the steps you need to stay on track and meet your educational goals. **Note:** your student BSP account will be created soon after your **tuition deposit is paid or waived.**

In summary, you can use the Bengal Success Portal to:

1. Make appointments online with members of your success network: like professors, advisers, and other support professionals, and Services.
2. Find tutoring information to help you succeed in your courses. You will also be able to schedule **FREE** tutoring appointments through your Bengal Success Portal [BSP].

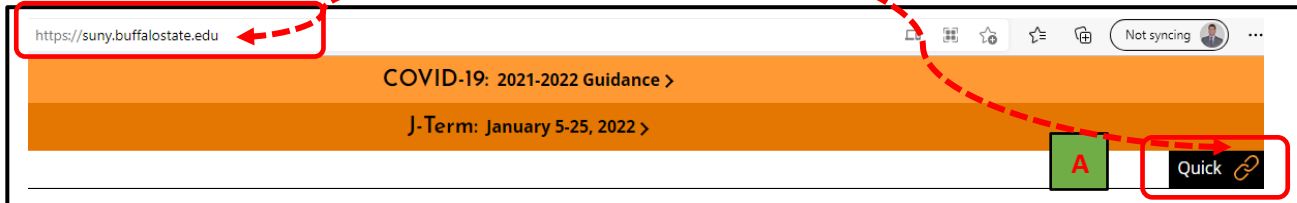
- [Section 1: How to login to your Bengal Success Portal \[BSP\]?](#)
- [Section 2: Create or edit your Bengal Success Portal \[BSP\] profile](#)
- [Section 3: Your Dashboard](#)
- [Section 4: Your My Success Network](#)
- [Section 5: Upcoming](#)
- [Section 6: Messages](#)
- [Section 7: Plans](#)
- [Section 8: Courses](#)
- [Section 9: Various way to schedule your appointments](#)
- [Section 10: Tracking Items](#)

Section 1: How to login to your Bengal Success Portal [BSP]?

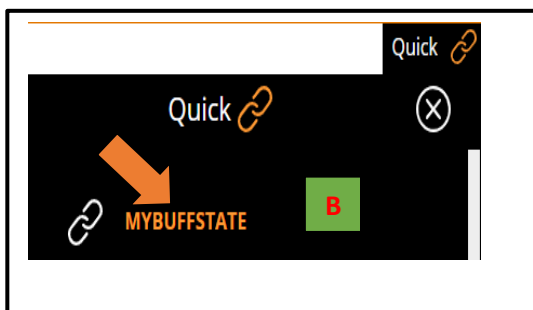
- You can login to your BSP with your **network password**. To create (setup) or reset your network password, click [HERE](#) and following the directions.

Once you create your network password, you can login to your BSP by:

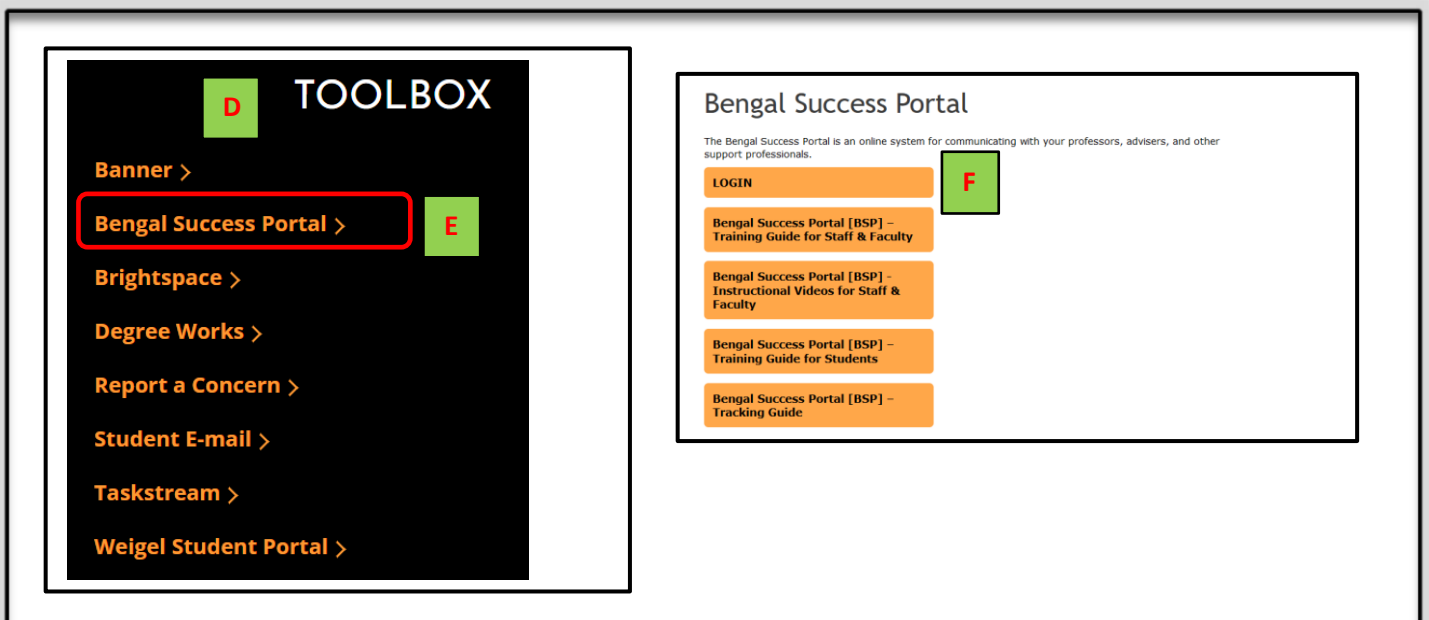
- clicking the **Quick Links Icon [A]** in the upper right corner of the Buffalo State main page: <https://suny.buffalostate.edu/>.



- then selecting: **MYBUFFSTATE [B]**, then selecting: **Students [C]**.



- Locate your **TOOLBOX [D]** on the left side of the page and select: **Bengal Success Portal [E]**, then select **LOGIN [F]** on the Bengal Success Portal page.



Log In

Type your username and password

Username

G

Password

H

Sign in

I

Enter your **Username [G]** and network **password [H]** and click **sign in [I]**. Your username is the first part of your BSC email address. Your Username includes everything that is before the @mail.buffalostate.edu

You can also access your BSP by going to:

- <https://suny.buffalostate.edu/students>
- Scroll down the page and then click the **Bengal Success Portal** link inside your **Toolbox**
- then click on **LOGIN** and sign in with your **username** and your **network password**

TOOLBOX

Banner >

Bengal Success Portal >

B

Brightspace >

Degree Works >

Report a Concern >

Student E-mail >

Taskstream >

Weigel Student Portal >

Bengal Success Portal

The Bengal Success Portal is an online system for communicating with your professors, advisers, and other support professionals.

LOGIN

C

Bengal Success Portal [BSP] – Training Guide for Staff & Faculty

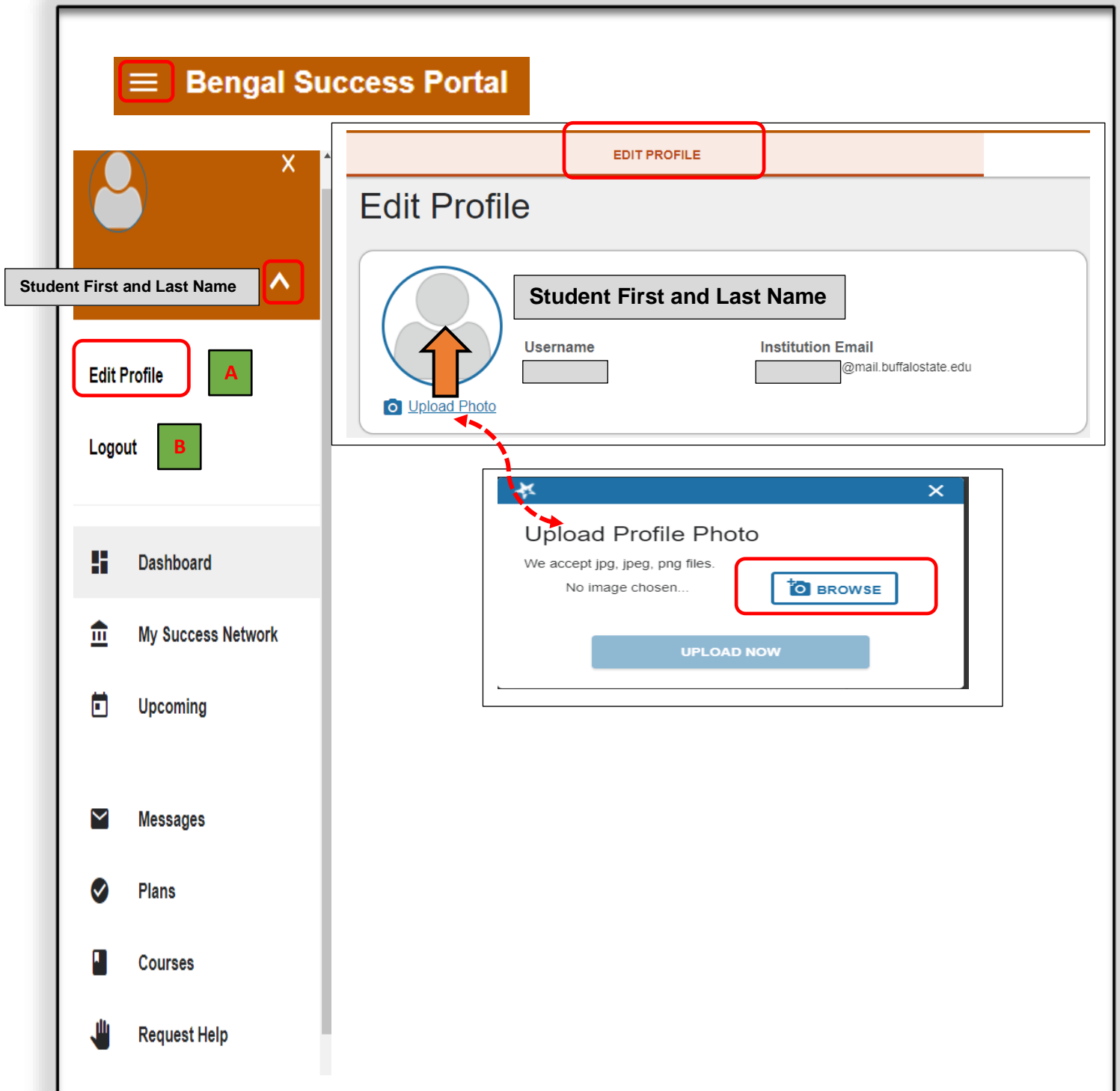
Bengal Success Portal [BSP] – Instructional Videos for Staff & Faculty

Bengal Success Portal [BSP] – Training Guide for Students

Bengal Success Portal [BSP] – Tracking Guide

Section 2: Create or edit your Bengal Success Portal [BSP] profile

1. Select the hamburger [three lines]
2. Select the **down arrow** [When the down arrow is in the up position, as shown below, the menu will be expanded] next to your name to:
 - a. edit your profile or
 - b. logout of your BSP



The screenshot displays the Bengal Success Portal (BSP) interface. At the top, there is a header with the BSP logo and the text "Bengal Success Portal". Below the header, a sidebar on the left contains a user profile section with a placeholder for a photo and a "Student First and Last Name" field. A red box highlights the "Edit Profile" button, and a red box highlights the "Logout" button. The main content area shows the "Edit Profile" form, which includes a profile photo placeholder, a "Student First and Last Name" field, a "Username" field, and an "Institution Email" field. A red box highlights the "EDIT PROFILE" button at the top of the form. A red arrow points from the "Upload Photo" link to a modal window titled "Upload Profile Photo". The modal window contains a "BROWSE" button (highlighted with a red box) and an "UPLOAD NOW" button. The sidebar also lists navigation options: Dashboard, My Success Network, Upcoming, Messages, Plans, Courses, and Request Help.

Contact Information

Some of your information is automatically updated by Buffalo State and cannot be edited.

Edit Profile

A

Logout

Dashboard

My Success Network

Upcoming

Intake

Messages

Plans

Raise Your Hand

Contact Information

Some of your information is automatically updated by your institution and cannot be edited.

Pronouns

Ex: she/her/them

Helps your staff connections know how to refer to you. Ex: she/her/them

Username

Institution Email

@mail.buffalostate.edu

Notifications will always be sent to this email.

Alternate Email

☐ Send notifications to my alternate email address
[Edit Notification Preferences](#)

Phone

Cell Phone

Video

Time Zone

(GMT-05:00) Eastern Time

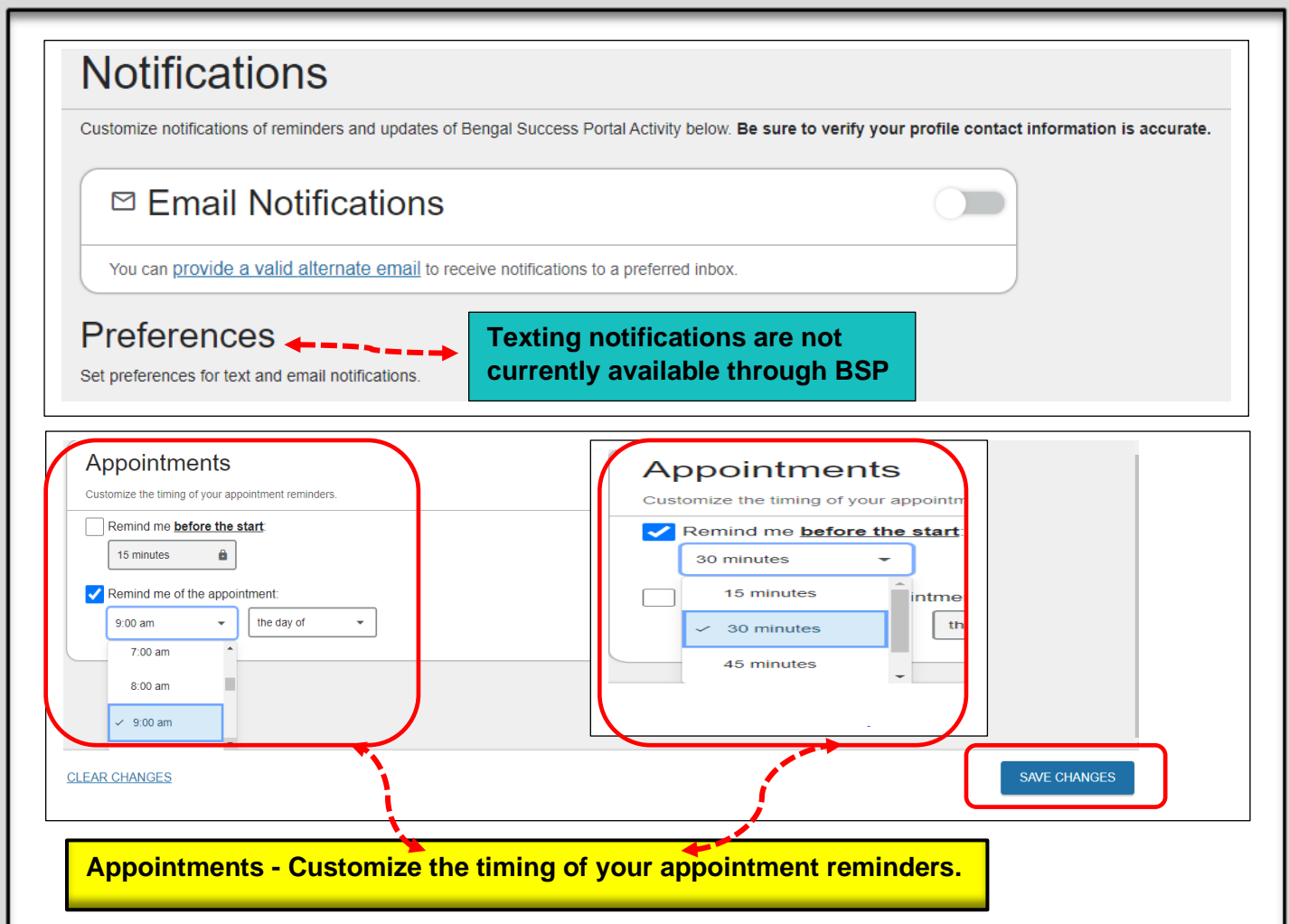
Time zone not listed?

☐ Display all time zones

Enter **YOUR** cell phone # so we can easily get in contact with you when we need to!

Notifications

Customize notifications of reminders and updates of Bengal Success Portal activity below. Be sure to verify your profile contact information is accurate.





The screenshot shows the 'Notifications' section at the top, followed by 'Email Notifications' with a toggle switch. Below this is a 'Preferences' section with a red dashed arrow pointing to a teal box that says 'Texting notifications are not currently available through BSP'. The 'Appointments' section is highlighted with a red rounded rectangle. It contains two sub-sections: 'Remind me before the start' and 'Remind me of the appointment'. The 'Remind me before the start' section has a dropdown menu showing '15 minutes' and a lock icon. The 'Remind me of the appointment' section has a dropdown menu showing '9:00 am' and a 'the day of' dropdown. A red dashed arrow points from the 'Appointments' section to a yellow box at the bottom that says 'Appointments - Customize the timing of your appointment reminders.' A 'SAVE CHANGES' button is also highlighted with a red rounded rectangle.


Section 3: Your Dashboard

[1]. Your Dashboard. Your Dashboard channel is your landing page that displays:


- A. Calendar
- B. **Notifications** can include the following: Flags, Referrals, and To-Do's. Should you receive any notifications, it is critical to your academic success at Buffalo State, that **YOU** respond to them immediately!
- C. My Connections
- D. My Services
- E. Kudos



 **Bengal Success Portal**


 Quick access to student resources:
[Banner Login](#)---[Brightspace Login](#)---[Degree Works Login](#)---[Free Tutoring](#)---[Financial Aid Office](#)---[Residence Life Office](#)---[Student Accounts Office](#)---[Weigel Health Center](#)


 Dashboard


Active direct links to various student Services.


7  Request Help


 


Student first name, last name 


 **Dashboard** **1**


 **My Success Network** **2**

 **Upcoming** **3**

 **Messages** **4**


 **Plans** **5**

 **Courses** **6**





 **Request Help** **7**

[Privacy Policy](#)

[Terms of Use](#)


 **Calendar** **A**





Read more about [understanding your BSP calendar](#).


Choose Date:
January 1, 2022    


Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1

Your Dashboard **1 displays the following: your Calendar, Notifications [any flags, To-Do's, and Referrals], My Connections, My Services, and Kudos.**


 **Notifications (1)** **B**


 **REFERRAL**
Tutoring-Writing Center
 Created by [Robert Hudson](#) on 10-08-2021
 21FA NATURE AND NEEDS OF INDIVIDUALS WITH SPECIAL NEEDS 1012 (202130-EXE100-1012)
 The Writing Center is here to help all Buffalo State students with their writing on any assignment, at any stage of the writing process. You can meet with a tutor in person, in 143 Butler Library, or online using video chat. Our friendly, trained peer and [More](#)

 **FLAG**
Attendance


 **FLAG**
Missing/Late Assignments

Make sure to scroll down to view all your flags, referrals, and any To-Do's that you may have.

 **My Connections (3)** C


 **Scott Harvey**
Instructor
✉ harveysg@buffalostate.edu
☎ (716) 878-6215

[SCHEDULE](#) [CALL](#)


 **Joelle Leclaire**
Instructor
✉ LECLAIRJ@buffalostate.edu
☎ (716) 878-4108


My Success Network

The Dashboard **My Connections Tile [C]** enables you to schedule an appointment or contact faculty or staff from your success network. In your My Connections tile, many of your contacts will have a **Schedule link** available for you to make an appointment. **Note: not all professors and staff members use BSP for appointment scheduling.** Therefore, if you do not see a **Schedule link** that means that online scheduling is **not currently available** for that staff member or Service.

 **My Services (25)** D

[CALL](#) ...


 **3. Academic Success Center**
📍 E.H. Butler Library Main Floor




 **4. Math Center**
🕒 Please use the link for availability
📍 E.H. Butler Library Main Floor

[CALL](#) ...

My Success Network

The **My Services Tile [D]** include things such as: Math Center Service, Writing Center Service, and Academic Success Center Service. You will find the Academic Success Center Service **ONLY** if you are currently taking a course that we have a Peer Tutor for. If you see the **Schedule link** in your **My Services**, you can schedule an appointment with that staff member or Service.

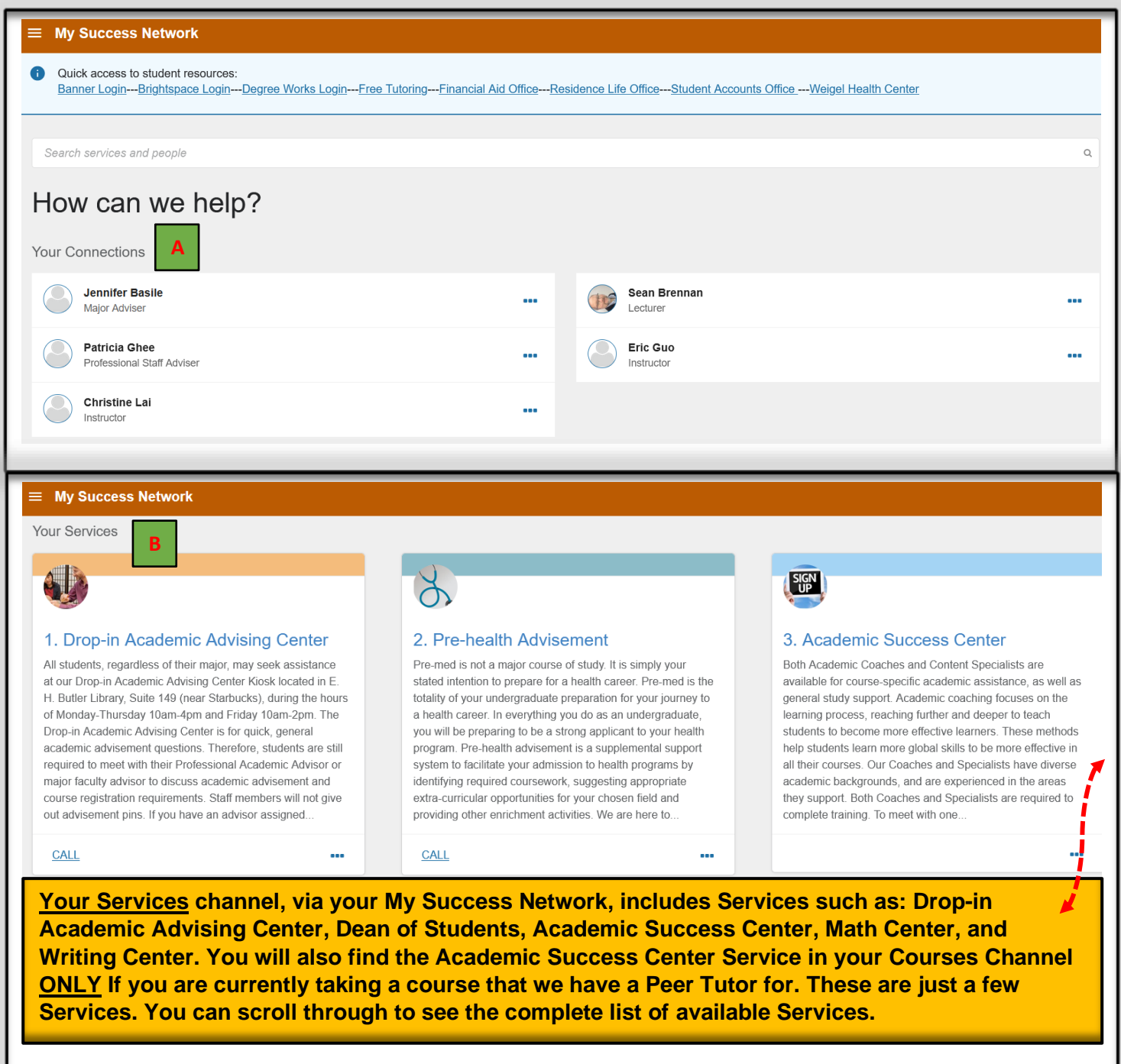
 **Kudos (1)** E

 **You're off to a great start!**
 Sent by **Ruth Guo** on 10-04-2021
 21FA COMPUTER-BASED INFORMATION PROCESSING I 1646 (202130-CIS151-1646)

The Dashboard **Kudos Tile [E]** is our way of saying, You're off to a great start! Receiving Kudos means that your professor or campus staff member has recognized your positive academic performance in one, or hopefully all of your courses! We want to encourage you to continue your great work!

Section 4: Your My Success Network

[2]. Your My Success Network. Your My Success Network channel provides a list of individuals **[Your Connections]** **[A]** such as your assigned Academic Adviser, Professors, and others who are **directly connected with you**. You can also view a list of **[Your Services]** **[B]** that might help you. You will find contact information, supporting websites, and, if online scheduling is available, a link to schedule an appointment for each person or Service listed. If a Service has a drop-in waiting room, you can see how many students are currently waiting on the Wait List, which is displayed in the top right corner of the Service card.



The screenshot displays the 'My Success Network' interface. The top navigation bar is orange with the text 'My Success Network'. Below this, a light blue banner provides quick access to various student resources: Banner Login, Brightspace Login, Degree Works Login, Free Tutoring, Financial Aid Office, Residence Life Office, Student Accounts Office, and Weigel Health Center. A search bar is located below the banner. The main content area is divided into two sections: 'Your Connections' (marked with a green 'A') and 'Your Services' (marked with a green 'B').

Your Connections: This section lists three individuals:

- Jennifer Basile**, Major Adviser
- Patricia Ghee**, Professional Staff Adviser
- Christine Lai**, Instructor


Each entry includes a profile picture, name, title, and a three-dot menu icon.

Your Services: This section lists three services:


- 1. Drop-in Academic Advising Center**: A text-based service description.
- 2. Pre-health Advisement**: A text-based service description.
- 3. Academic Success Center**: A text-based service description.

Each service card includes a title, a brief description, and a 'CALL' button at the bottom.

Your Services channel, via your My Success Network, includes Services such as: Drop-in Academic Advising Center, Dean of Students, Academic Success Center, Math Center, and Writing Center. You will also find the Academic Success Center Service in your Courses Channel ONLY If you are currently taking a course that we have a Peer Tutor for. These are just a few Services. You can scroll through to see the complete list of available Services.

 **My Success Network**


Your Services



1. Drop-in Academic Advising Center

All students, regardless of their major, may seek assistance at our Drop-in Academic Advising Center Kiosk located in E. H. Butler Library, Suite 149 (near Starbucks), during the hours of Monday-Thursday 10am-4pm and Friday 10am-2pm. The Drop-in Academic Advising Center is for quick, general academic advisement questions. Therefore, students are still required to meet with their Professional Academic Advisor or major faculty advisor to discuss academic advisement and course registration requirements. Staff members will not give out advisement pins. If you have an advisor assigned...


[CALL](#)
...



2. Pre-health Advisement

Pre-med is not a major course of study. It is simply your stated intention to prepare for a health career. Pre-med is the totality of your undergraduate preparation for your journey to a health career. In everything you do as an undergraduate, you will be preparing to be a strong applicant to your health program. Pre-health advisement is a supplemental support system to facilitate your admission to health programs by identifying required coursework, suggesting appropriate extra-curricular opportunities for your chosen field and providing other enrichment activities. We are here to...

[CALL](#)
...



3. Academic Success Center

Both Academic Coaches and Content Specialists are available for course-specific academic assistance, as well as general study support. Academic coaching focuses on the learning process, reaching further and deeper to teach students to become more effective learners. These methods help students learn more global skills to be more effective in all their courses. Our Coaches and Specialists have diverse academic backgrounds, and are experienced in the areas they support. Both Coaches and Specialists are required to complete training. To meet with one...

C

...

Email

Visit website

View Profile

[CALL](#)

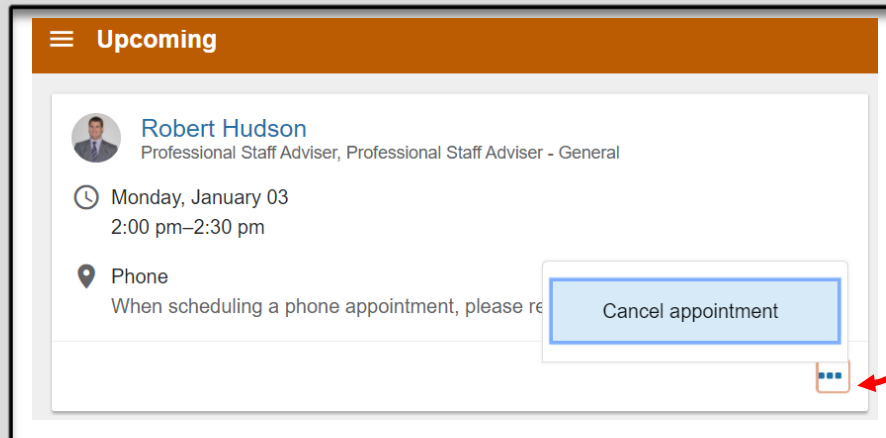
C

...

Once you click on the three dots [C], you can send us an email, visit a particular Services website or view a Services profile. On the Profile page, you can schedule an appointment to meet with a staff member connected with that Service by clicking on the Schedule link. Or if you see the name of the person you are trying to make an appointment with, click the three dots [...] next to their name and click the Schedule link and follow the prompts. Remember: if online scheduling is available, a link to schedule an appointment will appear for each person or Service listed. Therefore, if you do not see a Schedule link that means online scheduling is not available for that staff member or Service.

Section 5: Upcoming

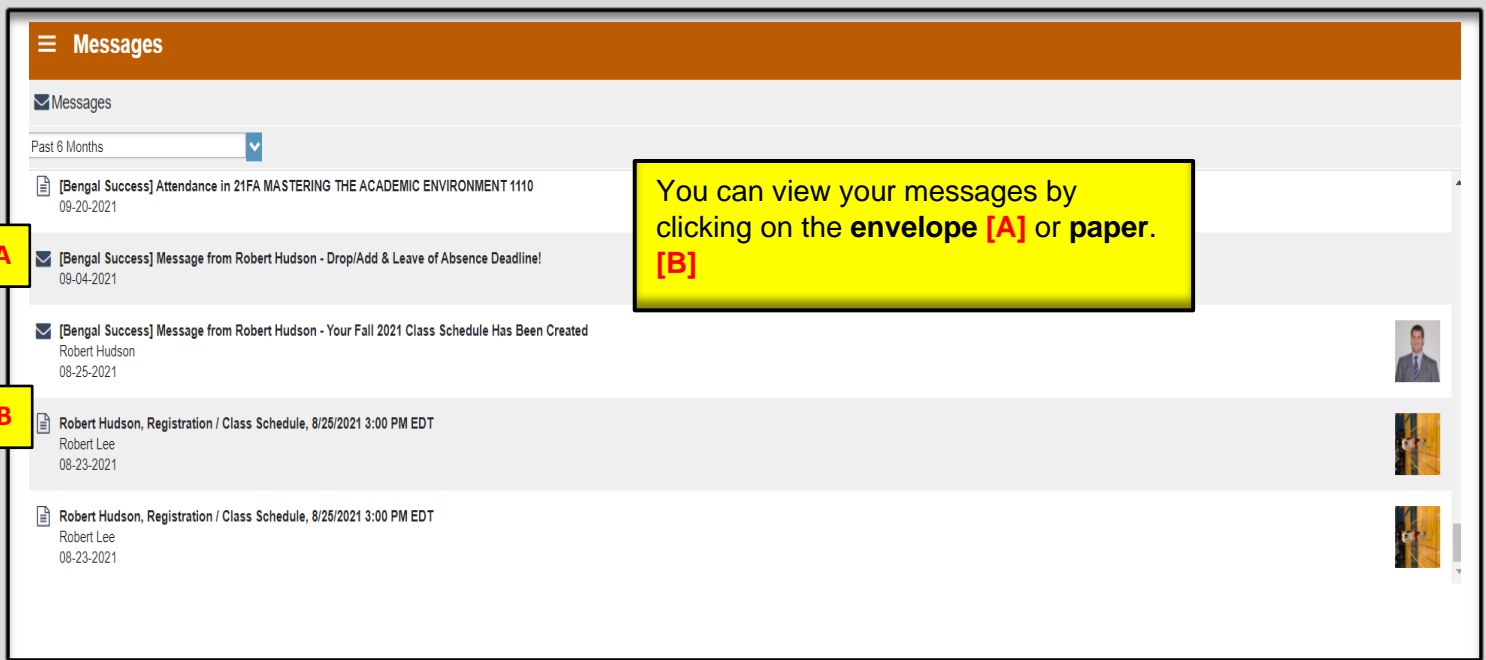
[3]. Upcoming. Clicking on **Upcoming** will show you any upcoming appointments you have scheduled through your BSP.



Clicking the **three dots** will allow you to **cancel** an appointment.

Section 6: Messages

[4]. Messages displays any messages you may have received from faculty or staff. It is essential that you read all your messages and respond to each message, as appropriate. Do **NOT** ignore your messages. If you do not understand why you are receiving a message, **ASK QUESTIONS!**



You can view your messages by clicking on the **envelope [A]** or **paper [B]**.

Section 7: Plans

[5]. Success Plans. If applicable, this page will display plans designed to help you along your path toward achieving your educational goals. The **Success Plans** channel combines a set of tracking items into an integrated prescriptive plan that can be assigned to you.

An example of what a Success Plan might look like:

Success Plans		
Success Plans		
Successful Class Starts (Complete)		View Details
REMINDER for me to follow-up with student Status: Resolved Professor to assign plan and review plan in class with students		Due: 03-03-2020
Academic Improvement Plan (In Progress)		View Details
2. Meet with your advisor Status: Resolved Please schedule a meeting with your advisor through Starfish		Due: 02-26-2020
Bi-Weekly Advising Check-in Status: Resolved		Due: 03-05-2020
Advising Check-in #2 Status: Open		Due: 03-15-2020
Advising Check-in #3 Status: Open		Due: 03-25-2020
Advising Check-in #4 Status: Open		Due: 04-09-2020
Review Attendance Policies Status: Open		Due: 02-27-2020

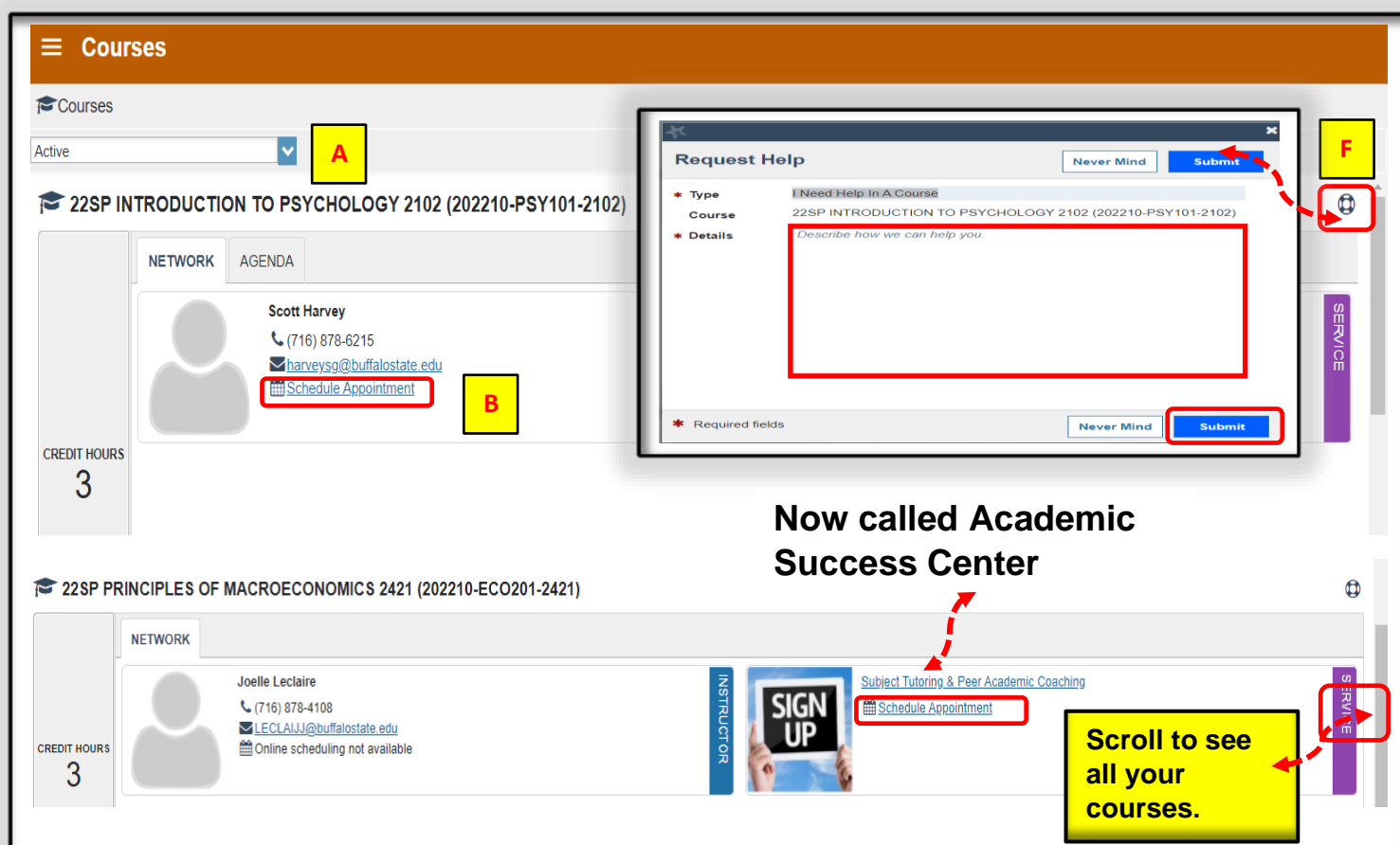
Section 8: Courses

[6]. Courses. Your **Courses** channel displays the courses in which you are enrolled and provides contact and additional information about the instructor. The Courses channel defaults to the **Active term** **[A]**, however, you can select the drop-down arrow to choose a specific term, when necessary. **If your instructor or Peer Tutor has office hours for appointments the Schedule Appointment link **[B]** displays.**

If you are currently taking a course that we have a Peer Tutor for, you will find the **Academic Success Center** Service in your Courses channel. You will also find it in your **My Services channel**, via your **Dashboard** or **Your Services channel**, via your **My Success Network**.

As shown in the example below, if you are taking ECO 201 and we have a Peer Tutor for ECO 201, you will see the Academic Success Center Service link in your Courses channel.

To schedule a tutoring appointment with a Peer Tutor, click the **Schedule Appointment** link and select your reason why you are scheduling your tutoring appointment **[What do you need help with?]**. If you do not see your reason listed, simply select: **Other** **[C]**. Choose your appointment **day** and **time**. **Note:** Always adjust the date range and select three or more days out to make sure that you are seeing all available days and times. Once you have your day and time you want, select continue **[D]**. Tell us a little bit about what's going on so we can better assist you. Select **Confirm**. Your appointment is now scheduled **[E]**.



The screenshot shows the 'Courses' page on the Buffalo State website. The page has a brown header with the 'Courses' title. Below the header, there's a 'Courses' section with a dropdown menu set to 'Active' (labeled **A**). The first course listed is '22SP INTRODUCTION TO PSYCHOLOGY 2102 (202210-PSY101-2102)'. Under this course, there's a 'NETWORK' tab and an 'AGENDA' tab. The 'NETWORK' tab shows the instructor's contact information: Scott Harvey, (716) 878-6215, and harveysg@buffalostate.edu. A red box highlights the 'Schedule Appointment' link (labeled **B**). To the right of the course information, there's a 'Request Help' modal window. This window has a 'Type' field set to 'I Need Help In A Course', a 'Course' field set to '22SP INTRODUCTION TO PSYCHOLOGY 2102 (202210-PSY101-2102)', and a 'Details' field with a red box around it (labeled **C**). At the bottom of the modal, there are 'Never Mind' and 'Submit' buttons, with the 'Submit' button highlighted by a red box (labeled **D**). On the right side of the page, there's a vertical sidebar with a 'SERVICE' button (labeled **F**). Below the first course, there's another course listed: '22SP PRINCIPLES OF MACROECONOMICS 2421 (202210-ECO201-2421)'. This course also has a 'NETWORK' tab showing the instructor's contact information: Joelle Leclaire, (716) 878-4108, and LECLAJJ@buffalostate.edu. A red box highlights the 'Schedule Appointment' link (labeled **E**). At the bottom of the page, there's a yellow box with the text 'Scroll to see all your courses.' (labeled **G**). A red arrow points from the 'Schedule Appointment' link in the second course to the 'SIGN UP' button in the 'INSTRUCTOR' section.

Now called Academic Success Center

Scroll to see all your courses.

Courses


Courses

Active

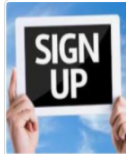
22SP INTRODUCTION TO PSYCHOLOGY 2102 (202210-PSY101-2102)

NETWORK

AGENDA

**Scott Harvey**
(716) 878-6215
harveysg@buffalostate.edu
[Schedule Appointment](#)

INSTRUCTOR




[Subject Tutoring & Peer Academic Coaching](#)
[Schedule Appointment](#)

SERVICE

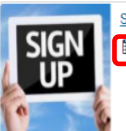
CREDIT HOURS
3

22SP PRINCIPLES OF MACROECONOMICS 2421 (202210-ECO201-2421)

NETWORK

**Joelle Leclaire**
(716) 878-4108
LECLAIRJ@buffalostate.edu
Online scheduling not available

INSTRUCTOR




[Subject Tutoring & Peer Academic Coaching](#)
[Schedule Appointment](#)

SERVICE

CREDIT HOURS
3

Now called Academic Success Center

Schedule Appointment

 **Subject Tutoring & Peer Academic Coaching**

Now called Academic Success Center

What do you need help with?

☐ Exam/test prep

☐ Note taking

☐ Reading textbooks/academic articles

☒ Understanding course material


☐ Homework help

☐ Other

☐ Time management

Select the reason why you are scheduling your tutoring appointment. If you do not see your reason listed, simply select: Other [C].[CANCEL](#) [CONTINUE](#)

Schedule Appointment



Subject Tutoring & Peer Academic Coaching

Now called Academic Success Center

What day and time works for you?

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

01-23-2022 → 01-25-2022

Filter: All session types

January 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	D
9	10	11	12	13	14	
16	17	18	19	20	21	22

Sunday, January 23

7:00 pm - 7:30 pm 30m

Mark Morlock

Peer Tutor-Economics and Business(Accounting)

BlackBoard Collaborate

22SP PRINCIPLES OF MACROECONOMICS 2421 (202210-ECO201-2421)

7:30 pm - 8:00 pm 30m

Mark Morlock

Peer Tutor-Economics and Business(Accounting)

BlackBoard Collaborate


22SP PRINCIPLES OF MACROECONOMICS 2421 (202210-ECO201-2421)

Monday, January 24

[BACK](#)

CONTINUE

Schedule Appointment



Subject Tutoring & Peer Academic Coaching

Now called Academic Success Center

Does this look correct?

Date and Time

Sunday, January 23

7:00 pm – 7:30 pm

Reason for Visit

Understanding course material [Change](#)

Team Member

Mark Morlock

Peer Tutor-Economics and Business(Accounting)

Course

22SP PRINCIPLES OF MACROECONOMICS 2421 (202210-ECO201-2421)

Location

BlackBoard Collaborate

if you want, tell us a little bit about what's going on so we can help

E


[BACK](#)

CONFIRM

In addition to scheduling your tutoring appointments through your **Courses channel** [Remember: **Academic Success Center, ONLY**], you can also schedule tutoring appointments through: [1] your **My Services channel** via your **Dashboard** or [2] **Your Services channel**, via your **My Success Network**. In your My Services channel and Your Services channel, you will also find the **Math Center** Service and the **Writing Center** Service. The process for scheduling your tutoring appointments is the same whether you are scheduling them through your Courses channel [Remember: Academic Success Center Service, **ONLY**] or through your My Services channel or Your Services channel.

[7]. Request Help

You will also have access to the **Help icon**  **[F]** if you want to request help specifically for the course. Grades and Agenda tabs may display additional information if that data is available in your institution's BSP environment. If the Agenda tab is available, you can view your assignments on the Agenda tab.

 **Request Help**

Need assistance with something?

Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!

* Type of help needed

Select the type of help needed ▼

Course

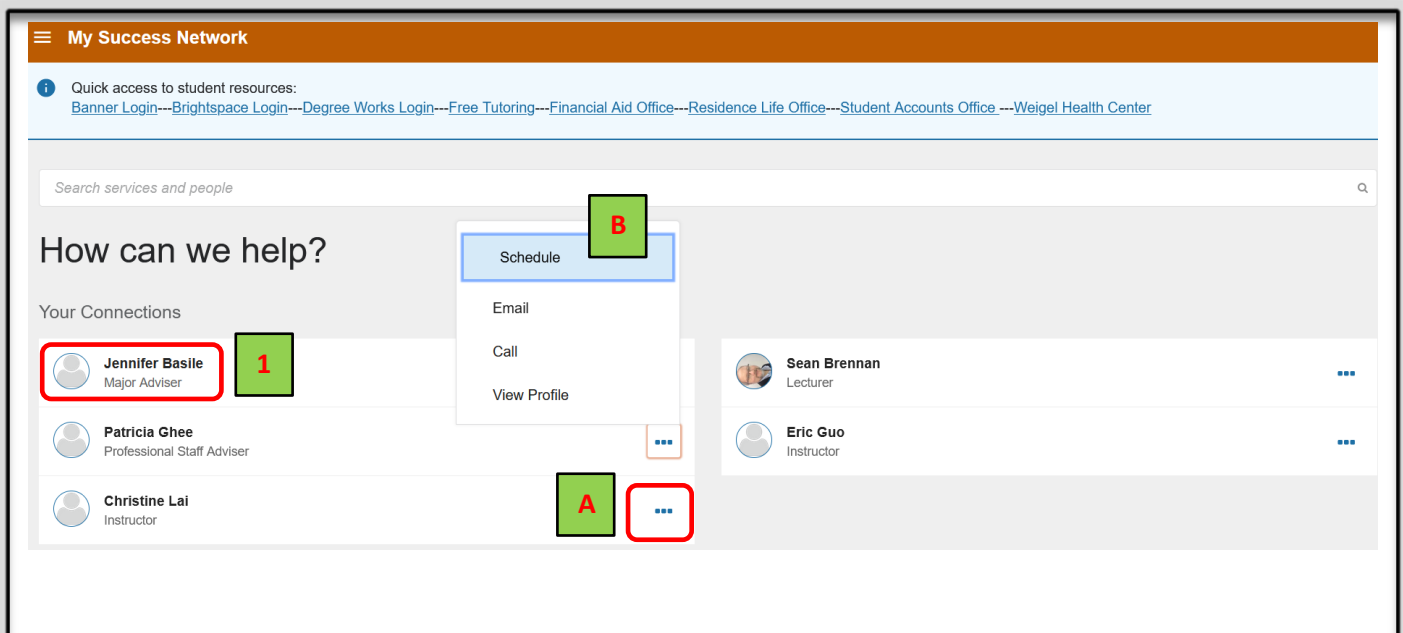
Details

[CANCEL](#) [SUBMIT](#)


Section 9: Various ways to schedule your appointments

1. Appointments can be made via your Dashboard through your:

- **My Connections** channel
 - **My Services** channel
 - **Your Services** channel via your My Success Network
- **[A]** Click on the **three dots**.
 - **[B]** The **Schedule** link will appear if your instructor or staff member has office hours for appointments
 - **[C]** Select the appropriate appointment type. In the example below, there is only one **[Office Hours]**. Some faculty & staff may have more than one role in the system with different appointment types.
 - **[D]** Click **Continue**.
 - **[E]** Select the **reason** why you are scheduling an appointment. This helps us prepare for the meeting so that we can better assist you.
 - **[F]** Choose your appointment **day** and **time**. **Always adjust the date range and select three or more days out to make sure that you are seeing all available days and times. Once you have your day and time you want, select continue.**
 - **[G]** Tell us a little bit about what's going on so we can better assist you. Select **Confirm**. Your appointment is now scheduled
 - **[H]** An email will be sent to your Buffalo State email account outlining the details of the appointment you just made. You can also view this same email in your BSP under your **Messages [I]**.
 - **[J]** An email will be sent to your Buffalo State email account if you decide to **cancel** your appointment. You can also view this same email in your BSP under your **Messages [K]**.



Schedule Appointment



Scott Harvey
Instructor

What do you need help with?

Office Hours

C


D

CANCEL

CONTINUE

C. Select the appropriate appointment type. In this example, there is only one [Office Hours]. Some faculty & staff may have more than one role in the system with different appointment types.

Schedule Appointment



Scott Harvey
Instructor

What do you need help with?

Office Hours

E

☐ Course add / withdrawal

☐ Course tutoring

☒ Discuss grades


☐ Discuss prior course work

☐ General visit

☐ Review exam or quiz

E. Select the reason why you are scheduling an appointment. This helps us prepare for the meeting so that we can better assist you.

Schedule Appointment



Scott Harvey
Instructor

What day and time works for you?

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

01-04-2022 → 01-06-2022

Filter: All session types

January 2022

2 3 4 5 6 7 8 9 10 11 12 13 14 15

Thursday, January 06

4 available

☒ 2:00 pm - 2:15 pm Classroom Building C330 15m

☐ 2:15 pm - 2:30 pm Classroom Building C330 15m


☐ 2:30 pm - 2:45 pm Classroom Building C330 15m

☐ 2:45 pm - 3:00 pm Classroom Building C330 15m

BACK

CONTINUE

F. Choose your appointment day and time. Always adjust the date range and select three or more days out to make sure that you are seeing all available days and times. Once you have your day and time you want, select continue.



Scott Harvey
Instructor

Schedule Appointment

Does this look correct?

Date and Time
Thursday, January 06
2:00 pm – 2:15 pm
[Change duration](#)

Location
Classroom Building C330
Please knock

Meeting Instructions
Please knock

Reason for Visit
Discuss grades [Change](#)

Course
[Add a course](#)

If you want, tell us a little bit about what's going on so we can help

G

[BACK](#)

CONFIRM

G. Tell us a little bit about what's going on so we can better assist you. Select Confirm. Your appointment is now scheduled.

From: **Starfish Calendar** <ops-ore2@calendar.starfishsolutions.com>
 Date: Mon, Jan 17, 2022 at 10:59 AM
 Subject: Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
 To: **Your BSC Email** <@mail.buffalostate.edu>
 Hi **Your Name**

We're confirming that you have scheduled the following appointment:

Scheduled By: **Your Name**
Meeting With: Robert Hudson and **Your Name**
Date: 1/19/2022 10:00 AM EST
Your Name (When scheduling a phone appointment, please remember to leave me your phone number. Thanks!)
Reason for Meeting: Complete Withdrawal

To make changes to your appointment, please go to Bengal S

Sincerely,
Your Name

From: Starfish Calendar
 Date: 1:59 pm Today
 Subject: Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
 Hi **Your Name**


We're confirming that you have scheduled the following appointment:

Scheduled By: **You Name**
Meeting With: Robert Hudson and **Your Name**
Date: 1/19/2022 10:00 AM EST
Location: Phone (When scheduling a phone appointment, please remember to leave me your phone number. Thanks!)
Reason for Meeting: Complete Withdrawal

To make changes to your appointment, please go to Bengal Success Portal.

Sincerely,
Your Name


H. An email will be sent to your Buffalo State email account outlining the details of the appointment you just made. You can also view this same email in your BSP under your Messages [I].




Messages

Messages

Past Week

 Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
Diamond Pray
2:03 pm

 Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
Diamond Pray
1:59 pm

I. You can also view this same email in your BSP under your Messages.

From: **Starfish Calendar** <ops-ore2@calendar.starfishsolutions.com>
Date: Mon, Jan 17, 2022 at 11:03 AM
Subject: Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
To: **Your BSC Email** mail.buffalostate.edu

Hi **Your Name**

We're confirming that you have canceled the following appointment:

Canceled By: **Your Name**
Meeting With: Robert Hudson and **Your Name**
Date: 1/19/2022 10:00 AM EST
Location: Phone (When scheduling a phone appointment, please remember to leave me your phone number. Thanks!)
Reason for Meeting: Complete Withdrawal
Comment: I cancel this appointment due to family concerns. I will reschedule another day.

To reschedule, please go to Starfish.

Sincerely,

Your Name

From: Starfish Calendar
Date: 2:03 pm Today
Subject: Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
Hi **Your Name**

We're confirming that you have canceled the following appointment:

Canceled By: **Your Name**
Meeting With: Robert Hudson and **You Name**
Date: 1/19/2022 10:00 AM EST
Location: Phone (When scheduling a phone appointment, please remember to leave me your phone number. Thanks!)
Reason for Meeting: Complete Withdrawal
Comment: I cancel this appointment due to family concerns. I will reschedule another day.

To reschedule, please go to Starfish.

Sincerely,



Your Name

J. You will also receive an email **IF** you canceled your meeting. The canceled message can also be viewed in your **Messages** **[K]**.

Messages

Messages

Past Week

-  Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
Diamond Pray 2:03 pm **[K]**
-  Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
Diamond Pray 1:59 pm

K. You can also view this same email in your BSP under your **Messages**.

Section 10: Tracking Items – Flags, Kudo's, Referrals, and To-Do's

- **Important message about raising flags**

A flag is a **Starfish [Bengal Success Portal, BSP]** notification designed to raise an alert that a student is not meeting expectations in some way. Flags can be raised by your instructor(s) for many academic reasons.

What should you do if you see flags in your Notifications section of your Dashboard?

Whether one flag or many flags are raised by your instructor(s), it is essential that you be proactive and respond to each of your flags immediately. Communication with your instructor(s), early and often, is critical to your overall academic success at Buffalo State. If your instructor has raised a flag(s), they are communicating a **concern** that they have about **YOUR** academic performance in class! Therefore, **do not** ignore any flags you may receive! Take immediate action and discuss the flag(s) with your instructor(s).

Note: Some instructors may not be using BSP. It is always important to ask your instructor(s) where you stand in a course. Do not **assume** that everything is okay! Communicate and ask questions! For example, if you are missing class/showing up late or missing assignments, everything is **NOT okay**, and you will need to discuss this with your instructor(s). You do not want to fail a course and take it again. Be proactive and communicate with all your instructors!

- **Types of flags you *could* receive**

1. **Attendance Concern** – This flag is raised when you miss class. Don't miss class!
2. **General Concern** – This flag is raised when no other flags satisfy your instructor(s) specific concern(s). An email will be sent to you with your instructor(s) comments. **Therefore, check your Buffalo State email a few times daily and respond to your email(s). If you do not understand something, ASK QUESTIONS!**
3. **In Danger of Failing** – This flag is raised if you are **in danger of failing** a course! You need to discuss this with you instructor(s), immediately!
4. **Missing/Late Two or More Assignments** – This flag is raised if you are missing or are late with two or more assignments. Missing or late assignments will significantly impact your overall course grade(s).

5. **Never Attended** - This flag is raised to indicate that you have never attended class. If you do not attend your classes, you will fail them. College is expensive so it is critical for you to attend all your classes.
 6. **Student Expressed Difficulty Accessing Course Material and Technology** - Student expressed difficulty accessing course material and technology.
1. Receiving **Kudos** is our way of saying, Congratulations or Keep up the Good Work! Receiving Kudos means that your instructor or campus staff member has noticed your good work and academic performance in one, or hopefully all of your courses! Keep up the good work! You can view your Kudos in your Notifications section on your Dashboard.
 2. A **Referral** or a **To-Do** item means that your instructor or a campus staff member wants you to follow through on a specific item or items. Some Referrals and To-Do's have deadline dates to help keep you on track. Once you have followed through with completing these items, the person or office who raised it will usually be the same ones to clear it as a completed task. You can view your Referrals and To-Do's in your Notifications section on your Dashboard.