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 University (BSU). 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]?

- 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:

  a. clicking the **Quick Links Icon [A]** in the upper right corner of the Buffalo State main page: https://suny.buffalostate.edu/.
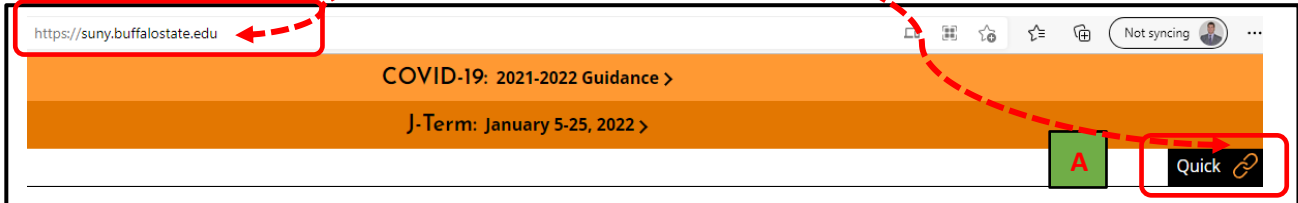
  b. then selecting: **MYBUFFSTATE [B]**, then selecting: **Students [C]**.
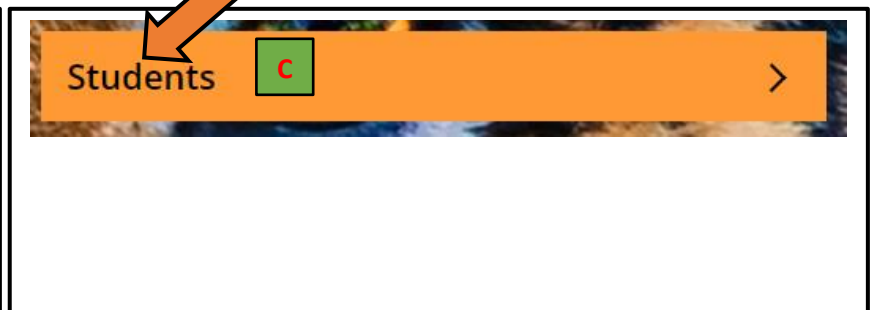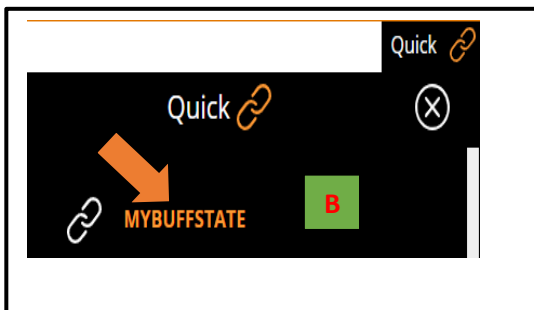
  d. Locate your **TOOLBOX [D]** on the left side of the page and select: **Bengal Success Portal [E]**, then select **LOGIN [F]** on the Bengal Success Portal page.
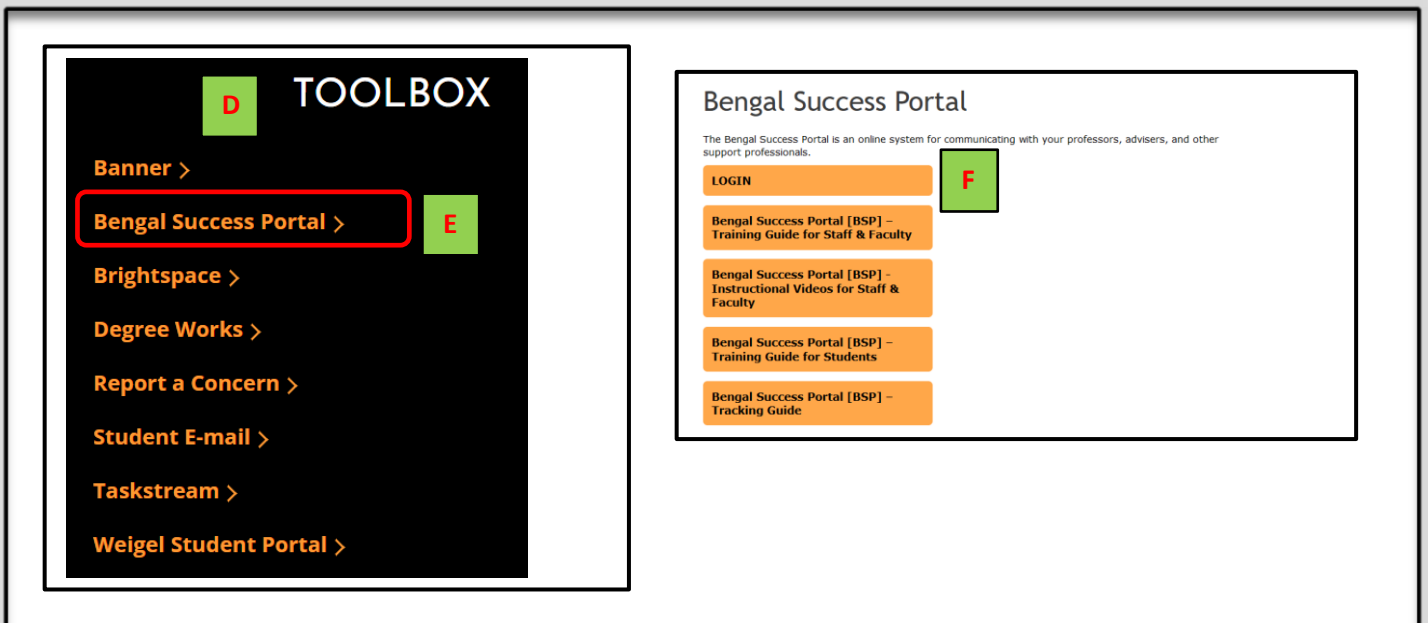
Log In

Type your username and password

G

Username

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 BSU email address. Your Username includes everything that is *before* the @buffalostate.edu

You can also access your BSP by going to:

a. https://suny.buffalostate.edu/students
b. Scroll down the page and then click the **Bengal Success Portal** link inside your **Toolbox**
c. 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 >
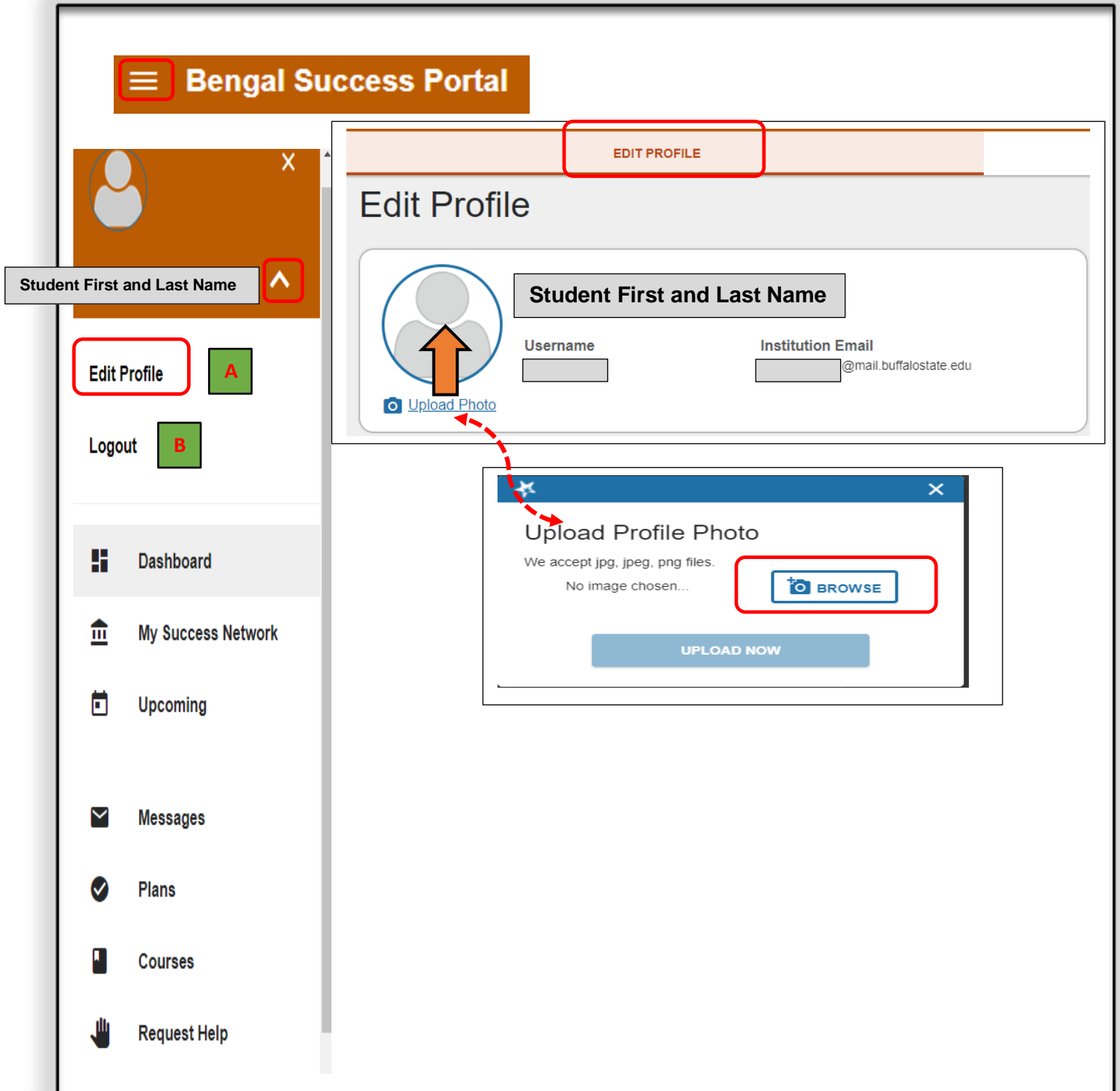
Weigel Student Portal >

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

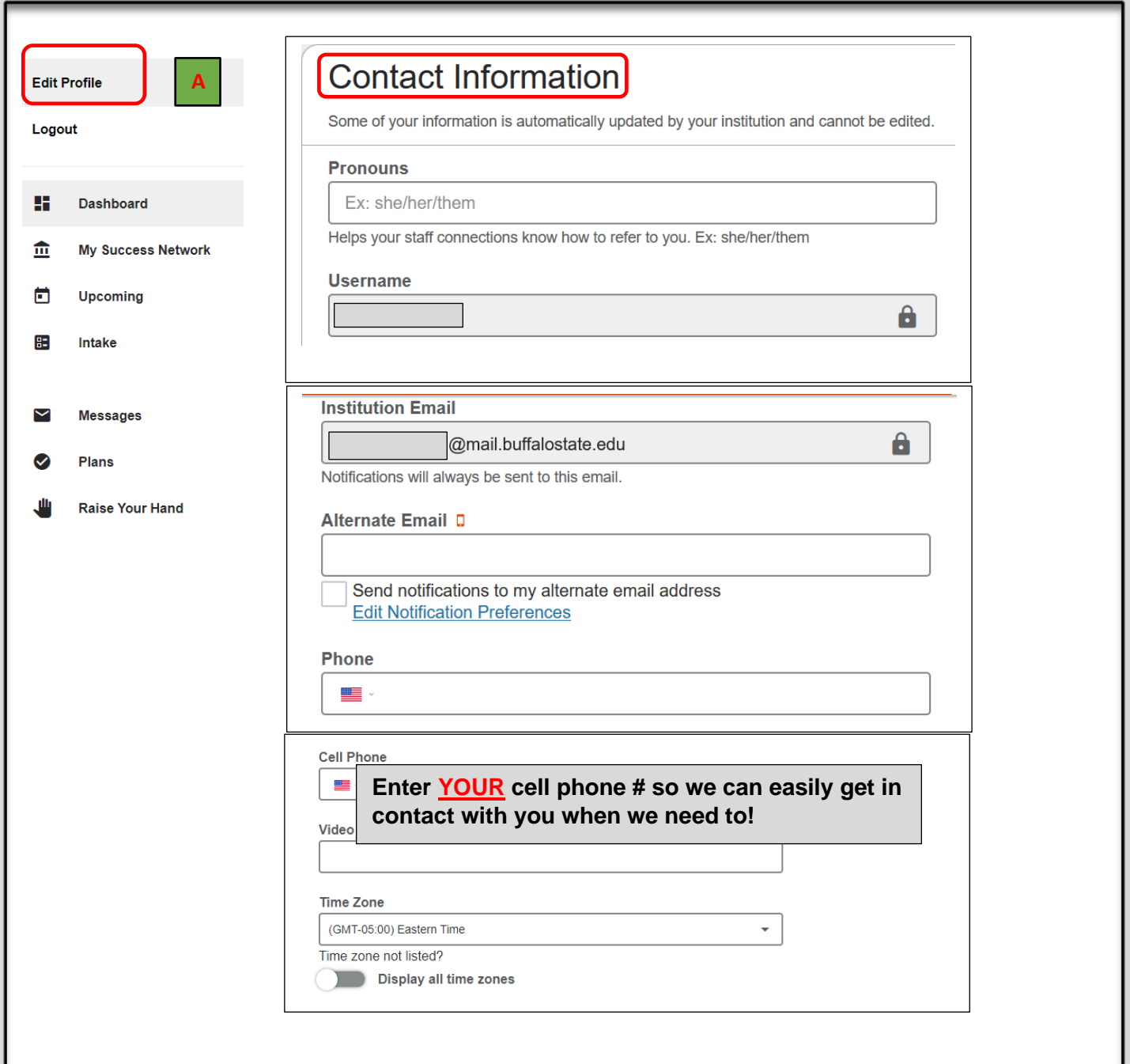## Section 2: Create or edit your Bengal Success Portal [BSP] profile

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

Contact Information

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

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

🇺🇸 ⌄
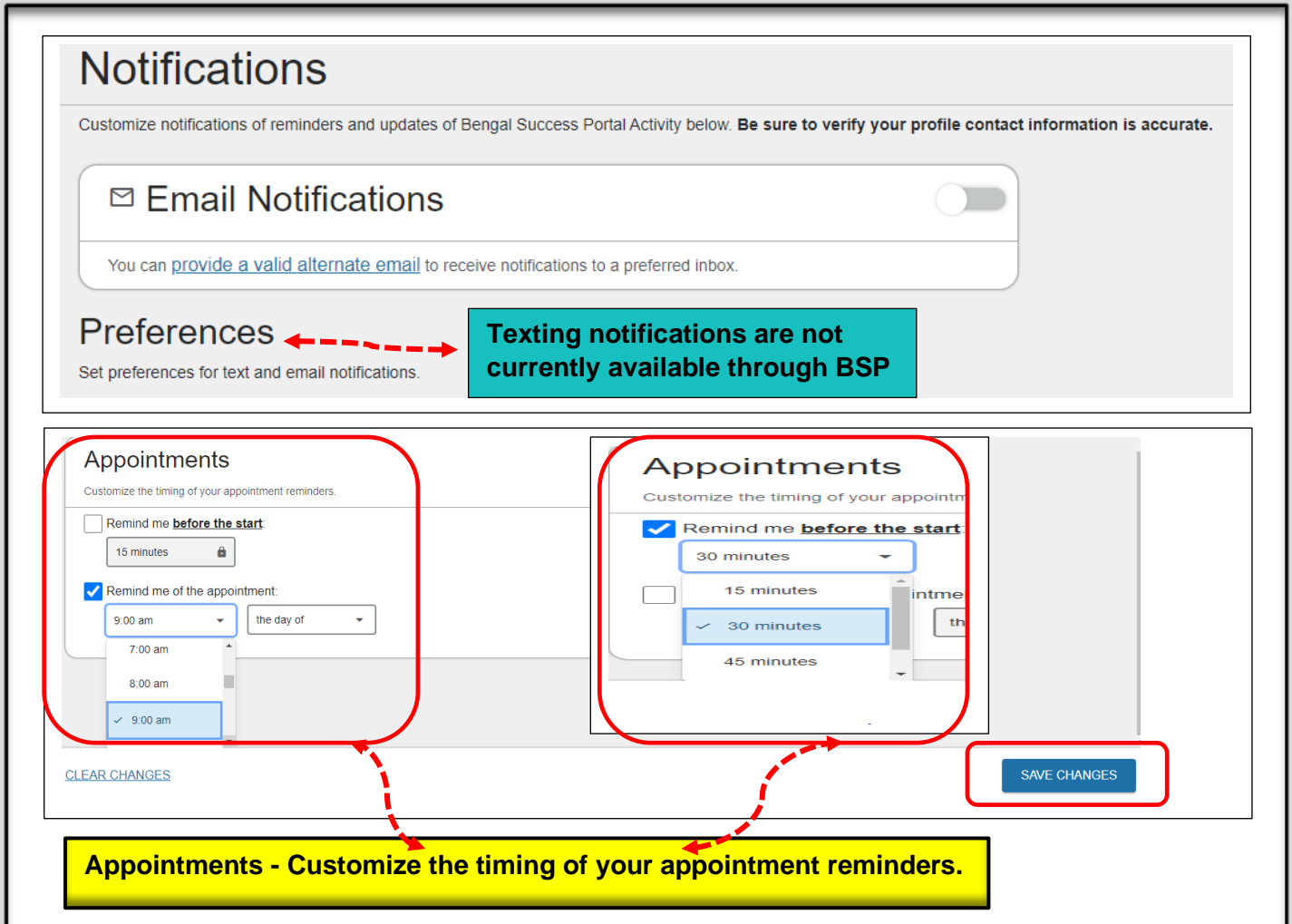
Cell Phone

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

Video

Time Zone

(GMT-05:00) Eastern Time ⌄
Time zone not listed?
Display all time zones

Edit Profile | A
Logout

▪ Dashboard
🏛 My Success Network
📅 Upcoming
🔲 Intake

✉ Messages
✓ Plans
✋ Raise Your Hand

Notifications

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

Notifications

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

✉ **Email Notifications**

You can provide a valid alternate email to receive notifications to a preferred inbox.

Preferences ← - - - - - → **Texting notifications are not currently available through BSP**

Set preferences for text and email notifications.

Appointments

Customize the timing of your appointment reminders.

☐ Remind me **before the start**:
15 minutes 🔒

☑ Remind me of the appointment:
9:00 am | the day of
7:00 am
8:00 am
✓ 9:00 am

Appointments

Customize the timing of your appointm

☑ Remind me **before the start**:
30 minutes
15 minutes
✓ 30 minutes
45 minutes

CLEAR CHANGES

SAVE CHANGES

Appointments - Customize the timing of your appointment reminders.

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

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≡ 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**

Choose Date:

January 1, 2022 📅   < 📅 >

	Su 26	Mo 27	Tu 28	We 29	Th 30	Fr 31	Sa 1
ALL DAY							
7 am							
8 am							
9 am							
10 am							

Read more about understanding your BSP calendar.

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
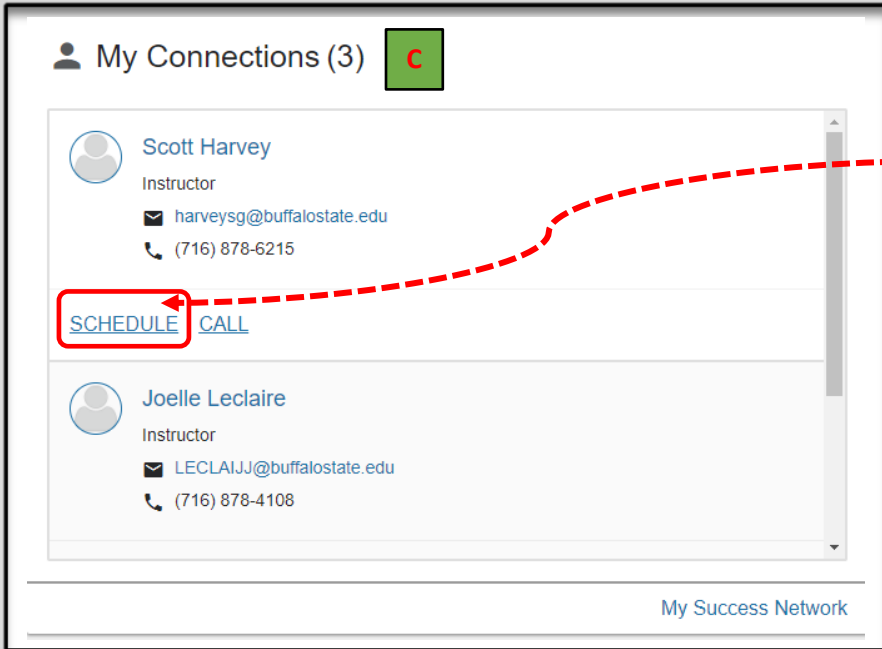
🚩 **FLAG**
Attendance

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

🚩 **FLAG**
Missing/Late Assignments

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My Connections (3) [C]

Scott Harvey
Instructor
harveysg@buffalostate.edu
(716) 878-6215
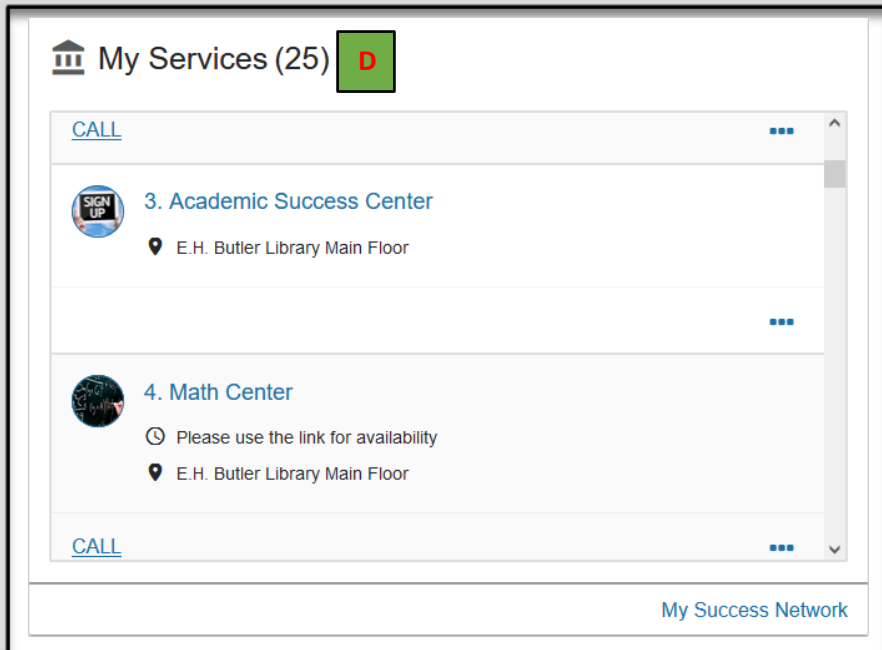
SCHEDULE CALL

Joelle Leclaire
Instructor
LECLAIJJ@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

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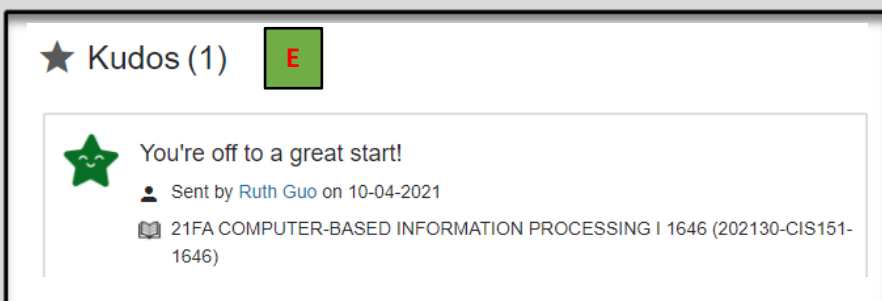
4. Math Center
Please use the link for availability
E.H. Butler Library Main Floor

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.
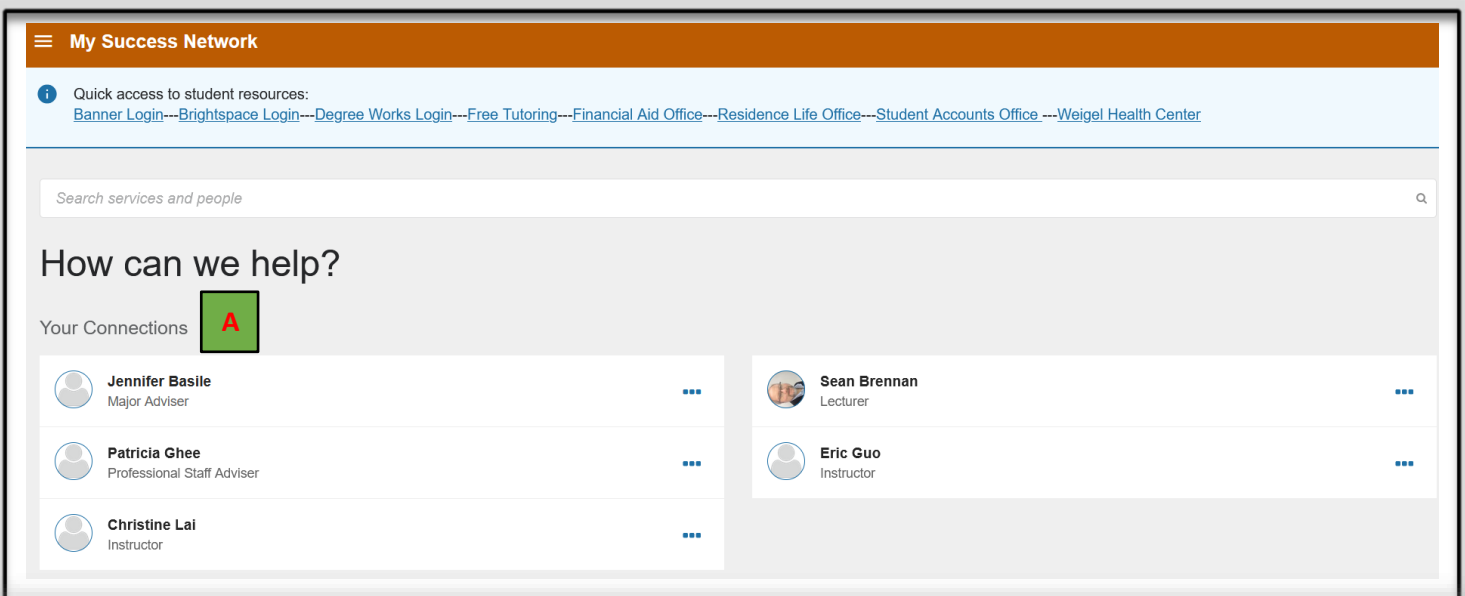
★ Kudos (1) [E]

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.

≡ **My Success Network**
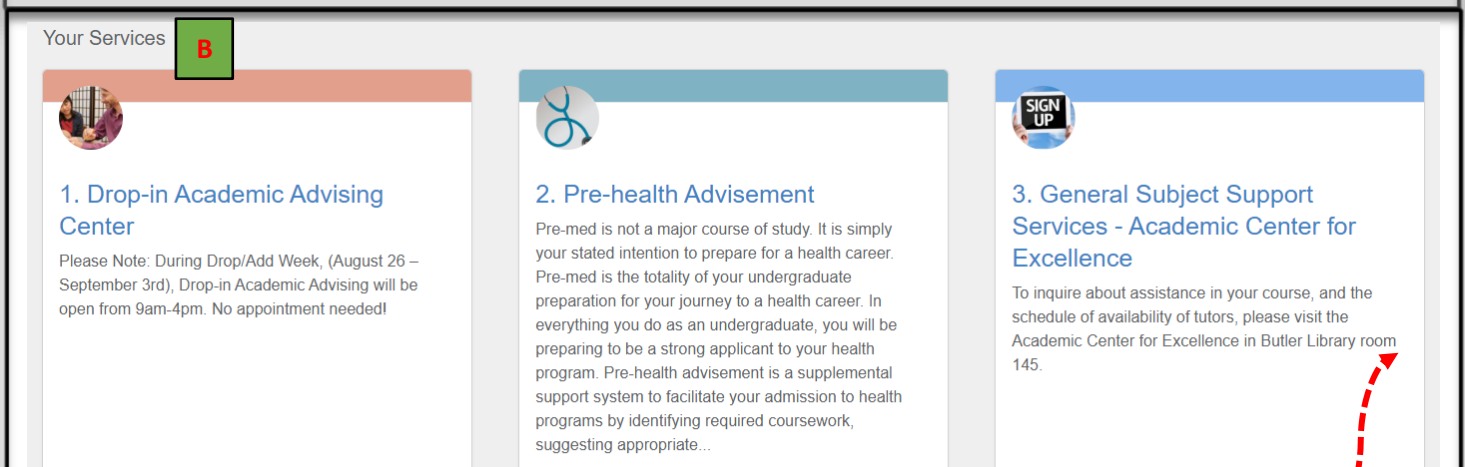
ⓘ Quick access to student resources:
Banner Login---Brightspace Login---Degree Works Login---Free Tutoring---Financial Aid Office---Residence Life Office---Student Accounts Office ---Weigel Health Center

Search services and people   🔍

How can we help?

Your Connections   **A**

Jennifer Basile Major Adviser	•••	Sean Brennan Lecturer	•••
Patricia Ghee Professional Staff Adviser	•••	Eric Guo Instructor	•••
Christine Lai Instructor	•••		

Your Services   **B**

1. Drop-in Academic Advising Center

Please Note: During Drop/Add Week, (August 26 – September 3rd), Drop-in Academic Advising will be open from 9am-4pm. No appointment needed!

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...

3. General Subject Support Services - Academic Center for Excellence

To inquire about assistance in your course, and the schedule of availability of tutors, please visit the Academic Center for Excellence in Butler Library room 145.

Your Services channel, via your My Success Network, includes Services such as: Drop-in Academic Advising Center, General Subject Support Services - Academic Center for Excellence (To inquire about assistance in your course, and the schedule of availability of tutors, please visit the Academic Center for Excellence in Butler Library room 145.), Math Support Services – Academic Center for Excellence, and Writing Support Services – Academic Center for Excellence. These are just a few Services. You can scroll through to see the complete list of available Services.

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Your Services

1. Drop-in Academic Advising Center

Please Note: During Drop/Add Week, (August 26 – September 3rd), Drop-in Academic Advising will be open from 9am-4pm. No appointment needed!

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...

CALL

...

3. General Subject Support Services - Academic Center for Excellence

To inquire about assistance in your course, and the schedule of availability of tutors, please visit the Academic Center for Excellence in Butler Library room 145.

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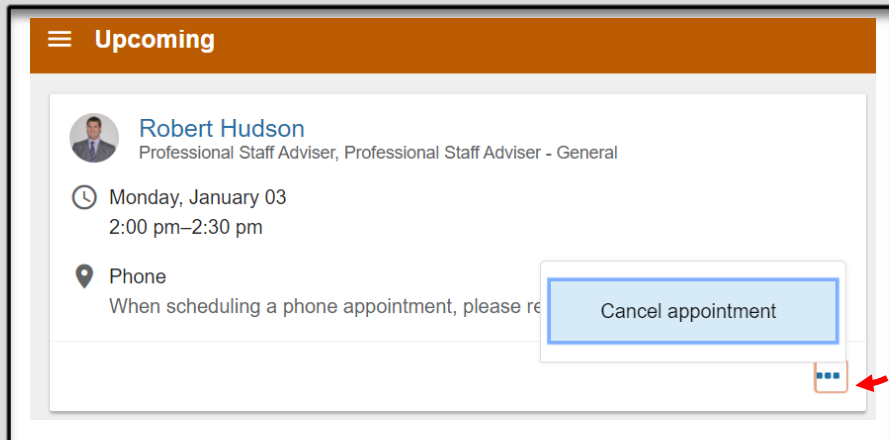
Clicking the **three dots** will allow you to **cancel** an appointment.

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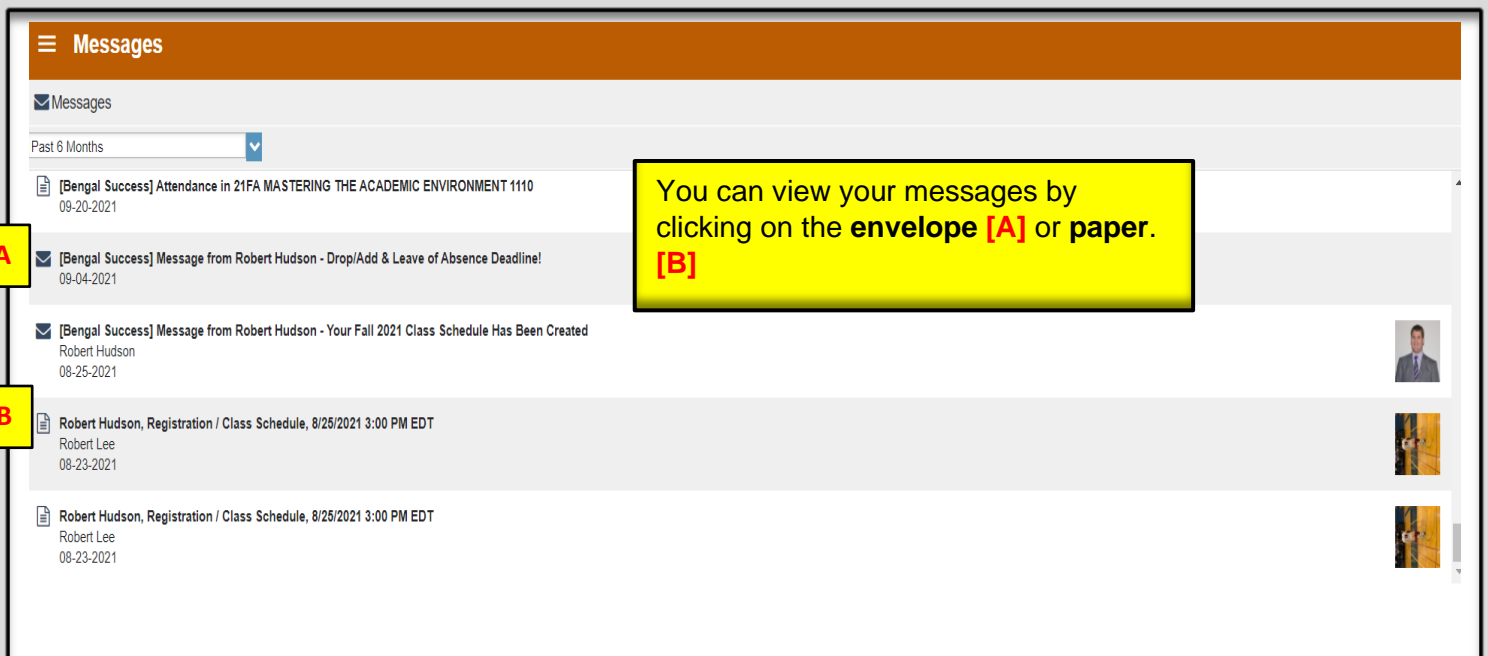
You can view your messages by clicking on the **envelope [A]** or **paper**. **[B]**

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	Due: 03-03-2020
Professor to assign plan and review plan in class with students	
🧩 **Academic Improvement Plan (In Progress)**	View Details
2. Meet with your advisor Status: Resolved	Due: 02-26-2020
Please schedule a meeting with your advisor through Starfish	
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.

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

    - o **[A]** Click on the **three dots**.
    - o **[B]** The **Schedule** link will appear If your instructor or staff member has office hours for appointments
    - o **[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.
    - o **[D]** Click **Continue.**
    - o **[E]** Select the **reason** why you are scheduling an appointment. This helps us prepare for the meeting so that we can better assist you.
    - o **[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.**
    - o **[G]** Tell us a little bit about what's going on so we can better assist you. Select Confirm. Your appointment is now scheduled
    - o **[H]** An email will be sent to your Buffalo State University 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]**.
    - o **[J]** An email will be sent to your Buffalo State University email account if you decide to cancel your appointment. You can also view this same email in your BSP under your **Messages [K].**

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≡   My Success Network

ⓘ 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

Search services and people   🔍

How can we help?

Your Connections

Jennifer Basile   **1**
Major Adviser

Patricia Ghee
Professional Staff Adviser   •••

Christine Lai   **A**   •••
Instructor

B
Schedule

Email

Call

View Profile

Sean Brennan   •••
Lecturer

Eric Guo   •••
Instructor

↿   Schedule Appointment

Scott Harvey
Instructor

What do you need help with?

Office Hours   ⌄

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.

C

D

CANCEL   CONTINUE

↿   Schedule Appointment

Scott Harvey
Instructor

What do you need help with?   **E**

Office Hours

○ 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.

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---

t **Schedule Appointment**

Scott Harvey
Instructor

F

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 ▼

Thursday, January 06   4 available

←   **January 2022**   →

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

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

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

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

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

BACK   **CONTINUE**

F. Choose your appointment <u>day</u> and <u>time</u>. 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.

---

t **Schedule Appointment**

Scott Harvey
Instructor

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

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**

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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 BSU Email] @mail.buffalostate.edu>

Hi Diamond,

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
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].

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: [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

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

Sincerely,
[Your Name]

≡ **Messages**

✉ Messages

Past Week

📄 Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
2:03 pm   [Your Name]

📄 Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
1:59 pm   [Your Name]   I

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

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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 BSU 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]

[J]

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
2:03 pm [Your Name] [K]

📄 Robert Hudson, Complete Withdrawal, 1/19/2022 10:00 AM EST
1:59 pm [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 [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]

[K]

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. <mark>**Never Attended**</mark> - 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. <mark>**Student Expressed Difficulty Accessing Course Material and Technology**</mark> - 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.