

Redhawk SOAR – Quick Start Guide for Faculty

What is Redhawk SOAR?

Redhawk SOAR (Student Outreach Advising & Retention) is case management software specifically created to make all your interactions more efficient and in the process, assist our students. It is SU's personalized version of the Pharos 360 software.

With Redhawk SOAR you can:

- Praise students for good work
- Track advising notes
- Send a single student or group referral
- Access your class rosters
- View student ID photos (coming soon!)
- Send emails to students or advisees
- Quick reply to questions about students who have already been referred

Accessing Redhawk SOAR

In any web browser, go to seattleu.pharos360.com
(or access link via mySeattleU)

Use your SU username and password to log in

**NOTE: All FERPA restrictions apply.
Be sure to LOG OUT when finished.**

After Login

Along the very top on the left, you will see a menu bar that offers these options: Launchpad, Send Alert, "Your Name," and Logout. Click Launchpad to access the screen below.

Launchpad



On the large Launchpad in your center screen are four icons:

- **SEND ALERT:** *Notify Us About a Struggling Student*
- **MY STUDENTS:** *Manage Your Courses and Groups*
- **FEEDBACK REQUESTS:** *Respond to Questions About a Student - LIMITED USE FOR NOW*
- **SURVEYS:** *Complete Surveys – LIMITED USE FOR NOW*

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Send Alert

This is where you send the Student Persistence Team a referral about a student:

- On the Launchpad, click on the life preserver icon that reads: **“Send Alert”**
 - Enter student name or ID: *Susie Smith* or *1234567* and click “Search”
 - In the results, go to the FAR right & click on the life preserver: *Send Alert*
 - Fill in your contact information
 - Complete the referral form. Click on any info that applies and add anything you want us to know (the more info, the more helpful we can be.)
- Note that this will become a permanent part of the student’s educational record. If you would like to provide more information that you feel should not be part of their educational record, please do not hesitate to indicate the referral manager should contact you before contacting the student.*
- Click *Submit Referral* at the bottom when done



You will receive a receipt of referral email.

Why might you send a student alert?

- A student is struggling in your course
- A student might benefit from additional support or outreach
- A student is encountering challenges that you are not equipped to respond to
- A student has disclosed that they may be considering leaving SU
- To share any of this information with their advisors

What happens after an alert is sent?

The SU Student Persistence Team is notified and members of the team triage the referral to the appropriate office.

Among others, the offices include:

- School/College Advising Centers
- Learning Assistance Programs
- Dean of Students
- Career Engagement
- Disability Services



My Students

This icon takes you to your classes, advisee lists and/or groups of your students. Here you will have all the student information you need to assist them and you in a timely fashion.

You will see three columns on this page: In the *Groups* column you’ll find your Courses, Advisees, other known relationships, Labels and possibly Relationship Management Areas.

- Each of these subgroups, when selected, will reveal lists of your students, displayed in the center column

What you can do with this view:

- Selecting the checkbox next to the student’s name shows an abbreviated view of the student in the third column, *Snapshot*. You can see the student’s ID photo, send an alert, submit a student update or send an email
- Add a Label to a student, putting them in a group of your choice

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- *Select All* in your student list by choosing from the drop-down menu in the top and you will see a photo roster, and can send a student update or email

If you click on the **Student Information** button, you can:

- View your *Log Entries*; this section contains any interactions you've recorded or that's been shared with you
 - *Note*: The log at the top of each student's page permanently retains all interactions: your contacts with the student and your notes. If you like, copy emails from students and paste here to retain them in a unified place
- *Record Contact* with a student: appointments, visits, calls, etc.
- *Email* the student (comes from YOUR SU email account)

Student Updates

You can access *Student Updates* from the My Students page or through an individual student information profile. These are sent directly to the student via email. There are currently three icons:

1. **Good Job**: send praise directly to a student who has shown good effort.
2. **Advising Notes**: track your appointments with students here. A copy of this record is immediately emailed to the student when you submit, so they can see what you discussed during your meeting.
3. **UCOR/HUMT Seminar Courses**: you will be notified if you are teaching a course that requires this.

FAQ's

How do I send an email to a student?

Follow this path: **Launchpad > My Students > Courses or My Advisees > Checkbox student names(s) > Click *Send Email***. This email comes from YOUR SU email account and is recorded as a log entry on student's information page.

How do I delete an error I made in a case note?

You cannot delete or edit an entry once you have submitted it. This protects the integrity of the data. If you have made an error, simply add an additional note and indicate the error, thereby correcting it. You can use the Help button in the lower left to contact Support should the entry need to be deleted.