Welcome to Pathways!

Pathways is Mount Holyoke’s software system to support integrated advising. Pathways helps faculty, advisors, and mentors stay connected with students’ goals, progress, and well-being throughout their academic careers. Key information about each student is stored in a centralized location, and access to that information depends on the individual’s role. This allows you to communicate and coordinate with others in the student’s advising network to help ensure student success.

About this Guide
This guide highlights several ways in which faculty can use Pathways to make advising more efficient and effective:

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Setting up your Advising Hours and Online Appointment Scheduling in Pathways

Use Pathways to post your meeting availability during Advising Week and allow advisees to select an open time slot to meet with you.

1. Use the Scheduling Wizard to schedule multiple office hour blocks during a specific week. From the Home screen, click the Scheduling Wizard button.

2. The Scheduling Wizard window will open. Like with your Office Hours, you will need to provide some details:
   a. Give your advising hours a title.
   b. Provide at least one location (can select multiple if you want to give students a choice).
   c. Provide a minimum and maximum appointment length.

   The default for the minimum appointment length is 15 minutes – this is the shortest appointment length allowable. The maximum length allowed is 8 hours – make sure you adjust this.

   d. Select at least one Appointment Type that can be scheduled during these advising hours. To allow advisees to schedule an appointment with you, check Faculty Advising.
   e. Include any instructions (such as completing the Inform Your Advisor form).
   f. Click Next.

3. Enter the start and end times of your advising hours for the selected week.
   a. Use the arrows to select a different week ( > to go to the next week and < to go to the previous week).
   b. Start typing in the start and end time for the day you want your advising hours.
      i. For afternoon meeting times (ex. 1:00pm), make sure you specify PM (ex. not 1:00am).
c. Click **Add Another Block** if you want more than three office hours blocks scheduled within one day.

d. Once you have entered all of your availability for the week, click **Finish**.

4. You will receive an email confirmation for each office hours block you have created using the Scheduling Wizard. A Google calendar invite is attached to the email and will block off those times for you on your Google calendar.

Your advising hours scheduled through the Wizard will be available in **Pathways**.

Faculty/Instructor View:
To sign up a student, click on the **Sign Up** link on the time slot, and fill in the appointment information. Students will be able to sign themselves up as well.

![Pathways Time Slots](image)

**Reviewing Raised Items on your Students (including Advisees)**

Use the Students screen to manage students that you are connected with in **Pathways**. The **Tracking** tab lets you to see your students and/or advisees that have received concerns and referrals, given kudos or assigned tasks (to-do’s). Select **Faculty Advisor** on the Connection dropdown to see information on your advisees or use the **Student** search to find a specific student. Above the dropdown and Search menus are buttons to **Resolve**, **Comment**, and **Assign** items.

![Pathways Tracking Screen](image)
Reviewing a Student’s Folder before an Advising Meeting

Reviewing a student’s folder before an advising meeting is a good way to prepare. Within Pathways, faculty can see information on students they teach and advise. Each student has a folder that contains several tabs with information about their courses, meetings, advising notes, and concerns. Below is a list of sections (tabs) within the student folder, as well as examples of what you might see.

Overview

This serves as the summary tab for the student. There is a student information section containing information about the student (such as their class year, their program, their residence hall, participation in athletics, on campus jobs) and student files (their degree audit from MyMountHolyoke, refreshed daily).

When you click on the Degree Audit link, you can either open or save the file. If you save the file, the default name for the file is the student’s username underscore Degree Audit (ex. dicki36_DegreeAudit.pdf). As with all information in Pathways, the degree audit is updated once a day.

Courses

Information about courses the students have registered for during their time at Mount Holyoke. Five-College courses are also listed. To narrow the list of courses, you can search by course name or ID (ex. if you wanted to see all math classes, you can search for MAT), specify a Term, or Status (All, Active, Withdrawn or Dropped). While credit hours can be found here, please refer to the degree audit for grades.
Tracking

Use your advising meeting to follow-up with students on any open concerns and reinforce positive feedback. Concerns raised, and kudos given, by faculty and staff can be found in the Tracking tab. Questions and concerns generated by students themselves through the Raise Your Hand feature can be found here as well.

1. Expand the item by clicking the + next to the item name to see more details.
2. Hover over the item icon (orange flag for concerns, green star for kudos, checkbox for to-do’s, and arrow for referrals) to perform actions on the item (such as comment, clear, or edit).
   a. Comment: Use this to communicate any updates on the item (ex. if you reached out to the student to schedule a meeting to discuss a concern).
   b. Clear: Use this to change the status of the item from Active to Resolved (ex. you’ve met with the student and discussed the concern).
   c. Edit: Use this to update the information associated with the item (ex. you forgot a critical detail when creating the concern).

While instructors will only see students’ items related to the courses they teach, advisors will see all course-related items on their advisees. If the student hasn’t received any feedback through Pathways, then this section will be blank.

Meetings

Under Meetings, you can see appointments that the student has had with her instructors, and class deans. Reviewing this section of your advisee’s folder will help give you a sense of who she is actively working with. If the student hasn’t had any appointments scheduled through Pathways, then this section will be blank.
Notes

Notes written by faculty and staff on a student can be found on the Notes tab. In addition to notes, comments and outcomes attached to concerns, kudos, referrals, to-do’s and appointment can be found here. Clicking the + next to the Note type allows you to expand the note. Information on F Letters and Mid Semester Reports for currently enrolled students from previous semesters can be found in the Notes tab.

Network

A student’s core crew, which includes their instructors, advisor(s), class dean, and area coordinator, can be found here. You will see the names of faculty and staff in the student’s network, their relationship to the student, and their email address. This makes it easy for you to reach out and coordinate with others in a student’s network when an issue or question arises.
Documenting an Advising Conversation with a Student

_During or after the meeting_, if something discussed or something happened during the meeting that needed to be documented, you can update the appointment details with outcomes. If there was nothing out of the ordinary from the meeting, you can choose not to document outcomes. You can also send a copy of outcome notes to your advisee.

1. Find the meeting you want to update with outcomes on your dashboard, on your appointments calendar, or in the student’s folder. Hover over the calendar icon.

   From the Dashboard:
   
   - Click on the Outcomes button at the bottom left.

   2. Click on the Outcomes button at the bottom left.

   3. Complete the Outcomes tab:
      
      i. **Time:** Enter the _actual start and end time_ of the meeting.
      
      ii. **Attendance:** Check the box if student missed the appointment.
iii. Email: Check the box if you want to send a copy of the outcomes to student (ex. actions steps or follow-up items for the student).

iv. Comments: Document any details about the appointment. Note these will be viewable by people in the roles listed under Permissions, if they have a relationship with the student.

v. Hit Submit.

4. If you’d like to create a more detailed note about the meeting, click Add Note near the top of the student’s folder. If you are in your Pathways appointments calendar, you can hover over the link on the student’s name and click the Notes button.

i. The permissions for Appointments and Notes can be different – select an appointment reason or note type and the permissions will update in the window. Review the permissions before submitting.
   i. Faculty Advising appointments are visible to academic deans and the advisor. Advising notes are visible to the advisor, academic deans and OSSA.
   ii. Both appointments and notes can be set to private.
   iii. You can send a copy of your Appointment notes (Outcomes) or your Advising note to the student by checking the box to send a copy to the student.
5. If you’d like to update the status of a concern raised about an advisee, see the section of this guide on the Tracking tab within a student’s folder (page 7) and on the My Students screen (page 5).

Other Resources

To learn more about Pathways, please visit mtholyoke.edu/pathways or email us at pathways@mtholyoke.edu.