Welcome to Pathways!

At Mount Holyoke, we recognize that every student’s experience is unique, and every student should be engaged, involved, and at the center of their experience at the College. While you chart your individual path, use Pathways to stay connected with your advising network, and other critical resources and services on campus that are here to help you be successful.

About this Guide

This user guide is intended to give students a basic overview of Pathways. Here are some of the things that will be covered:

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Login

To access Pathways,

Go to pathways.mtholyoke.edu, select your institution, and login using your Mount Holyoke username and password.

From your Home page, access your profile and your channels.

See how Pathways makes it easy to connect with your core advising network, including your instructors, advisor(s), class dean, and area coordinator.
Set up your Profile

Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click the menu (≡) button, and then click on your name. Click on Profile, to open your profile.

From here, review the pre-populated information about you, including your One card photo, your mobile number, email address, and preferred name. If you would like to make any changes to this information, it is recommended that you visit my.mountholyoke self-service and update your contact information on your Student Profile. The changes will be reflected within two business days in Pathways.

You can also customize your appointment reminders:

2. Once you have made your desired changes to your profile, click the Submit button to save your updates.
Navigate the Channels

Within Pathways, there are seven channels: My Success Network, Upcoming, Dashboard, Messages, Courses, Raise Your Hand, and History. Each channel is designed to help you connect with your advising network and maintain relationships across campus.

Click on the menu (≡) button see your channels.

My Success Network

Your Success Network should be the first page you see when you sign into Pathways. If you see something different, click on My Success Network to see your core advising network. This channel lists the people and resources that are here to support you.
The Services that are most relevant to you are displayed first. For services, click on the office name, and you will see the Service Profile, which will contain more information about the service. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

Other individuals and services can be found in the broader Services catalog. Select Show Other Services at the bottom of the page to see additional services.

Use the Search, located near the top of the page, to find a specific service or scroll through the list of available services. For each service you can view contact information, find their website, and schedule online appointments (if available).
Scheduling Appointments with Your Success Network

For each person or service listed you will find contact information and, if online scheduling is available, a link to make an appointment. Next to the person, click on the down arrow and you will see options to Schedule, Email or View Profile. Click on Schedule.

You will be asked to provide information needed to schedule the appointment:

**What do you need help with?**

- Click the down arrow next to the appointment type (ex. Faculty Advising) to further select an appointment reason (ex. Academic Advising).

**What day and time works for you?**

- Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

**Does this look correct?**

- Complete your sign up by adjusting any details, such as duration or course, where applicable. Add a description for why you want to meet.
- Click Confirm to finish scheduling the appointment. You will get an email with the appointment details and the appointment will be listed on the Upcoming tab.
Change or Cancel an Appointment

Upcoming appointments will be listed on your Dashboard in the timeline view (left column). Click the edit icon (✏️) to modify the appointment or the cancel icon (🗑️) to cancel it.

Complete the appropriate window and hit Submit.

You can also cancel a scheduled appointment from the Upcoming screen, by clicking the three dots and selecting Cancel Appointment.
Dashboard

Click on the menu ( ) button and select Dashboard.

Your Dashboard displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include concerns related to your class work (such as a missing assignment), referrals to campus offices (such as AccessAbility Services or Student Financial Services), and Kudos from your instructors (for Showing Improvement, Good Work, or Outstanding Academic Performance).

Messages

Click on the menu ( ) button and select Messages to display messages sent to you in Pathways. Click on any message in the list to display the full contents of that message.
Courses

Click on the menu ( ) button and select Courses to see your courses as well as contact information and available support related to each. Like the My Success Network channel, it shows the people and services specific to the courses you are taking, and gives you the ability to make an appointment or request help related to a course.

**Request Course Help – “I Need Help with a Course”**

Request help with a course directly from the Courses channel.

1. Click the Help icon ( ) link in the upper, right corner next to any of the courses in which you are currently enrolled.

![Course Help Icon](image)

2. This will bring up the Raise Your Hand form. Select the Type of help needed from the drop down menu and give specific Details on how staff can assist you.

3. Click the Submit button to submit your request when you are finished.
Request Help/Raise Your Hand

Click on the menu (≡) button and select Raise Your Hand.

From here, you can ask a question or raise a concern that you have by filling out the form. You will need to provide information about the type of help you are requesting, the related course (if applicable), and a description of your question/concern.

If you have a question or concern related to advising but you don’t know who to go to, you can raise your hand to say “I need help.” Your faculty advisor or class dean will follow up and get you in touch with the right people to help you with your question or concern.

You can raise your hand with a question or concern about Housing. As an example, if you have a question about the lottery process or if you need help resolving an issue with your roommate, you can raise your hand to say “I need help with Housing.”

Note, please do NOT use Pathways for housing issues related to facilities (such as needing a new room key or being locked out of your room) – those need to be reported in Maximo.

For questions and concerns about your courses, it is recommended that you raise your hand from the Courses channel.

Note, if you raise your hand about a course from the Raise Your Hand channel, make sure you select the course in the dropdown. Otherwise, your question or concern will not be received by your instructor.

Note, please do NOT use Pathways to ask your instructor anything that does not constitute course help (such as asking when exam results or other course grades will be available).

Whenever you raise your hand, provide enough details so that faculty and staff can answer your question or address your concern. In most cases, a few sentences is sufficient.

When you are done, click Submit.
Frequently Asked Questions

What if I click the Pathways link and get a “You do not have access” message?

Contact your system administrator by emailing pathways@mtholyoke.edu with the subject “Pathways Account Request” if you should have or would like to gain access to this application.

As a student, what is expected of me?

We want Pathways to be a tool for you to stay connected with your advising network. Pathways will contain important information about your progress in classes, and you are expected to review any feedback (such as concerns) or follow-up items (such as to-do’s and referrals), and when appropriate, to schedule meetings to address the feedback and complete the follow-up items. If you need help with something, you are encouraged to use the raise your hand feature.

What information can I see in Pathways?

As a student, you can see your core advising network, and any of their office hours that have been set up in Pathways. You can also see information on available services across campus. Other information you can see includes: your courses, feedback from your advising network (in the form of concerns and kudos), appointments scheduled through Pathways, and follow-up items from meetings (such as to-do items, or referrals).

What can students do within Pathways?

In addition to seeing information about yourself and your advising network, you can schedule appointments and raise your hand to ask questions or raise a concern.

I want to change some of the information in my Pathways profile, such as my photo, phone number or email address. Where can I go to this?

At this time, you cannot change your photo. You can add an alternate email or phone number by clicking your name in the top right corner. However, this only adds information, as your institutional email and phone number are not changeable fields. To update your cell phone, we recommend visiting MyMountHolyoke self-service and update your contact information on your Student Profile. The changes will be reflected within two business days in Pathways.

What if I need more help?

For questions regarding a concern raised about you, please follow-up with your instructor or advisor.

For questions/issues and feedback related to Pathways, email Pathways@mtholyoke.edu.

For information about training opportunities and drop-in sessions for Pathways, please visit the Pathways website: mtholyoke.edu/pathways
Pathways Features/Glossary

**Concerns (Flags):** Faculty and staff can raise a concerns to let people in a student’s advising network know that you are worried about the student. Who specifically gets notified is based on the concern, and for concerns related to course performance, students are also notified.

**Raise My Hand:** A feature that allows students to ask a question or share a concern they have with the appropriate faculty and staff.

**Kudos:** Instructors can give students positive feedback related to their course performance by giving them a kudos.

**Referral:** If a student wants/needs to access additional supports on campus, faculty and staff can give students a referral to another office or service. When a referral is created in Pathways, an email from the referral creator is sent to student and the receiving office, to facilitate this new connection.

**To-Do:** A to-do is a task that faculty or staff assign to a student, as a follow-up item or next step after a meeting. The specific tasks that faculty and staff can assign are related to their relationship with the student. The student receives an email notification with information about the to-do, including the due date (if assigned).

**Progress Survey:** A progress survey is a form that is available to course instructors within Pathways at set points in the semester (aligned with critical points in the semester, such as around add/drop and the withdrawal deadline) that allows them to provide timely feedback to students course by course. Progress surveys will include an opportunity to provide a kudo and raise concerns about students.

**Success Network:** A student’s core advising network on campus, including their class dean, advisor(s), area coordinator, and instructors.

**Appointments:** If faculty, staff and offices have their office hours set up, students can schedule appointments within Pathways. Faculty and staff can schedule meetings with students within or outside of their office hour blocks. Comments can be associated with the meeting and the student within the student folder.

Document Version Log

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<td>October 2018</td>
<td>Updated to reflect new mobile friendly/responsive interface, new appointment scheduling process, and new Raise Your Hand options</td>
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