



MyCUHub

Guide for Student Success Staff



University of Colorado
Boulder

Login and Preferences



<https://mycuhub.colorado.edu>



CULoginName (also known as IdentiKey Username)



IdentiKey Password

Federated Identity Service
UNIVERSITY OF COLORADO BOULDER

Log in to MyCUHub

CU Login Name:

IdentiKey Password:

☐ Check this box to view your [Digital ID Card](#) and reset release approvals before logging into the service. [Learn More...](#)

CONTINUE

Trouble signing in? [We can help.](#)

To ensure you end your session with Federated Identity Service, you will need to quit your web browser when you are finished. Leaving your browser open may make you more vulnerable to another user gaining access through your account.

***Note:** Due to the nature of this authentication page loading dynamically per service, **DO NOT** bookmark the URL in your browser's address bar. Instead, bookmark the service URL (e.g. <https://voicethread.colorado.edu> or <https://qualtrics.colorado.edu>).

University of Colorado Boulder
Office of Information Technology
IT Service Center | 303-735-4357

MyCUHub login page

Set Default Preferences

1. Click Calendar or Student Console on the top navigation bar
2. Click the cog wheel icon to open the Administration Panel
3. User Preferences panel will be displayed with three tabs: General Defaults, Calendar View Defaults, New Meeting Defaults

General Defaults

Calendar View Defaults

New Meeting Defaults

User Speciality (255 char limit)

Academic Advisor - Arts & Sciences - Go Buffs!
ralphie.advisor@colorado.edu

Default Student Search Mode Advanced ▼

Save

User Specialty

Displayed under the user's picture on the Student Success Team and in other areas of MyCUHub. It is also a useful place to add an out-of-office message.

Default Student Search Mode

This allows you to choose the type of search displayed in the Console's fly out panel. Normal is selected by default. Advanced Search takes up more real estate in the fly out panel, so it is not recommended as the default unless used frequently.

Login and Preferences

General Defaults

Calendar View Defaults

New Meeting Defaults

Default Show Weekends

Yes

Make Declined Appointments Re-Reservable

☒

Publish MS Exchange to Custom Calendar

Yes

Default Show MS Exchange Time

Yes

Publish Custom Calendar to MS Exchange

Yes

Make Custom Calendar Visible?

☒

Working Hours Start

7 AM

Working Hours End

6 PM

Save

Default Show Weekends

This will display Saturday and Sunday when viewing the calendar

Make Declined Appointments Re-reservable

If a student declines (or cancels) their appointment, this makes it possible for another student to reserve it (typically checked for most staff).

Publish MS Exchange to Custom Calendar

Imports busy/free time from the Colorado.edu exchange calendar to the MyCuHub calendar. No details are displayed. This helps prevent double booking.

Default Show MS Exchange Time

This will display the free/busy times from the Colorado.edu calendar by default. It can be adjusted on the MyCUHub calendar on an as needed basis as well.

Publish Custom Calendar to MS Exchange

Exports all appointments as busy time to the Colorado.edu exchange calendar. No details are displayed.

Make Custom Calendar Visible?

No one, including students, will be able to view the MyCUHub calendar until this box is checked.

Working Hours Start/End

Change the hours available to make appointments on your calendar.

Login and Preferences

Default Attendee Meeting Format

Set what meeting type will automatically populate. Options include In Person, Phone, Email, Zoom, Chat.

Default Location

Automatically populates for any new meeting created.

Default Meeting Description

Visible to students when reserving the appointment and will automatically populate for any new meeting create.

Prep Time

Appointments will no longer be visible to students if they are within the prep time window (e.g. Once within 12 hours of the meeting, it will not show as available to book).

Buffer (min.)

Amount of time the system will automatically create between meetings (for entering logs, etc.).

Default Length

Time allotted for different types of meetings. Note: this will likely vary based on the meeting type (e.g. Individual and Walk-In Appointments will likely take less time than Group Meetings).

Visibility Range

Allows you to set limits on how long recurring appointments are available to students.

General Defaults	Default Attendee Meeting Format	In Person
Calendar View Defaults	Default Card Reader Location	N/A
New Meeting Defaults	Default Location (55 char limit)	Default - set this value in the user preferences
	Default Meeting Description (4800 char limit)	Default - set this value in the user preferences
	Individual Appointment Prep Time	24
	Individual Appointment Buffer (time between appmts -- mins)	15
	Individual Appointment Default Length	15 min
	Individual Appointment Visibility Range	All
	Group Meeting Prep Time	24
	Group Meeting Buffer (time between mtgs)	15
	Group Meeting Default Length	15 min
	Group Meeting Visibility Range	All
	Drop-In Prep Time	24
	Drop-In Buffer (time between mtgs)	15
	Drop-In Default Length	15 min
	Drop-In Visibility Range	All
	New Major/Minor (Plan) Only	<input type="checkbox"/>
	New College/School (Program) Only	<input type="checkbox"/>

Student Information

Search for student

1. Click the Fly out icon to open the panel
2. In the search field, enter the **student name** or **student ID**, then select the student from the menu that appears.
3. Select the name of the correct student. You will be presented with basic student information in the sidebar, as well as academic information from the student's perspective in the Student Console.

Student Console Overview

1. Student Name and Photo
2. Student Success Team: Click on a picture to see that Advisor's calendar of appointments.
3. Decision Tree: Provides options to help students find the appropriate information and person to match their request.
4. Undergraduate Performance: Graphs GPA over time and lists cumulative hours passed.
*Note: hours may be different than on degree audit due to College, Department or School policies.
5. Term by Term: Provides a term based view of course, GPA, and credit hours, as well as any academic standing codes.
*Note: Clicking on a term will open or collapse that term.
6. Actions & Alerts: Lists any holds or alerts on the student's account.
7. Upcoming Meetings: Shows upcoming meetings scheduled, as well as a historical record of previous interactions.
8. Links: Lists links frequently utilized by students.
9. Academic Major/Minor/Subplan: List of academic programs on the student's record.
10. Placement Test Results: Shows any placement test results available, such as math or writing placement.

The screenshot displays the MyCUHub Student Console for a student named Samuel Student. The interface is divided into several sections, each with a numbered callout:

- 1**: Student Name and Photo (Samuel Student)
- 2**: Student Success Team (Three advisors: Laura Romero, Greg Hogg, and Nicholas Martin)
- 3**: Decision Tree (A sidebar menu with options like 'Need help with...', 'Want to change my major?', etc.)
- 4**: Undergraduate Performance (A graph showing GPA over time and cumulative hours passed)
- 5**: Term by Term (A table showing course details, GPA, and credit hours for each term)
- 6**: Actions & Alerts (A section for holds and alerts)
- 7**: Upcoming Meetings (A list of scheduled meetings)
- 8**: Links (A list of frequently used links)
- 9**: Academic Major/Minor/Subplan (A list of academic programs)
- 10**: Placement Test Results (A section for placement test results)

The table in section 5, 'Term by Term', shows the following data:

Term	Title	Course	Grade	Hours	Grade	Grade
Fall 2019	Intro Human Anatomy	BIOL 1410	C	0.0000	C	
Fall 2019	Laboratory Gen Chem	BIOL 1410	C	0.0000	C	
Fall 2019	General Physics	PHYS 1410	C	0.0000	C	
Fall 2019	Intro Human Anatomy	BIOL 1410	C	0.0000	C	
Fall 2019	General Physics	PHYS 1410	C	0.0000	C	

Fly-out Panel

Search

Users can search using first name, last name, SID, email, or phone number. In the flyout panel, you can switch between standard and advanced search as needed, and you can change the default in User Preferences to your preferred method.

My Active Meetings

This section of the fly-out will automatically populate with the appropriate student that is scheduled for a meeting at that time. It is a best practice to click **Start Meeting** for each session to indicate that the student has attended a meeting. It is easy to begin a drop-in session with any student by pulling up their console, then clicking **Start Drop-in Meeting**.

Student Contact Information

Includes address, phone, SID, and Contact History (logs and messages) link. From this window, there are also links to send a message and to log a note on the student's record. Please note that logging from here will not link the log to a meeting or remove it from the To-Do List.

My Meetings

Provides a view of scheduled meetings that day, as well as Upcoming Meetings and the To-Do List. A view of Upcoming Meetings and the To-Do List can be accessed by selecting the drop-down menu to the right of Today's Meetings.

Links

Provides direct deep links to a specific student's information in each of the source systems listed.

Student Groups

This section lists any groups the student is affiliated with..

Placement Test Results

Provides the results of any placement tests the student has taken.

The screenshot displays the Fly-out Panel interface. At the top is a 'Search' section with a text input field labeled 'Type to search' and a button labeled 'Advanced Student Search'. Below this is the 'My Active Meetings' section, which shows a meeting for 'My Full Roster test' on '10/30/2017 11:00 AM - 12:00 PM MDT'. It includes buttons for 'Start', 'Log', and 'Message', and a 'Confirmed' dropdown menu. A 'Start Drop-IN with Albert Einstein' button is also present. The next section is 'Einstein, Albert', which includes a red banner for 'UNDER 12 CREDIT HOURS', a student ID, address, and a 'Contact History' section with buttons for 'Message Albert Einstein' and 'Log for Albert Einstein'. Below this is the 'My Meetings' section, which shows 'Today's Meetings' for the same meeting as above, with 'Log' and 'Message' buttons. At the bottom are three expandable sections: 'Links', 'Albert's Student Groups', and 'Albert's Placement Test Results', each with a dropdown arrow.

Best Practice:

Use the drop-down arrows to expand or hide sections in the Fly-out panel

Contact History

Individual Contact History

Includes meeting notes, direct messages, alerts and outreach.

Mass Contact History

Includes any mass messages that were sent to the student.

Table View

Lists items in a table for quick scanning.

Reading View

Expands all sections so the content can be viewed.

Search Field

Filter and search by key word(s)

Search Filters

- Date
- Business Unit
- Created By
- Record Type
- Type
- Topics

Contact History

Individual Contact History

Mass Contact History

Search

Student Samuel Student

Date
10/30/2007 - 10/30/2017

Apply

Filters

Business Unit

Created By

Record Type

Type

Topics

Clear

Table View

Reading View

Show 10 entries

Search:

Business Unit	Date	Created By	Record Type	Type	Topics
Athletics	09/26/2017	Medford Moorer	Log	In Person	
Academic Advising	03/07/2017	Doug Nickel	Log	In Person	N/A
Academic Advising	12/02/2016	Laura Bonney	Log	In Person	N/A
Academic Advising	11/08/2016	Doug Nickel	Log	In Person	N/A
Academic Advising	11/08/2016	Doug Nickel	Message	Outbound Email	N/A
Academic Advising	11/01/2016	Doug Nickel	Message	Outbound Email	N/A
Academic Advising	11/01/2016	Unknown Advisor	Message	Email Reply	N/A
Academic Advising	10/27/2016	Miki Brooks	Log	In Person	N/A
Academic Advising	03/28/2016	Christopher Swenson	Message	Outbound Email	N/A
Academic Advising	03/16/2016	Christopher Swenson	Log	In Person	N/A

Reserving Appointments for a student

Permission to add students to other calendars

An updated permission allows all Student Success Staff in MyCUHub to add a student to an available meeting on anyone's calendar, even if the criterion would otherwise exclude the student. This change allows users with appropriate permission to add any student (active or inactive) to any available meeting.

The Search All check box includes all students. This feature is not automatically included on all searches because it can impact system performance. If a student is included in the criterion of the meeting being scheduled, the Search All feature does not need to be used.

Using Search All


1. Check the **Search All** box and enter at least 3 characters of the student's name or their student ID. Select the correct student when they appear in the search results.
2. Utilize the desired outcome field and add information about the meeting, as well as your first name, last initial (e.g. "scheduled by James M.") so that any follow-up outreach can be made accurately.

Please Note: The campus policy is to not add a student to someone's calendar without a 24-hour lead time. If the student circumstances are more pressing than 24-hours, please contact the advisor/student success staff member directly to set something up.

1 Add Invitee

☒ Search All


No students.

 Einstein, Albert
(3038675309)

Close Without Saving

2 Add Invitee

☒ Search All

 Einstein, Albert
(3038675309)

Invited ▼

Discuss adding a minor| ✕

Save

Close Without Saving