# Student Experience FAQs

## What is Student Experience?

Student Experience is Holy Family's Student Success software used to provide feedback about your academic performance, provide more opportunity to take action, and help to connect with your instructors and Student Success team.

## How will Student Experience impact me?

- Instructors, Faculty Advisor and Student Success staff can raise alerts when concerned about academic performance, give kudos to acknowledge great work and efforts, and issue referrals to Holy Family University resources, when needed.
- An email notification will be sent when specific alerts are raised as well as any feedback.
- The Office for Student Success will partner with the instructor and the student to resolve the concern.
- A student's alerts, kudos, and/or referrals cannot be seen by other students.

## How will a student use Student Experience?

- Take action on a alert and/or referral.
- Speak with your instructor, use a campus resource, and/or meet with staff in the Office of Student Success to create an action plan.
- Celebrate if you get a kudos—stay focused and keep up the good work!
- Book appointments with support staff.

## Who can help a student with the various Student Experience alerts?

- The student's course instructor is a great place to start—follow up for guidance on how to improve.
- The Office of Student Success can help you figure out where to start.
- Your faculty/academic advisor can help you understand your academic options and identify campus resources.

Use the QR code to gain access to Student Experience through Self-Service.