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Introduction
SSC-Campus, formerly GradesFirst and the Student Success Collaborative as separate products, is a web-based retention and advising tool designed by Education Advisory Board and used in Athletics at the University of West Georgia since 2011 and expanded for the entire student body in 2013. SSC-Campus provides a powerful platform for advising and communicating with students, scheduling advising and tutoring, keeping course attendance, and issuing alerts for students who might be at-risk. This guide details some ways faculty at UWG can use SSC-Campus in two parts, a Basics section for quick reference on topics all faculty should know and an Advanced section for users who want to learn about other SSC-Campus features.

SSC-Campus Basics
Basic functions of SSC-Campus include logging in, checking email, viewing courses, searching for students, viewing the student profile page, issuing Alerts, and sending messages.

How to Log in to SSC-Campus
Faculty can login to SSC-Campus via the myUWG credentials at https://westga.campus.eab.com/.
This takes you to your SSC-Campus home page. Because many faculty also advise or tutor in the University Writing Center, the default home page in SSC-Campus for some faculty might be a page other than the Professor Home. **Click the arrow to the right of current Home and choose Professor Home.**
From Professor Home, you can check your messages (A), navigate to other pages via icons on the left side of the screen (B), view your courses for the semester (C), issue an alert (D), and search for students by name (E).

![Image of Professor Home](image.png)

**Email Indicator (A)**
SSC-Campus uses a symbol of an envelope to denote unread email messages. The number in the red circle tells you how many emails you have waiting. Emails sent to you through SSC-Campus show up in your West Georgia Gmail as well, so you don’t have to worry about missing them. They remain unread in SSC-Campus until you look at them in that system.

![Email Indicator](image.png)

**Navigate to Other Pages Via Icons (B)**
The pages a user has access to depend on his or her permissions. A sample of the functions is visible in the image below. Mousing over icons reveal what they do.
**View Your Courses for the Semester (C)**

SSC-Campus will allow you to see the courses you currently are teaching as well as a complete list of all students enrolled in your courses. You can send messages to one or multiple students, issue an alert for a student who might be at-risk, and record class attendance.

![Class Listing](image1)

### Students In My Classes

<table>
<thead>
<tr>
<th>STUDENT NAME</th>
<th>CATEGORY</th>
<th>ABSENCES</th>
<th>COURSE(S)</th>
<th>AT RISK?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>No</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
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<td>COMM1154</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>No</td>
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<tr>
<td>7</td>
<td></td>
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<td>No</td>
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<td>8</td>
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</tr>
<tr>
<td>9</td>
<td></td>
<td>0 (0)</td>
<td>COMM1154</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Issue an Alert (D)**

You might find during a semester that you wish to issue an alert for a student who is at-risk to be unsuccessful. SSC-Campus is the place to make this report. From Professor Home, click **Issue an Alert** from the Actions menu.

![Issue an Alert](image2)
Alternately, you can check the box next to a student’s name from your class rosters. Then you can **click the arrow by Actions** and select **Issue Alert** from the menu.

![Students In My Classes](image)

Both methods lead to a dialog box:

![ISSUE AN ALERT](image)

You will need to enter a name if it was not a student chosen from your class list. Then you must select one or more reasons for the alert in the first drop down box. You also will have the option of selecting a specific course if the alert directly pertains to a single course. The student’s schedule is pre-populated in the second drop down box. To complete your alert, fill in any additional comments you have, then click **Submit**. The Alert goes to the Center for Academic Success, the University Writing Center, and/or the Counseling Center based on the nature of the selected Alert reason(s).
Searching for a Student by Name (E)
SSC-Campus has the ability to quickly search for students by name by using Quick Search (E) at the top of the page.

Once you begin typing a student’s name, SSC-Campus automatically begins searching for students. Once you see the student’s name in the list in the drop down box, you can select the student by clicking his or her name.

Student Overview Page
Each student Overview page will show you the student’s degree risk indicator (including grades of D, F, or W and repeats), options for you as a faculty member to contact or report about the student, academic major, and student information (age and contact information).

Sending Messages
SSC-Campus allows you to send messages to students from within the system. When students receive emails sent from you through the SSC-Campus system, it not only will show up for them in SSC-Campus but it also will be delivered to the UWG Gmail account.
Check the box next to a student’s name from your class rosters. You can send messages to multiple students at once by checking the box next to each name. Each student will receive the message as though you only sent it to him/her and will not be able to see the other recipients. Then you can click the arrow by Actions and select Send Message from the menu.

You will see two tabs in the Send a Message dialog box, Send Email and Send Text. The tab that has a blue highlight is the action being taken.

**Send an Email Message:**
For emails, simply fill in the subject and message boxes, attach any additional documents, and decide if you would like the email to go to anyone else (works like a cc: in regular email). Click Send Message to complete your message.

**Send a Text Message**
For texts, enter the brief message you wish for the student to receive. The message is limited to 160 characters. Once you have composed your message, click Send Message. The text will be sent to the cell number the students have on file in Banner. Make sure to identify yourself in your text message and include your call back number.
Progress Reports
Progress Reports allow faculty to quickly and easily mark which students are At-Risk to fail a course and then automatically mark the rest as Active. This guide details how to respond to a Progress Report campaign.

Faculty Progress Report Campaign Step 1: Email Notification
SSC-Campus sends an email to solicit feedback for a Progress Report. The email will contain a custom message to the faculty member (1) and a link to enter the report (2). Click the link that says Click to Begin Entering Student Feedback.
Faculty Progress Report Campaign Step 2: The User Interface and Responding

Once you click the link, your browser will navigate to a page that allows quick response to the Progress Report. You will see a message about the security of the system (1). UWG uses a FERPA agreement with SSC-Campus that was approved by the Registrar, ITS and University Counsel. Moreover, only school officials with legitimate educational interest have the ability to initiate a Progress Report. Thus, responding to a Progress Report does not violate a student’s FERPA rights. You’ll see your name below the security statement (2). All of your courses are listed in one convenient place, with each course listed separately (3).

Check the radial button for any students who are At-Risk to fail your class (4). Each person you select will highlight in red to show risk. Then you can select any Alert reasons you want (5), report the number of absences (6), indicate current grade in the course (7), and add comments (8). The more information you provide the better, but only the At-Risk to Fail Your Class column is required.

Finally, you have the option to Submit only marked students (9) so that you can return to finish the report later or to Submit unmarked students as not At Risk (10), which allows you to use your time only to report on students at-risk.
**Advanced Features of SSC-Campus**

In addition to the functions outlined in **SSC-Campus Basics**, faculty might view student conversations recorded in SSC-Campus, access multiple reports and use Analytics, chose to record class attendance, or use the Calendar with two-way Google integration. This portion of the guide seeks to inform you of the utility of these functions. It is neither complete in its instructions for how to use the features nor exhaustive in its listing of the capabilities of SSC-Campus.

**Viewing Conversations in SSC-Campus**

When you send and receive messages (email or text) using SSC-Campus, your conversations are saved in the system. Access them via the **Conversations icon** (the envelope) in the blue vertical menu on the left side of the screen to help track your communications with a student.

![Conversations Icon](image)

To view the content of a communication, click on the **Details** link.
**Reporting and Analytics**

SSC-Campus has robust reporting features that enable you to see if a student attended tutoring, has seen an advisor, and/or participated in academic coaching. **Note:** Medical and mental counseling visits and notes do not appear in SSC-Campus because of HIPAA.

Reports do not alter data—only collect and display it. Therefore, it is safe to play around with Reports without concern for altering data. For assistance using Reports, contact [ssc-campus-help-list@westga.edu](mailto:ssc-campus-help-list@westga.edu).
Like Reports, Analytics provide a way to review student activity in advising, tutoring, career counseling, and academic coaching services. Analytics also provides graphs as visual aides to understand usage patterns. For assistance using Analytics, contact ssc-campus-help-list@westga.edu.

Record Class Attendance
SSC-Campus gives you the ability to track your class attendance and observe attendance patterns for each student. From your Professor Home, click Record My Class Attendance in the Actions menu.
The next screen will populate your class schedule on the left side of the screen. Select a course to record attendance (1). Then select the date of the class meeting you wish to record (2).
Your students for the selected course should now be showing in the center of the window. Mark students who were absent or tardy by clicking the appropriate radio button next to their name. You can also indicate if their absences or tardiness was excused. Once you have completed marking all the absent and tardy students, click the box next to **Mark Remaining Present** to select all other students as present.

Click **Save Attendance** to complete the record.

**Calendar**

SSC-Campus has a calendar tool that will pre-populate all of your courses and show appointments. It has two-way integration with Google Calendar as well. If you want to use SSC-Campus to conduct advising appointments, contact **ssc-campus-help-list@westga.edu**.