SSC-Campus Guide for University of West Georgia Advisors

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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 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.

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.

![SSC-Campus Home Page](image)

### Appointments

Using SSC-Campus to schedule appointments involves minor setup. Advisors must establish when they work and when they are free or busy. The advisor then can schedule appointments on an individual basis or create and Appointment Campaign to solicit students to sign up for available time slots.

### Appointments Step 1: Setting Availability

The advisor’s availability is when he/she works and can take advising appointments. For instance, an advisor who works 8:00am-5:00pm might be able to see students 8:30am-12:00pm and 1:00pm-4:30pm.

To set your availability, log into SSC-Campus at westga.campus.eab.com and click the **My Availability** tab once on the Advisor Home Page. Scroll down to the Times Available slot then click the **Actions Icon then click Add Time**.
In the pop-up window…

1. Select the day or days you want to set availability and use the slider to adjust the time.
2. The first drop-down menu helps you establish the time frame for this availability. The duration can be the entire current term, a range of dates, or forever.
3. The second drop-down menu sets the location for this advisor. Please notify ssc-campus-help-list@westga.edu if your Location does not appear among the choices in the menu.
4. The next box allows you to set the services you are able to provide during this period of availability.
5. Finally, click the Save button. Repeat the process until all of your availability is entered.
Appointments Step 2: Integrating Free/Busy Time from Google Calendar

SSC-Campus can import appointments from an advisor’s Google calendar so that those blocks of time will show up as busy when staff or students try to create advising appointments.

1. In SSC-Campus, click on the Calendar icon in the menu bar.
2. Then click on the Subscriptions tab.
3. Click Setup Calendar Integration.
4. Select the Google Integration tab and then the link Click here to set up Google Calendar Integration.
5. Next click the Connect with Google button and the Allow button.
6. Once connected, you will need to choose which of your calendars to use for Two-Way Sync. Note: If you own more than one calendar, you can have multiple options.
7. Finally, click Save and Update.
Sync Your Appointments With A Calendar On Google Apps

Disconnected.

Calendars for Free-Busy Sync
Please select

Save and Update

 GradesFirst would like to:

Have offline access

Deny Allow
With his/her availability set and his/her Google calendar integrating, the advisor is ready to start setting appointments with his/her students.
Creating Appointments Option 1: Individual Appointments

From a student’s profile page in SSC-Campus, click on Schedule Appointment.

SSC-Campus automatically includes the organizer in the appointment, so you’ll need to click the X if the student will not be meeting with you.

On the left side of the screen, choose the Type of appointment in the drop-down menu.
Select the **Reason(s)** for the visit. Use Ctrl + left-click to select multiple reasons. Then choose the **Location** in the drop-down menu.
Select an Advisor among those available at the location by clicking the radial button (1). Then Select a Date for the appointment on the calendar on the left (2). When the Availabilities populates, you can click the box to select a time (3). By default, SSC-Campus will send both email and text Reminders to the student (4).

Finally, choose if the appointment repeats and click the Save Appointment button at the bottom.
Creating Appointments Option 2: Appointment Campaigns

An Appointment Campaign sends selected students and email prompting them to set an appointment during a predetermined range of dates. It is a fast way to try to schedule many students for appointments. From your Home page in SSC-Campus, click the Appointment Campaigns Icon on the left.

Then click the Appointment Campaign Link on the right.

On the next page type the Campaign Name, which is also the subject line of the email the students will receive (1). Then select the Campaign Type(s) you wish (2). The slots per time drop down menu is where you can select how many students will be able to attend each appointment time you select (3). The course or reason drop down menu will allow you to choose the reason or course for the campaign you select in step 2 (4). Select a range of dates for the students to make their appointments (5). Set the default Length of Appointments (6) and the Appointment Limit per student (7). Ignore the Location function; be sure to mention location in the email (8). Click the Continue button to proceed to the next step (9).
You can choose individual or all students from your list of assigned students on the **Invite All My Students** tab or you can search for specific populations on the **Advanced Search** tab. The example below shows an advanced search for students with the Tag “football.”

Select individual or all students from search results and click the **Add Selected Users** button to add them to the campaign. Then click the **Continue** button at the bottom-right to continue. You will then be prompted to review students in the campaign. Select all students you want in the campaign then select continue.
In the add advisors to campaign, you will then select the advisor you would like to add to the campaign. Click continue once you have selected the advisor for the campaign.

You can now compose a message specific to the students in your campaign. You can create a subject, body, instructions or notes as well as see the preview of your message in e-mail format as well as landing page format. Click continue once you are done selecting your subject, body and instructions.

After clicking continue, you will be directed to the confirm & send page. Please review all the information for your campaign to ensure it is correct then select send. You also have the option to save and exit if you are not ready to send the campaign.
Communication

An advisor can communicate with his/her students in SSC-Campus. Emails sent from SSC-Campus go both to the student’s UWG email and to the student’s SSC-Campus profile. From the student’s profile page, click **Message Student** to the right.

Communication Option 1: Email

The default message type in SSC-Campus is email. The student will have the option to reply to you in SSC-Campus or directly to your UWG email. If the student chooses to reply in SSC-Campus, you will receive the message in your UWG email anyway. It is a good idea to copy and paste your signature from your UWG email account into the message. It also is possible to attach files and carbon copy other recipients.
Communication Option 2: Text Message
Simply click the tab **Send Text** to send a text message to a student. Students will receive the text from a SMS service that does not identify the sender. Listing your name or center and a callback number in this text message is preferred.

Communication Option 3: Mass Emails
From your **Home** page or the search results in SSC-Campus, click the boxes by the students you want to contact and click the **Send Message** button under the **Actions option**. SSC-Campus sends the emails individually, so students will not see who else received the email.
Reception (Kiosk Mode)

SSC-Campus can function as a kiosk to sign-in students at your center or event. Click the Additional Modules drop down at the bottom right then select the appropriate Kiosk then click the button for your location.

You will have the option to choose the Kiosk Mode. In Single Purpose Mode, all students are coming for the same reason. This works great for one-time events or walk-in days. Multiple Purpose Mode works well for days when you are covering more than one type of service or when your center has multiple advisors doing different things that day.
Once in Kiosk Mode, students or your receptionist can swipe UWG IDs or type in student IDs to check in.

Welcome to the UCC Advising Center

Please swipe your Student Card (or enter your ID):

Submit

Students with an appointment will have the option to Check In. Students without an appointment can join a walk-in queue or create an appointment. Note: the image below is the Kiosk in Single Purpose Mode.

Advising Kiosk Setup

Follow the steps provided to set up the kiosk mode at this location.

Choose a Student Service

- Academic Coaching
- Advising
- Career Exploration/Counseling
- Help with Grades
- Major Exploration
- Schedule Creation
- Study Skills
- Thinking about Withdrawing

Once a student checks in, clicking the Exit the Kiosk button returns the Kiosk to menu that allows students to swipe their cards or type their IDs.

Welcome to the UCC Advising Center for Academic Coaching
When a student checks in to see an advisor, that advisor is notified at the top-left of the screen. The advisor also receives a message in their inbox. Select the envelope icon on the top left to see all messages.

The advisor can click the Advising Center Tab on the homepage to see who is waiting and how long the student has been waiting. Clicking the Actions Icon then Start Appointment when the student is with the advisor will help accurately measure wait times in the center.
Recording Notes: Advising Reports and Notes

SSC-Campus can record notes from advising sessions in two ways, Advising Reports and Notes. UWG uses Wolf Watch as the record of all official advising sessions, so SSC-Campus does not replace that. Instead, Advising Reports in SSC-Campus can be a quick way to identify students who met with an advisor or to record the outcome of ongoing academic coaching. Many advisors may choose to paste their notes from Wolf Watch into SSC-Campus. Advisors can do this, but they must remember that notes in SSC-Campus are subject to an open records request. Notes can serve as a great place to record discussions about progress toward degree and to upload documents, such as a change of major form.

Advising Reports

Students with advising appointments will show up in the Advisor Center tab of an advisor’s Home page. The advisor can click the radial button and choose to mark a student as a no-show or Add Report. The Advising Report also appears in reports/notes tab on a student’s profile page. This is useful to record walk-in visits.
Input the times of the appointment. Then choose the **Reason(s)** and Location. You can include as many details as you like, but remember that Wolf Watch is UWG’s official storehouse for advising notes for course selection.
The Advising Report allows the advisor to rate the student’s preparedness and enter a Summary. It may be useful simply to enter “Advised” as a way to be able to search quickly which of your advisees you have seen at a later date. You also can use the Suggested time and Suggested date boxes to set deadlines for a student to get back to you. The attach file option will allow you to attach files to the student’s report.

Student arrived on time and was ready to begin our session.
- Yes  
- No  
- N/A

Student was prepared (attended class, read lesson, had notes, etc.):
- Yes  
- No  
- N/A

Student asked for explanation of material not understood?
- Yes  
- No  
- N/A

Student responded positively to instruction (as you suggested)?
- Yes  
- No  
- N/A

Student was aware of future assignments?
- Yes  
- No  
- N/A

Student shows a better understanding of the material since our last session.
- Yes  
- No  
- N/A

Appointment Summary And Reminders

Summary


Suggested time:  


Suggested date:

This will be saved on the report as a suggestion. No appointment will be created.

Attach File
Choose File  No file chosen

Save this Report
Notes
Click the **Reports/Note tab** on a student’s profile page then click the **actions icon** then **add note** under the notes about student section. Notes lack the structure of an Advising Report but are a little easier to input information because when advising the student, you may already be on their profile to input notes or upload files. Files that an advisor may want to upload include: change of major forms, academic success plans, discussions about progress toward degree, transient forms, and other files that normally would require a paper folder and physical storage space in an advising center. Your unit should consult with Institutional Effectiveness and Assessment for the university policy on Records Retention (UWG Policy 11.6).
1. Enter the text of the note.
2. Attach files as desired.
3. Decide who can see the note. By default students cannot but other UWG employees can. Please be aware that SSC-Campus Notes are subject to audit even if they are private.
4. Click save note when done entering all information.
**Issuing Alerts**

SSC-Campus can issue Alerts when an advisor identifies one of his/her students as at-risk. By default, all Alerts go 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).

To create an alert, click **Issue Alert** in the box on the right on a student’s profile page.
Choose the reason(s) for the Alert from the drop-down menu.

Select a class from the drop-down menu if appropriate, and add any Additional Comments before clicking the Submit button.
SSC-Campus Reports
SSC-Campus features a number of useful reporting tools to track students and their participation in services. Click on the Reports icon in the menu bar to access the Reports menu.

Note Reports
If you wanted to see which assigned advisees you have created Notes for during the Fall 2016 semester, you could choose the Notes report under Student Information Reports.
Then you could select a range of dates and click the box for **My Students Only**. You can also add certain parameters such as areas of study, gpa, credits, courses, tags, etc.

The results show who the students are and who created the Notes. It is easy to extract the data for assessment by clicking the **Export to Excel** link.
Student Services Report

Using the **Student Services** link you can track how many students have visited your advising center (**Filter by Location**) or used tutoring in your area (**Filter by Service**).

### Reports

- **Progress Reports**
  - Student Progress Reports
  - Detailed Student Progress Reports
  - Students Flagged At-Risk
  - Detailed Students Flagged At-Risk
  - At-Risk Progress Reports And Tutor Appointment
  - At-Risk Progress Reports and Advisor Appointment
  - Progress Report Requests

- **Attendance & Enrollment Reports**
  - Absences
  - Absence Details
  - All Recorded Attendances
  - Attendance With Minute Attendance
  - Dropouts
  - Non-Campaign Enrollment Census Report

- **Assignment & Miscellaneous reports**
  - Users who have logged in
  - Users who have not logged in
  - Student Assignments Report
  - Student Assignments Out of Date Report

### Student Services Report

- **Study Hall Reports**
  - Students Currently Checked In
  - Students Recently Checked Out
  - Charity Time
  - Completed Required Study Hours
  - Did Not Complete Required Study Hours
  - Weekly, Monthly, Yearly Time
  - History Log

- **Student Information Reports**
  - Students Active for Terms
  - Students Withdrawn or Advised Out of Major
  - Students with Courses
  - Students by Category and Course
  - Notes

- **Advisor Services Report**
  - Student Services
  - Student Services by Section

### Other Reports

The full list of reports available in SSC-Campus is extensive, but many Advising Reports available to administrators are worth mentioning:

- **Advisor Appointments** (appointments scheduled by number per advisor)
- **Advisor Appointment Details** (appointments by student per advisor)
- **Advisor Summaries** (Advising Report ratings by student for a range of dates)
- **Advisor Detail Summaries** (Advising Report ratings and text by student for a range of dates)
- **Advisor Reason Totals** (appointments by number per reason)
- **Daily Advisor Appointments** (appointments scheduled by student for a range of dates)
- **Advisor Cancellations** (appointments cancelled by student for a range of dates)
- **Advisor No-Shows** (appointments reported as no-show by student for a range of dates)
- **Advisor Stats** (appointments scheduled, attended, and no-showed by number per advisor)