SSC-Campus Guide for Tutor Coordinators

Prepared by

Chris Black | Coordinator, Center for Academic Success | cblack@westga.edu

Updated July 2016
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Creating and Editing Services</td>
<td>3</td>
</tr>
<tr>
<td>Editing Your Location</td>
<td>5</td>
</tr>
<tr>
<td>Creating a Peer Tutor</td>
<td>6</td>
</tr>
<tr>
<td>Setting Tutor Availability</td>
<td>8</td>
</tr>
<tr>
<td>Appointments</td>
<td>9</td>
</tr>
<tr>
<td>Creating Appointments Option 1: Appointments from the Profile</td>
<td>10</td>
</tr>
<tr>
<td>Creating Appointments Option 2: Tutoring Campaigns</td>
<td>13</td>
</tr>
<tr>
<td>Creating Appointments Option 3: Tutoring Center</td>
<td>13</td>
</tr>
<tr>
<td>Tutor Kiosk</td>
<td>15</td>
</tr>
<tr>
<td>Tutor Center</td>
<td>15</td>
</tr>
<tr>
<td>SSC-Campus Reports</td>
<td>18</td>
</tr>
</tbody>
</table>
**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, keeping course attendance, providing roll verification, and issuing alerts for students who might be at-risk.

**Creating and Editing Services**

First, you must decide what Services your tutoring center will offer. Will it offer one-on-one tutoring or group tutoring? Will students need an appointment, or can they drop in? Will your center do classroom presentations? Contact ssc-campus-help-list@westga.edu to discuss how to best setup up your Services in SSC-Campus.

Once you have established your baseline Services, you will receive training and gain administrative rights to edit Services. To add a Service, mouse over the menu icon (1) in SSC-Campus and choose Administration (2).
Under the **Kiosk Options** menu, click **Student Services**.

From there, you can select a Service to **edit by clicking the pencil icon** (1), or you can click the link to **Add a Student Service** (2).

Please edit only those Services that your center uses. Additionally, try to choose a unique name for Services so that it will clear to all tutor coordinators which ones belong to your center. In
many cases, centers can use the same Service name because it is possible to run reports on the Location where Services took place.

**Editing Your Location**

Once your tutoring center’s Services are established in SSC-Campus, you will need to connect those services to your Location. Contact ssc-campus-help-list@westga.edu to discuss how to best setup up your Location in SSC-Campus.

Once you have established your Location, you will receive training and gain administrative rights to edit Locations. To edit your Location, mouse over the menu icon (1) in SSC-Campus and choose Administration (2).

Under the Kiosk Options menu, click Locations.
From there, you can select a Location to **edit by clicking the pencil icon**. Please edit only your Location.

Creating a Peer Tutor

To create a peer tutor in SSC-Campus, begin by pulling up the student’s Profile as you would any other student. In the **Options** menu on the right side of the page, click the **Edit User Settings** link.
Click the **Roles** panel to expand the options and then check the box beside **Tutor**. Then click the **Save Changes to User** button. The user is now a tutor in SSC-Campus. Please do not add or remove other roles or edit any other user settings.
Setting Tutor Availability

Begin by pulling up the student’s Profile as you would any other student. Click Tutor located under ADDITIONAL ROLES.

Begin by pulling up the student’s Profile as you would any other student. Click the Tutor Settings tab (1), then under the Actions drop-down tab select Add Time (2)
In the pop-up window, you must select:

1. Days
2. Times and Drop-ins, Appointments, and/or Campaigns
3. Dates
4. Location
5. Subjects
6. Services

To save time for creating additional tutoring availability for the same tutor, it is advisable to use the Copy Time button to first copy an existing availability and then edit on the necessary parts. This can be accessed from the Tutor Settings and Actions tab as was explained for Setting Tutor Availability. For instance, if a single tutor can tutor many courses and/or offer multiple services, it can be time consuming to enter all them for each availability.

**Appointments**

There is more than one way to schedule a tutor appointment depending on the settings for your Location, Services, and tutors. Options include scheduling from the student’s Profile, soliciting appointments via a Campaign, and using the Tutoring Center.
Creating Appointments Option 1: Appointments from the Profile

From a student's Profile page in SSC-Campus, click on Class Info.

Now, click on Schedule Tutor Appt. next to the appropriate course.
SSC-Campus automatically includes the organizer in the appointment if you choose Schedule Appointment, so you’ll need to click the **Remove or X** link by your name if the student will not be meeting with you.

Then choose the **Location** in the drop-down menu.
Select a Tutor 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.

***To create an appointment for a student interested in tutoring for test prep (GACE, etc.), you will use the Schedule an Appointment button on the right side of the Student’s Class Info page. Ensure that Tutor Appointment is selected under the Type drop-down option. You will then have the option to select the Reason for the appointment (GACE Writing, Math, etc.).
Creating Appointments Option 2: Tutoring Campaigns
A Tutoring Campaign sends selected students an 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. To use this advanced feature, contact ssc-campus-help-list@westga.edu.

Creating Appointments Option 3: Tutoring Center
At the bottom right of the screen click on Additional Modes, then click Tutor Center.

Next, choose your Location from the list.

From the next screen, you can search for a student by name or student ID. Then follow the directions to make an appointment.
YOUR CURRENT LOCATION IS

Center For Academic Success

Please Search to Select a Student

<table>
<thead>
<tr>
<th>search_field</th>
<th>search_button</th>
</tr>
</thead>
</table>


**Tutor Kiosk**

The Tutor Kiosk allows you to set up a computer for a receptionist or a standalone computer for students to sign in for tutoring. Select **Tutor Kiosk** at the bottom right of the screen after clicking on **Additional Modes**. Then pick your Location and what types of sign-ins will occur at this station. For best results, consult **ssc-campus-help-list@westga.edu** before using this feature.

**Note:** When activating a Kiosk, SSC-Campus logs the user out in the background so that the station can be left unattended and not compromise student records. Students can sign in by typing their student IDs or swiping cards.

**Tutor Center**

At the bottom right of the screen, click **Tutor Center** after clicking on **Additional Modes**.

Next, choose your **Location** from the list.

---

Modes: Advising Center | Tutor Center | Advising Kiosk | Tutor Kiosk

---

15
From the next screen, you can search for a student by name or student ID.

Once the student’s name or ID has been entered you will click Check In

When the session is complete, the tutor returns to the Tutor Center and searches for the student by name or student ID. Now click the Check Out link.
Tutor Reports

Marking Appointments as No-Show
To mark a student as a no-show, click the Tutor Info tab and locate the missed appointment.

Click the radial button for that specific appointment. Then, click Actions.

Select the Mark No-Show tab. By default, the This person attended box is unchecked for the tutee because you have chosen to Mark No-Show. Be sure this checkbox remains unchecked.

Include the following in the Summary box under Appointment Summary and Reminders: “Follow-up email sent on (date). See student’s conversations for email.”

Click Save this Report. Upon doing so, the Not Yet should be replaced with the green NO SHOW box.

Completing a Tutor Report
To complete a report on an attended session, click on Add Tutor Report instead of Mark No-Show. Complete all sections and make sure the arrival and departure times are correct. Once you’re done, click Save this Report.
Cancelling/Deleting Appointments
Tutors are NOT allowed to delete or cancel appointments. If you schedule an appointment in error, please ask the tutoring coordinator or a front desk staff member to assist you.

GradesFirst Reports
SSC-Campus features a number of useful reporting tools to track students and their participation in services. Click on the Reporting link in the menu.

Most commonly, Tutor Coordinators will use Tutor Reports or Student Services Reports. Different reports count in various ways, so consult ssc-campus-help-list@westga.edu to determine which report(s) best address(es) your needs.