SSC-Campus Tutor User Guide

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Introduction

This guide addresses SSC-Campus usage for tutors in the Center for Academic Success. Many functions will work the same in other tutoring centers. Always check with your supervisor for policies and procedures in your office.

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.

Checking In

The sign in/out computer(s) are located in the tutor center just as you enter from the main hallway. At these stations, SSC-Campus **Tutor Center** will be brought up each morning by a Center for Academic Success staff member. The screen should look like this…
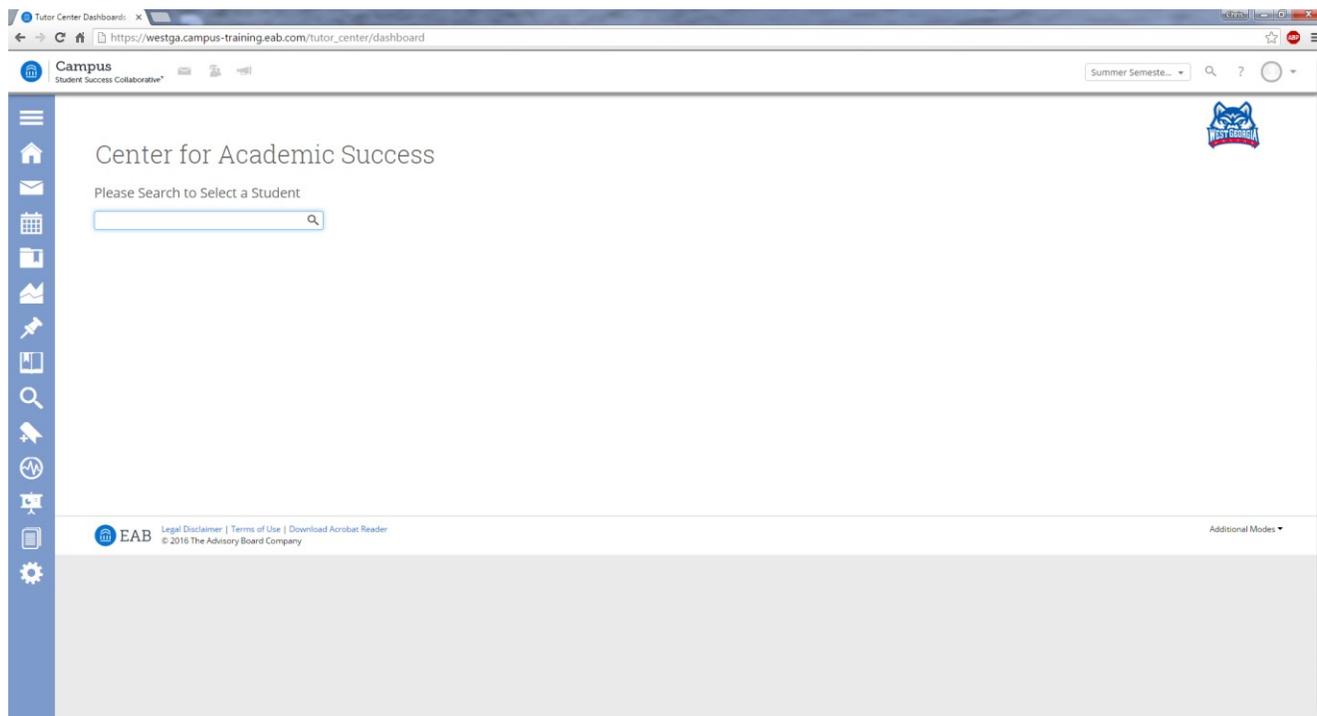
If the screen does NOT look like this, let the tutoring coordinator or a front desk staff member know.

The student can swipe an ID card, type in the ID number, or type in a name and select the correct student (there may be students with the same name who appear).

On the next screen click **Check-in** for the appointment. **Do NOT click this link more than once.** Doing so will likely check your student both in AND out.

Repeat this process to sign yourself in.

Checking Out

The checking out process is the same as the check in process. Just click **Check-out** instead.

Scheduling a Follow Up Appointment

To schedule a follow up appointment see the bottom of the screen. In the **Choose a** box, click the drop-down menu labeled **Course** and select the correct course. Tutors are NOT to make appointments for students other than follow up appointments for the same course. If a student wants to make an appointment with a different tutor and/or for a different subject, he or she needs to do so at the front desk.
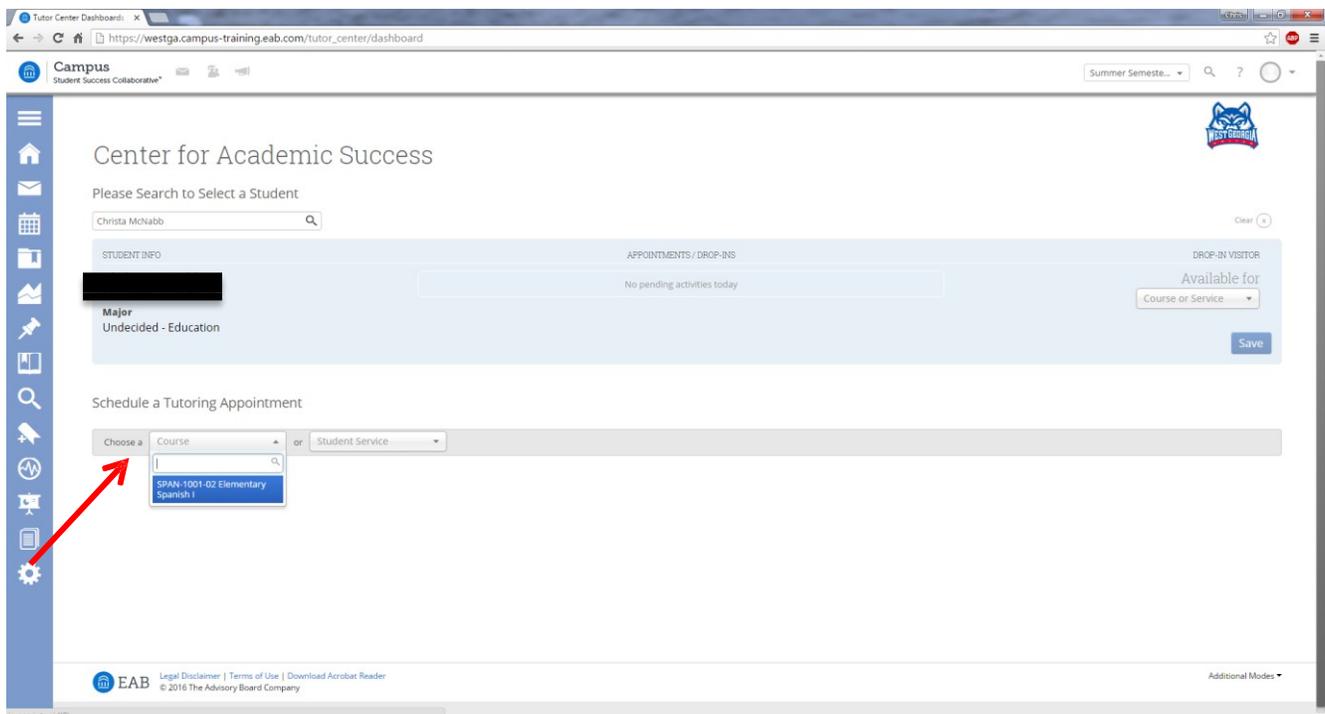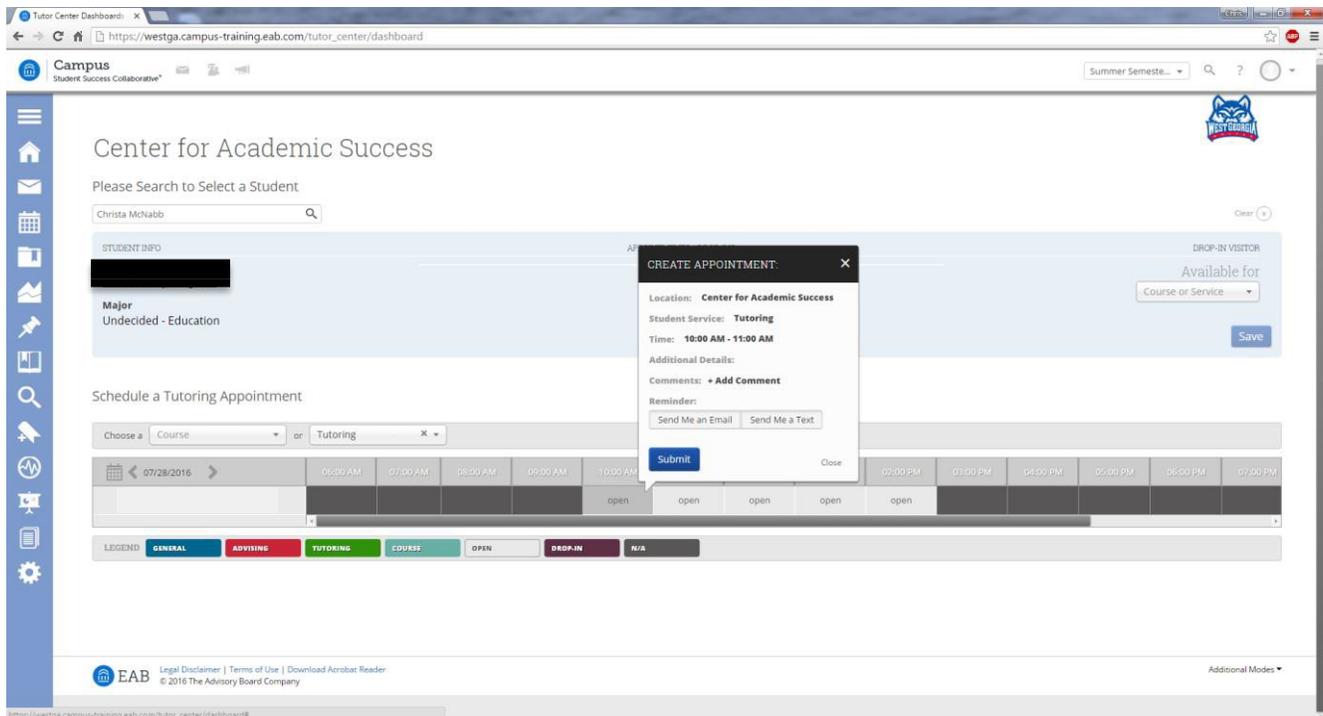

Next, a calendar of available tutors will appear at the bottom of the screen.

Availability will show up as a light gray box labeled as **Open**. The picture below also shows dark gray boxes with no words, which means that there is no availability at that time.
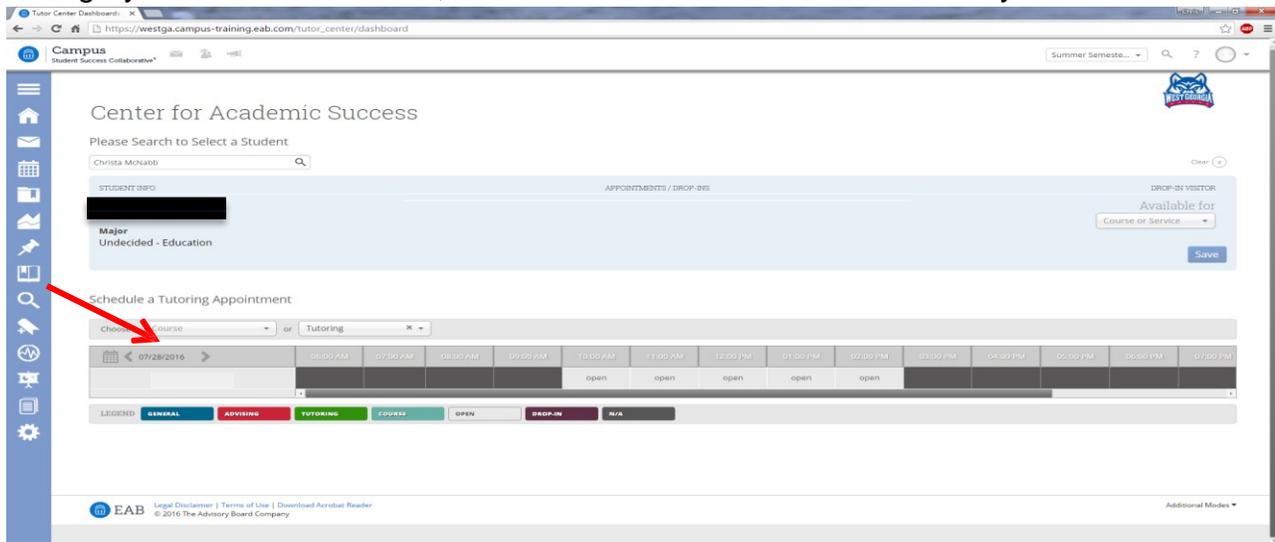
To navigate to a different day, for more available times click the arrow next to the date link.

Scroll through until you find an opening that works for your student. Click the **Open** block for the selected time to reveal a **Create Appointment** dialog box.

By default, **Send Me an Email** and **Send Me a Text** should be marked already to send you and the student reminders. Once you verify that both buttons are clicked, click **Submit**.

Viewing Past and Future Appointments

You have access to view your history of tutoring appointments in addition to any upcoming appointments that have been scheduled. To do this, log into your SSC-Campus account (you can access through your UWG portal) and click the **Tutor Info** tab under **Home**. Under this tab, you will be able to see your **Recent Tutoring** as well as your **Upcoming Tutor Appointments**.

Following Up with Students who No-Show

Tutors are expected to email students who do not show up for a scheduled session. To do this, locate the appropriate appointment under your **Tutor Info** tab.

Click on the student's name.

Click **Send a Message** on the right side of the screen.

The **Send E-mail** button should be selected in the dialog box that will appear. If it isn't, select that button.

For the Subject, type *Missed Tutoring Appointment*. For the message, use this form email:

> *Hi [student name],*
>
> *This is [tutor name] from the Center for Academic Success. We had a/an [subject] tutoring appointment scheduled for today at [time]. I regret you weren't able to attend. Please email me or call the center at 678-839-6280 so we can quickly schedule another appointment for you.*
>
> *I look forward to working with you soon!*
>
> *[tutor name]*

Click **Send Message**.

Note: By clicking on a student's name, you navigate to their profile page. As a result, you may see the student's schedule, email address, and/or other information. Misuse of student information is a violation of UWG policy, including but not limited to breach of confidentiality and FERPA violations, and will result in immediate termination of employment and possible additional disciplinary action.

Marking Appointments as No-Shows

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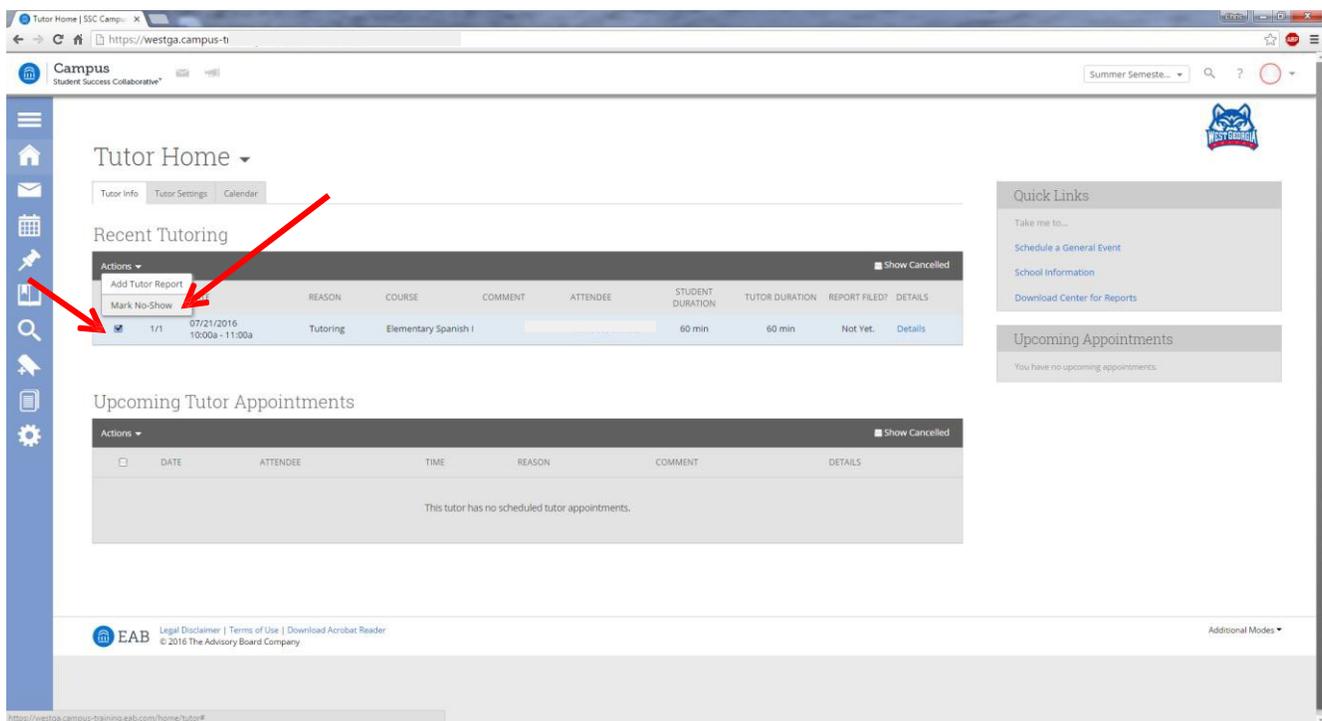
Select the **Mark No-Show** tab. By default, the **This person attended** box is unchecked for the tutee because you have chosen to **Mark No-Show**. Be sure this checkbox remains unchecked.

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.