

SSC Navigate

Towson University's student advising
software: Faculty & Staff User Guide
2021-2022 Academic Year

SSC Navigate is Towson University's student advising software. SSC is used by advisors to view student information, schedule advising appointments, report on advising, upload student documents, and run data reports and analysis. This guidebook will walk you through the basics of these features.

If you advise TU students, or support the advising process, you should work to become familiar with this program. It is a powerful tool that can help you easily access your advisee's information, and log important information for future advisors that student may work with.

For questions pertaining to SSC, please reach out to the TU academic advising center at advising@towson.edu

Table of Contents

• Where to Find SSC on the TU Website	5
• Obtaining Your SSC User Access	6
• Syncing Outlook and SSC	6
Part 1	6
Part 2	8
• Staff Homepage	9
Selecting Term	9
Search Bar	10
Assigned Students	10
Actions	11
Appointments Tab	12
My Availability Tab	13
• Scheduling Appointments	15
Advisor Scheduled Appointments	15
Student Scheduled Appointments	18
Appointment Campaigns	19
Tracking Appointment Campaign Progress	21
• Adding a Note on a Student	23
• Creating an Appointment Report	25
• Messaging Students through SSC Homepage	27
• Student Profile Walkthrough	29
Overview	29
Success Progress	30
History	30
Course Overview	30
Major Exploration	30
More	30
• Locating a student, staff, or faculty member in SSC	31
Quick Search	31
Advanced Search	31
• Saving Searches and Student Lists	34

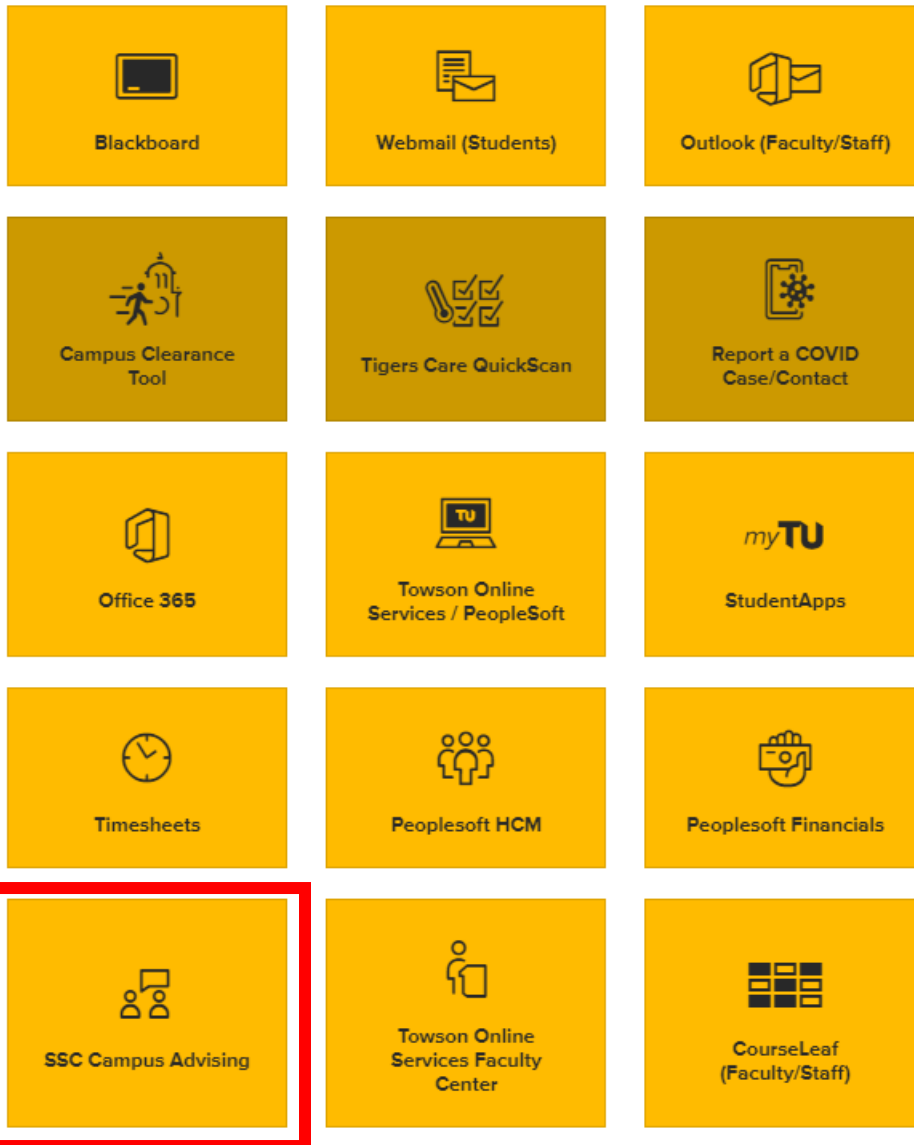
Creating Searches	34
Creating Student Lists	36
• Student Case Alerts	38
Responding to Student Cases	38
• Conclusion	42

Where to find SSC on the TU website

The web URL to SSC is <https://towsontigers.campus.eab.com/>

SSC can additionally be accessed from the MyTU page.

What do you want to do today?



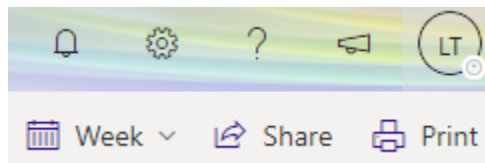
Obtaining your SSC user access

Important Note: To ensure you have access to all the program features outlined in this user guide, it's important that you've met with one of the SSC Coordinators for an initial information session. These sessions are offered every semester, as well as upon request for individuals as well as departments. Please reach out to the TU Academic Advising Center to schedule a session with a SSC Coordinator if you have not already met with one.

Synching Outlook and SSC: Part 1

In order to use the appointment booking feature, you must first sync SSC with your Outlook calendar. Depending on your computer, and if you use the Outlook app versus browser, this may vary slightly across user. The standard steps are as followed:

1. Log into Outlook, and access your calendar
2. Click on the “Share” option. For the browser version of Outlook, this will be in the top right of the screen.



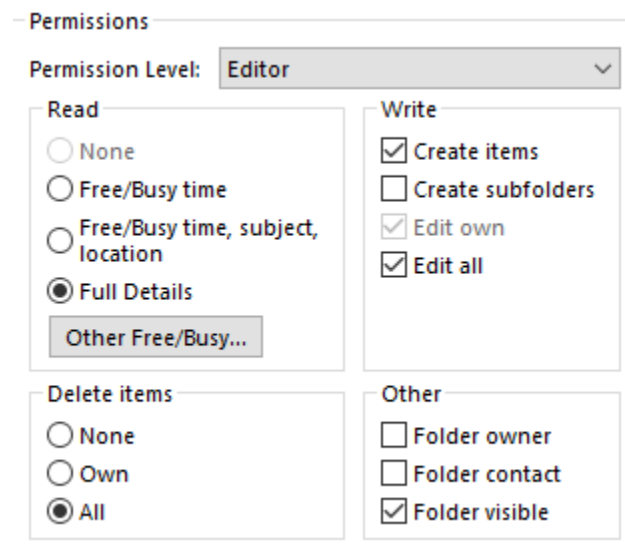
For the app version of Outlook, you can right-click on your calendar under the “My Calendars” list on the left-side of the calendar page. You will then click “Share” and then “calendar permissions.” Finally, select “Add” to begin the process of sharing your calendar with SSC.

- In the search bar, type EAB-SSC-CalSynchGroupAccess@towson.edu. This email should auto populate. You will select add.
- Once you've added the SSC email, you must grant it the ability to edit your Outlook calendar. This will allow SSC to book appointments. It will never book anything you already have blocked on your calendar. Further, it will never book anything outside of the specific times you set in your availability (see pg. 13).

In the browser version of Outlook, look for the SSC email under “Inside your organization.” Then click on the drop-down menu on the right and set it to “can edit.”



In the app version, go to “Permission Level” and select “Editor.” Then hit apply.




Syncing Outlook and SSC: Part 2

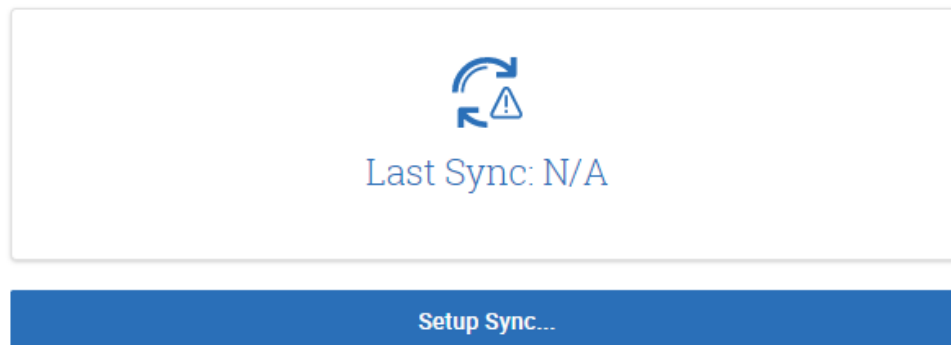
Once you've synced Outlook with SSC, you must then sync SSC with Outlook. This step is quite simple.

1. Log into SSC from either the URL or MyTU page. On the left, go to the icon titled "Calendar."
2. In the top right, click on the "Settings and Sync" button.

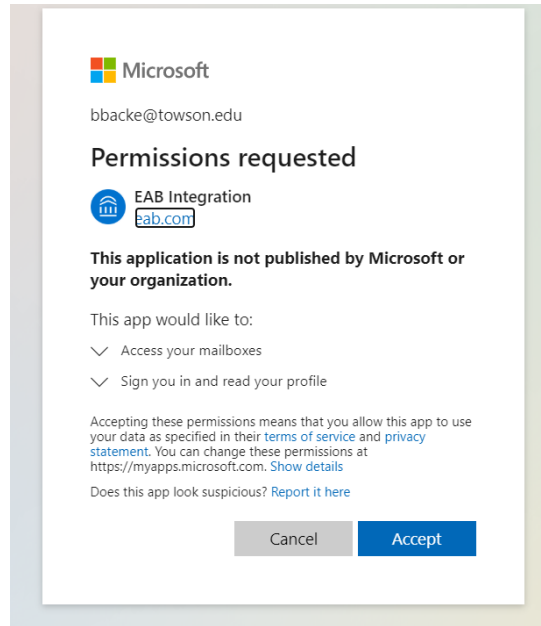
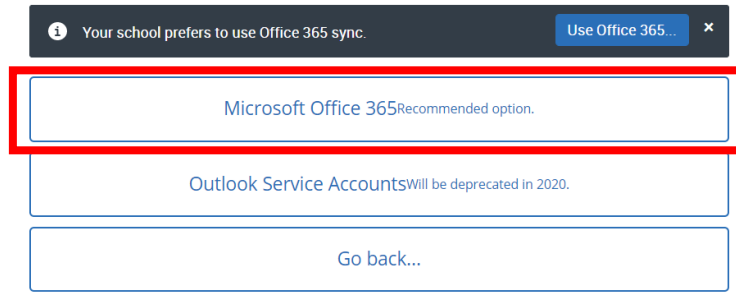


 Settings and Sync

3. From there, click on the blue button that says "Setup Sync." This will prompt you to select Outlook Calendar, log in with your TU credentials, and then accept permission request from EAB. Select the "Accept" button at this point, and that will complete the sync. It can take up to 30 minutes to fully process.



Choose Sync For Microsoft Outlook:



Staff Homepage

The SSC homepage has numerous features. You should spend some time before using the program to walk through the homepage. Here we will highlight the main components.

Selecting Term

At the top right of the screen, you will have the option to select the term you which to view your students in. It will always default to the current term, but you can view future and prior terms as well.

Search Bar

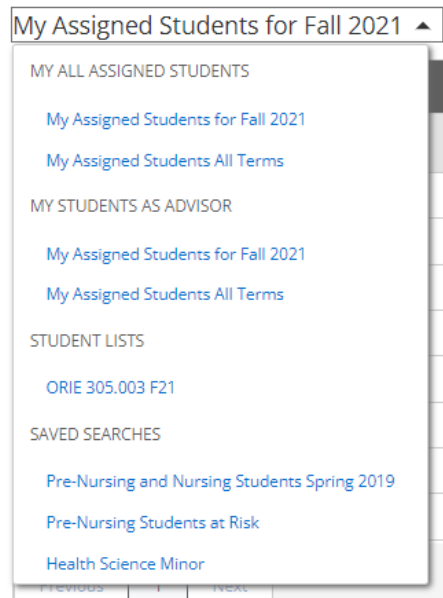
At the top of the SSC program is a “Quick Search” bar. You can use this to search for any SSC student or user (faculty, staff, etc.). People can be searched by name, SID, or email.



Assigned Students

If you are currently an advisor, your advisees will be listed on the homepage under “My Assigned Students for (term name).” You can view your assigned students from either the current term or for all terms by clicking on the down arrow.

My Assigned Students for Fall 2021 ▾



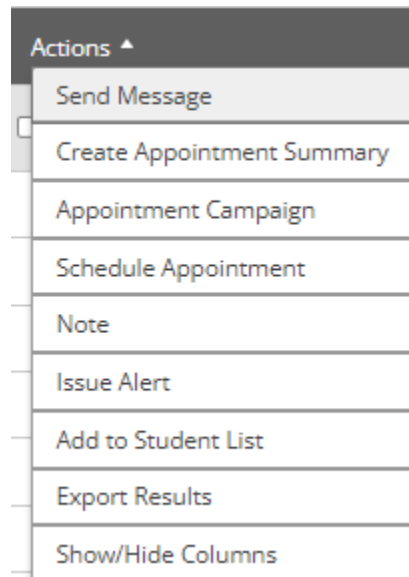
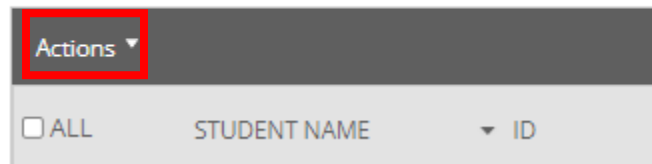
To view more specific information on each student, you should click on the student’s name in the advisee list. However, from the list you can see the student’s name, ID, if they’re a member of a student list (see pg. 36), cumulative GPA, and the student’s

recommended intervention level.

Actions

In SSC, one of the main ways you'll interact with the program is to use the "Actions" bar. This is a dark gray bar above located above most information boxes in the program. On the homepage, it will display the following features.

My Assigned Students for Fall 2021 ▾



To use any of these features, select the box on the left of any student's from your advisee list, and then select the action of your choice. These actions allow you to do the following:

- Send Message – Send a direct message to a student's TU email. You can also send them a text message if they have a cell number in PeopleSoft.

- Create Appointment Summary – Allow you to write an appointment summary if you've completed an appointment with a student you booked in SSC.
- Appointment Campaign – Allows you to invite a student to an appointment campaign.
- Schedule Appointment – Allows you to schedule an advising appointment.
- Note – Allows you to write a quick note on a student, regardless if you've had an appointment or not.
- Issue Alert – Allows you to issue an alert if you've detected concerning academic behavior on the student. This alert is sent to the student's primary academic advisor. If that is you, you may find yourself responding to alerts.
- Add to Student List – Allows you to add student to a Student List.
- Export Results – Exports student data into an excel document.

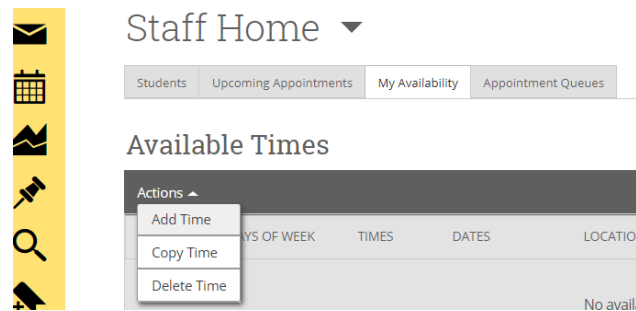
Appointments Tab

This tab is to the right of the student tab. This lists the advising appointments you book in SSC. It will catalogue when the appointment was, the service, type of meeting, and the appointment summary if one was created. Upcoming appointments will also be listed here.

My Availability Tab

This tab is to the right of the Appointments tab. This is where you will designate when you want to meet with your students.

To start this process click on the down arrow in the “Actions” bar. Then select add time.



From there, you’ll be tasked to fill in the following info:

1. The days and times you are available
 - a. NOTE: SSC will block any appointments already set on your Outlook calendar. Additionally, if you teach a class at TU, this time will also be blocked from appointments.
 - b. NOTE: You can have multiple days with the same time listed under one availability (ex. Monday and Wednesdays 10am to 12pm). However, if you want to offer alternative times (ex. 2pm to 2pm) you must create a new availability.
2. How long you want the availability to be active.
3. You can opt to create a Personal Availability link, which can be sent to your students to allow them to book appointments.

4. The type of availability (appointment must always be selected. Campaigns and drop-ins are optional).
5. The meeting type. You can select both in-person and virtual. If you opt for virtual, please include a Zoom/WebEx/phone number in the “URL/Phone Number” box below.
6. The care unit (select “Advising”)
7. The location (for remote select “Virtual”)
8. Services (always select advising appointment)
9. URL/Phone number

The screenshot shows a web form titled "ADD AVAILABILITY" with a close button (X) in the top right corner. The form is organized into several sections:

- When are you available to meet?**: A row of seven buttons for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- From**: A text input field containing "8:00am".
- To**: A text input field containing "5:00pm".
- All times listed are in Eastern Time (US & Canada).
- How long is this availability active?**: A dropdown menu with the text "Please select a duration".
- Add to your personal availability link?**: A checkbox with the label "Add this availability to your personal availability link?".
- What type of availability is this?**: Three buttons: "Appointments", "Drop-ins", and "Campaigns".
- Meeting Type**: A text input field with the placeholder "Please select Meeting Types".
- Care Unit**: A dropdown menu with the text "Please select a care unit".
- Location**: A dropdown menu with the text "Please select a location".

Services

URL / Phone Number

Special Instructions for Student

B *I* | ::= !:= ↶ ↷

e.g. room 23, please bring paper

Will you be meeting with multiple students?

These settings will not be used for kiosk and campaign purposes.

Max Number of Students per Appointment

Cancel Save

Scheduling Appointments

Scheduling an advising meeting can be done multiple ways:

- You can book the appointment for the student
- Student can book an appointment with you
- You can create an appointment campaign (see pg. 19).

Advisor Scheduled Appointments

To book appointment yourself:

1. On the homepage, click on the student's name you want to meet with. Or search for them in the search.

2. In the “Staff Alerts” box on the right of the student’s page, click “schedule an appointment.”



A screenshot of a student's profile page. On the left, a grey box displays 'Cumulative GPA' above the number '3.070' with a small downward arrow. On the right, a 'Staff Alerts' box with a yellow circle containing the number '0' contains a list of actions: 'I want to...', 'Message Student', 'Add a Note on this Student', 'Add a Reminder to this Student', 'Report on Appointment', 'Schedule an Appointment', and 'Add to Student List'.

3. Fill in the Care Unit, Location, Service, and Meeting type (virtual or in-person), and date. Make sure you select information that matches what you’ve listed in your availability. For example, if you only have in-person for availability, it won’t show you as the organizer if you try to book a virtual appointment.
4. Select yourself as the organizer in the “Select an Organizer” section.
5. Select the time you want to meet. You can adjust the time from the “Length” down menu. Otherwise, it defaults to 30 minutes. Select the “Save Appointment” button at the bottom.

Filters

Care Unit
 Advising

Location
 Academic Advising Center

Service
 Academic Warning

Course

Meeting Type
 In-Person

Comments

Select a Date

October 2021

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Choose A Time To Meet

Length: 30 min

TIME SLOT	10/10 (SUN)	10/11 (MON)	10/12 (TUE)	10/13 (WED)
8:00am - 8:30am ET		BUSY	CONFLICTS	BUSY
8:30am - 9:00am ET		0/1 BUSY	0/1 CONFLICTS	0/1
9:00am - 9:30am ET		0/1 BUSY	0/1 CONFLICTS	0/1
9:30am - 10:00am ET		0/1 BUSY	<input checked="" type="checkbox"/> 0/1	0/1
10:00am - 10:30am ET		0/1 BUSY	0/1	0/1
10:30am - 11:00am ET		0/1 BUSY	0/1	0/1
11:00am - 11:30am ET		1/1 CONFLICTS	0/1 CONFLICTS	0/1
11:30am - 12:00pm ET		0/1	0/1 CONFLICTS	0/1

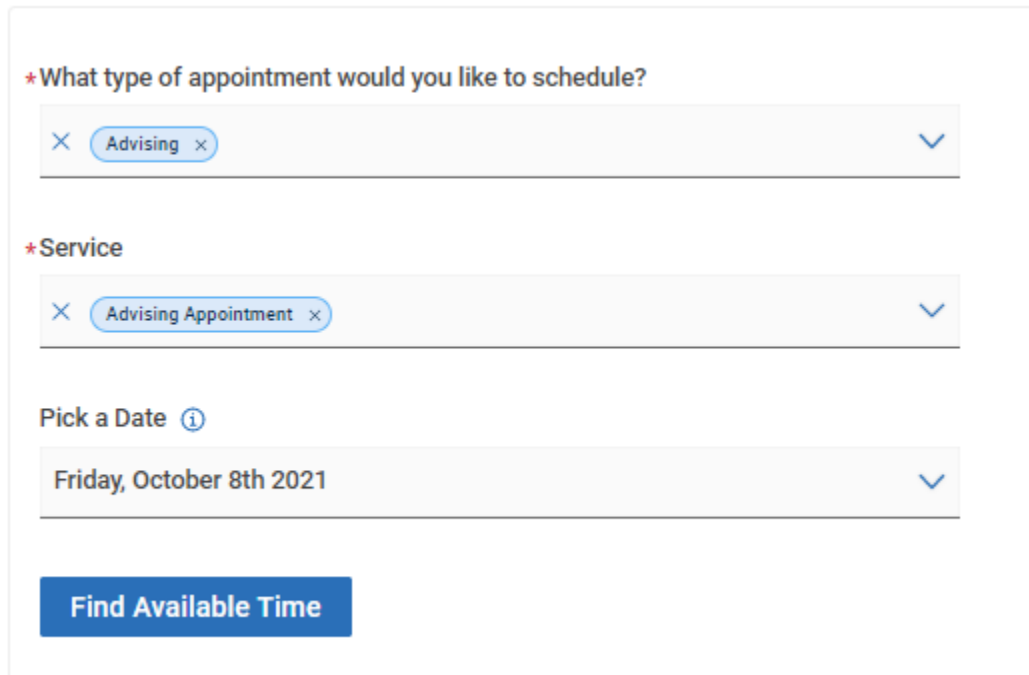
Repeat This Appointment?

Repeat
 Does not repeat

Save Appointment Cancel

Student Booked Appointments

1. You can either have the student log into SSC through the MyTU portal OR send them your personal availability link.
2. If the student logs into SSC, they'll need to select the "Get Assistance" button in the top right. From there they'll be asked to select a date. The type of appointment and service will always default to "Advising" and "Advising Appointment."



The screenshot shows a web form for scheduling an appointment. It contains three dropdown menus and a button. The first dropdown is labeled '*What type of appointment would you like to schedule?' and has 'Advising' selected. The second dropdown is labeled '*Service' and has 'Advising Appointment' selected. The third dropdown is labeled 'Pick a Date' with an information icon and has 'Friday, October 8th 2021' selected. Below the dropdowns is a blue button labeled 'Find Available Time'.

3. From there they'll be presented with all available appointments. If you have both virtual and in-person availabilities, they will see both options.
4. NOTE: If the student is sent the personal availability link, it will send them DIRECTLY to this section.

2 Locations

Thu, Oct 21st

Academic Advising Center

Lecture Hall

XL 1 Person

9:30 - 10:00 AM 10:00 - 10:30 AM 10:30 - 11:00 AM 1:30 - 2:00 PM 3:30 - 4:00 PM 4:00 - 4:30 PM

Virtual Advising

Virtual Advising

Drop-in Times Available

XL 1 Person

9:30 - 10:00 AM 10:00 - 10:30 AM 10:30 - 11:00 AM 1:30 - 2:00 PM 3:30 - 4:00 PM 4:00 - 4:30 PM

5. Students will be sent to a review page. They will have the option to provide you with information about why they want to meet and input a phone number to receive text reminders. They will then press the “Schedule” button.

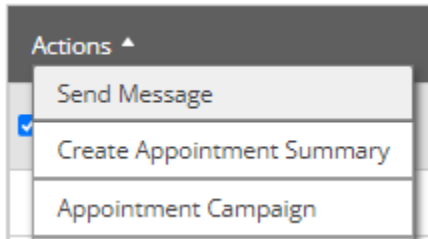
Appointment Campaigns

Campaigns are a great way to reach out to multiple groups of students. After you create and send a campaign you can track students who have or have not responded, and resend the invite as needed.

Note: To set up a campaign, you **MUST** have selected “campaign” as one of those availability types.

The steps to set up a campaign are:

1. On the homepage, select the students you want to attend. You can do this by selecting them individually, or by selecting “All.” Then on the “Actions” dropdown, select “Appointment Campaign.”



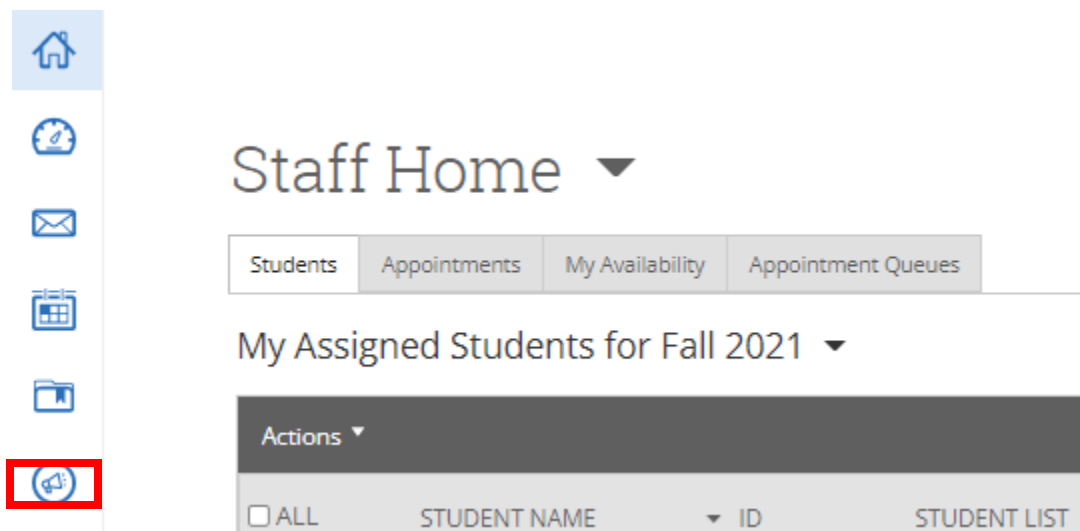
2. Fill in the following information:
 - a. Campaign name
 - b. Care Unit (select advising)
 - c. Location (Select a location in your availability times)
 - d. Service (select advising appointment)
 - e. The date range of the campaign
 - f. Appointment length
 - g. Appointment limit
 - h. Slots per time

Campaign Name: <input type="text"/>	Begin Date: <input type="text" value="07/30/2020"/>	End Date: <input type="text" value="08/13/2020"/>
Care Unit: <input type="text" value="Advising"/>	Appointment Limit: <input type="text" value="1"/>	
Location: <input type="text" value="Virtual Advising"/>	Appointment Length: <input type="text" value="30 min"/>	
Service: <input type="text" value="Advising Appointment"/>	Slots Per Time: <input type="text" value="1"/>	
<input type="checkbox"/> Allow scheduling over courses		

3. You'll be taken to the "Add Students" page, where you can review the students you selected, as well as remove/add.
4. From there you'll be taken to the "Add Staff" page. This is where you will select yourself as an organizer.
 - a. NOTE: If you do not see yourself listed here, you may not have selected "campaign" when you created your availability. Please adjust accordingly.
5. From there you'll be taken to the "Compose Message" page. This is where you can customize your email. Do not remove anything in the { } brackets. These pull the student's first name from PeopleSoft, as well as supplies the student with the link to book their appointment.
6. From there you'll be taken to the confirmation page. Review the information and hit send.

Tracking Appointment Campaign Progress

1. Select the "Campaigns" symbol in the left-side search bar.



2. Go to the “Appointment Campaigns” tab. This will show you all campaigns you have active as well as past campaigns.

Academic Renewal Program (New) Advisi... ADVISING 09/27/2021 - 11/05/2021	Apts. Made (61%) Reports Created (61%) Attend. Rate (38%)
Academic Renewal Program (Returning) ... ADVISING 09/27/2021 - 11/05/2021	Apts. Made (25%) Reports Created (50%) Attend. Rate (12%)
Academic Warning Transfer Student Mtg... ADVISING 09/13/2021 - 10/15/2021	Apts. Made (83%) Reports Created (60%) Attend. Rate (50%)

3. Click on the desired campaign to view the students who have booked appointments, as well as those who still need to. You can resend the invite to those who have not booked appointments by selecting “All” and selecting “Resend Appointment Request.”

Appointments Made	Appointments Not Yet Made	Reports Created	Eligible Appointments	
Actions ▾				
<input type="checkbox"/>	INDEX	APPT DATE	APPT TIME	STUDENT
<input type="checkbox"/>	1	09/27/2021	1:00pm - 2:00pm ET	Briscoe, Cedric
<input type="checkbox"/>	2	09/27/2021	3:15pm - 4:15pm ET	Antal, Josh
<input type="checkbox"/>	3	09/28/2021	10:30am - 11:30am ET	Blackledge, Chance

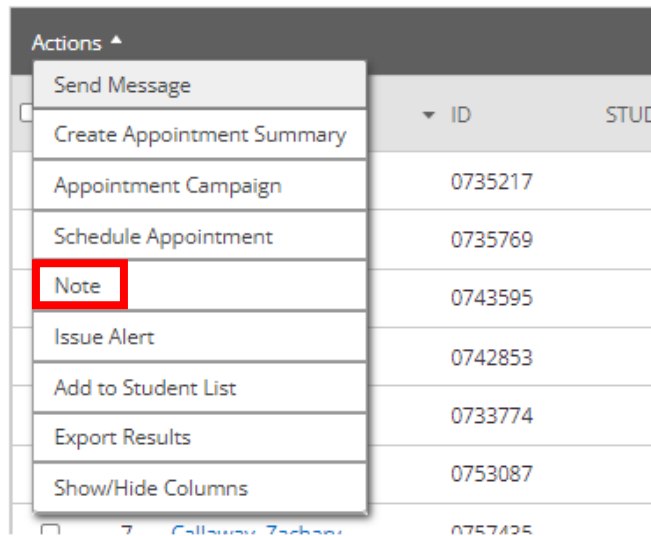
Actions ▲		STUDENT
<input type="checkbox"/>	1	Abreham, Ruth
<input checked="" type="checkbox"/>	2	Adeoye, Stephen
<input checked="" type="checkbox"/>	3	Agandi, Edwina

Adding a Note on a Student

You can add a note on a student two ways:

1. Select the student from your advisee list on the homepage. Then click on the down menu on the “Actions” bar and select the “Note” option.

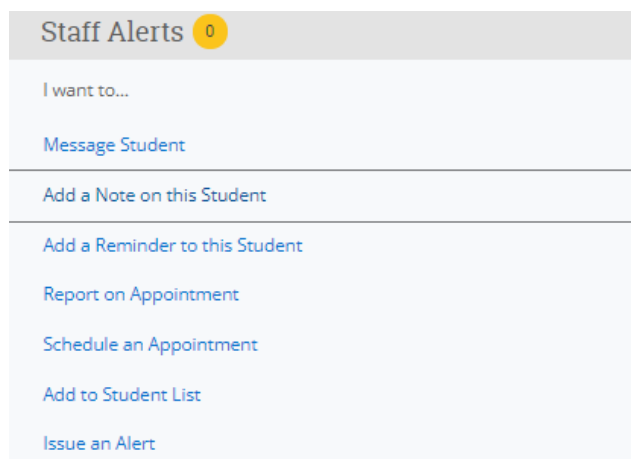
My Assigned Students for Fall 2021 ▾



Actions ▴	
Send Message	
Create Appointment Summary	
Appointment Campaign	
Schedule Appointment	
Note	
Issue Alert	
Add to Student List	
Export Results	
Show/Hide Columns	

ID	STUDI
0735217	
0735769	
0743595	
0742853	
0733774	
0753087	
0757125	

2. On the student’s profile, go to the “Staff Alerts” box on the right side and select “Add a Note on this Student.”



Staff Alerts 0
I want to...
Message Student
Add a Note on this Student
Add a Reminder to this Student
Report on Appointment
Schedule an Appointment
Add to Student List
Issue an Alert

Creating a note on a student is a simple way to document information. It's similar to creating an appointment report, but can be used regardless if you use the appointment booking feature in SSC. Which you use to document information is up to you, what's most important is making sure you document appointment notes for future advisors.

When you create a note on a student it will only be available to TU staff and faculty with SSC access. However, you CAN make it visible to the student by selecting the individual's name under "Visibility."

If you select "Your Name Only" under visibility, the note will only be viewable to you. This can be helpful when documenting confidential information.

Note (Required)

B *I* | Paragraph |

Attach File

No file chosen

Note Subject

Shaneen Morant - 0752392
Pre-Accounting-PACT-BS

Relations

Note Reason

Note URL

Visibility

Xochilt Lamas Only?

Shaneen Morant?

Cancel

Creating an Appointment Report

Unlike a note, which is quite simple, an appointment report is a comprehensive report that documents:

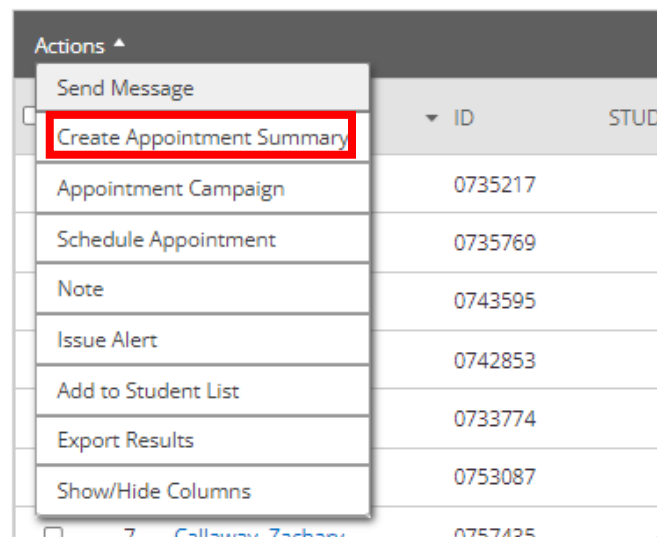
- When the appointment took place
- How long the appointment was
- If the student attended or was a no show
- The appointment summary you create

There are pros and cons to using appointment reports vs notes. As said in the last section, use what makes sense for you.

The steps to create a report are:

1. On the SSC homepage, click on the name of the student. Then click on the down menu on the “Actions” bar and select the “Appointment Summary.”

My Assigned Students for Fall 2021 ▾



Actions ▴		ID	STUD
<input type="checkbox"/>	Send Message		
<input type="checkbox"/>	Create Appointment Summary		
	Appointment Campaign	0735217	
	Schedule Appointment	0735769	
	Note	0743595	
	Issue Alert	0742853	
	Add to Student List	0733774	
	Export Results	0753087	
	Show/Hide Columns	0757425	

2. You must fill out the “Appointment Details” section on the left-side before you can create your report.
 - a. Care Unit (“Advising”)
 - b. Location (where the appointment took place)
 - c. Service (Generally will be advising, or whatever other service you may have listed under your availability, such as “major exploration”).
 - d. Meeting type (in-person or remote)
 - e. Date of visit as well as meeting start and end time

3. After you fill out the details, you can write your notes in the “Appointment Summary” box. After you are finished, hit the “Save this Report” button.

Appointment Details

Appointment Campaign

Care Unit

Location

Service

Course

Meeting Type

Date of visit

Meeting Start Time **to** **Meeting End Time**

Appointment Summary

B *I* | Paragraph |

Attachments

Attach File
 No file chosen

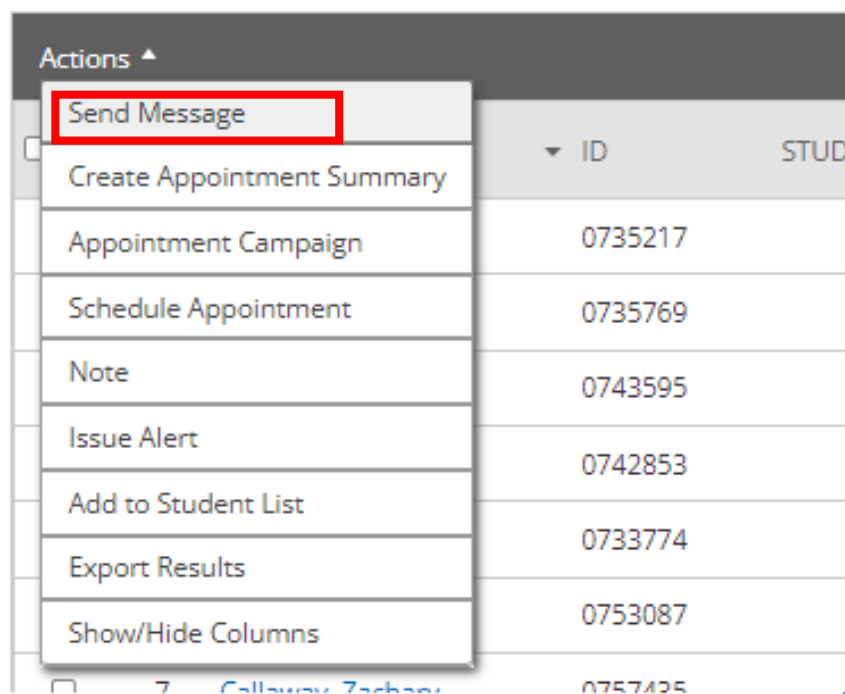
An appointment will be created after you submit this report. If a Meeting End Time is not entered, this will default to the time you Save this Report.

Messaging Students through SSC homepage

You can message students in SSC Navigate. Your messages will be sent to their TU email, and their responses will be sent to yours. You can message one student at a time, or multiple students.

To message students from the homepage, select the student(s) you wish to message. Then click on the down menu on the “Actions” bar and select “Send Message.”

My Assigned Students for Fall 2021 ▾



Actions ▴		
▾	ID	STUD
Send Message	0735217	
Create Appointment Summary	0735769	
Appointment Campaign	0743595	
Schedule Appointment	0742853	
Note	0733774	
Issue Alert	0753087	
Add to Student List	0757425	
Export Results		
Show/Hide Columns		

SEND A MESSAGE TO ANDREA ARBAIZA

Send E-mail Send Text

To: Andrea Arbaiza

Subject:

Message:

B *I* | Paragraph | ↶ ↷

Add Attachment:

Choose File No file chosen

Send Additional E-mail Notifications To:

Cancel Send Message

You can also message students individually by visiting their page, and selecting “Message Student” in the “Staff Alerts” box.

Staff Alerts 0

I want to...

[Message Student](#)

Student Profile Walkthrough

The student profile has a lot of very important and useful information. This section will go over each of the main tabs on the student profile page that you should be familiar with.

The student profile can be accessed by clicking on a student's name in your advisee list, or searching them in the search bar.

Overview Success Progress History Course Info Major Explorer More ▾

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	0	0	3.344 ▾
Total Credits Earned	Credit Completion % at this Institution	Recommended Intervention		
35.00	100%	LOW View detail		

Psychology
Bachelor of Science
Liberal Arts
Major History ▾

STUDENT ID
0735769

CLASSIFICATION
Sophomore

MOST RECENT ENROLLMENT
Fall 2021

Overview Success Progress History Course Info Major Explorer More ▾

Overview

This is the “front page” of the student profile. The overview displays a lot of critical information, such as academic jeopardy indicators, special categories (such as AW, ARP, FYE), credits earned and class standing, contact information, and more.

It is highly suggested to review this page prior to meeting with a student, especially for the first time.

Success Progress

This tab illustrates the student's academic journey, and displays their GPA and credit trends by term. It displays the information in bar and line charts.

History

This is where any appointment reports or notes made for a student are displayed. This can be helpful to review as you work with a student.

Course Info

This page acts as an unofficial transcript. You can view the student's grades and GPA every semester. At the bottom you can also view transfer credit, ACT/SAT scores, ALEKS scores, and High School GPA.

Major Explorer

This tab includes all potential majors at TU and related careers.

More

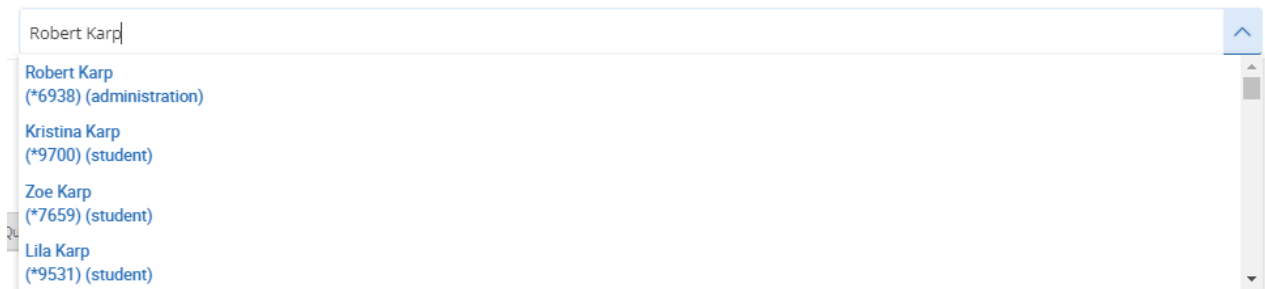
This tab quickly links to the SSC calendar, the Study Hall (not used by advisors), and your appointments.

Locating a student, staff, or faculty member in SSC

Quick Search

You can find any TU student, staff, or faculty member's page in SSC through the Quick Search bar at the top of the program.

You can search for an individual with their full name, SID, or TU email. It is preferable to use the last two options, as some users have duplicate names. When you search for an individual, their name will appear in the drop-down menu. Click on it to visit their page. This method is best used to search for individual students. When looking up groups of students, you may want to take advantage of the Advanced Search feature instead.



Advanced Search

To acquire information on multiple students, SSC users can use the Advanced Search feature to pull data reports. For example, if your job requires you to identify students in your academic department below good academic standing (GAS), you can use Advanced Search to filter for students in your department enrolled for the current semester with 0.0 to 1.9 GPAs.

Note: Not all users have accessed to Advanced Search. If you believe this feature would be applicable to your job duties, please reach out to the SSC Coordinators to request access.

New Search

Saved Searches ▾

Keywords (First Name, Last Name, E-mail, Student ID)?

Type?

Student Information First Name, Last Name, Student ID, Category, Tag, Gender, Race, Student List

Enrollment History Enrollment Terms

Area of Study College/School, Degree, Concentration, Major

Term Data Classification, Section Tag, Term GPA

Performance Data GPA, Hours, Credits

Course Data Course, Section, Status

Assigned To

Success Indicators Recommended Intervention, Success Markers

My Students Only Include Inactive

To illustrate an example, the fall 2021 term was selected in the search filters below, as well as GPAs between 0.0 and 1.9.

Enrollment History Enrollment Terms

Enrollment Terms (In Any of these)?

Area of Study College/School, Degree, Concentration, Major

Term Data Classification, Section Tag, Term GPA

Performance Data GPA, Hours, Credits

Min. Cumulative GPA? <input type="text" value="0.000"/>	Max. Cumulative GPA? <input type="text" value="1.900"/>				
Min. Credits Earned? <input type="text" value="0"/>	Max. Credits Earned? <input type="text" value="999"/>	Min. Hours Attempted? <input type="text" value="0"/>	Max. Hours Attempted? <input type="text" value="999"/>	Min. Credit Comp. %? <input type="text" value="0"/>	Max. Credit Comp. %? <input type="text" value="100"/>

Once you've selected your desired filters you will hit the blue search button at the bottom of the page. This will bring you to an "Unsaved Student Search," which will display all the students that meet your current criteria.

Unsaved Student Search Save

Saved Searches ▾

Standard User Type: Students Enrollment Terms: Fall 2021 x Min. Cumulative GPA: 0.000 x Max. Cumulative GPA: 1.900 x

Search [Modify Search](#)

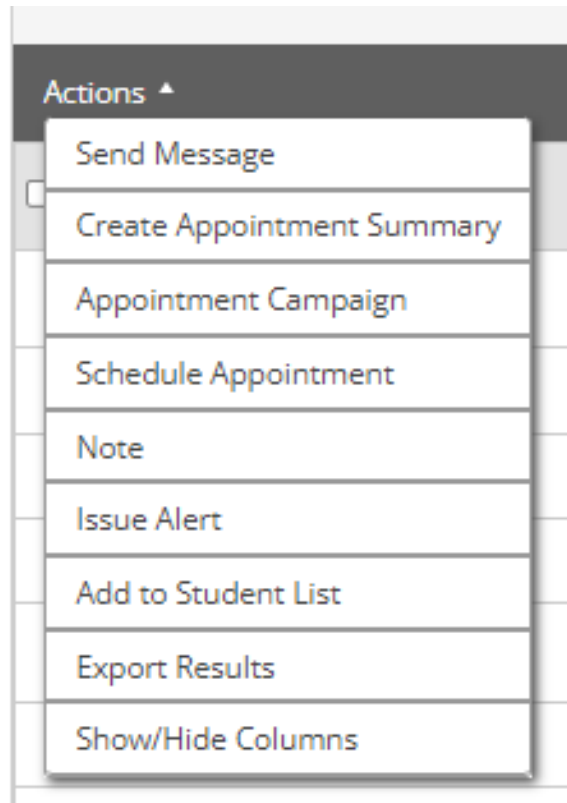
Actions ▾

<input type="checkbox"/> ALL	NAME	ID	STUDENT LIST	CUMULATIVE GPA	MAJOR
<input type="checkbox"/>				1.701	Biology
<input type="checkbox"/>				0.000	Biology: Secondary Education
<input type="checkbox"/>				1.632	Pre-Business Administration
<input type="checkbox"/>				0.000	Chemistry
<input type="checkbox"/>				0.000	Pre-Special Education
<input type="checkbox"/>				1.769	Biology
<input type="checkbox"/>				1.890	Pre-Business Administration
<input type="checkbox"/>				1.632	Computer Science

Previous 1 2 3 4 5 ... 9 Next

From here, you can take many actions. For example, if you want to save this as a student list, you can click on the "Save" button next to the "Unsaved Student Search" title. This will create a list of these students in the List and Searches section (see pg. 36).

You can also click on the "Actions" drop-down menu to take other actions, such as message students, create an appointment campaign, export the results into an excel doc, and more.



Saving Searches and Student Lists

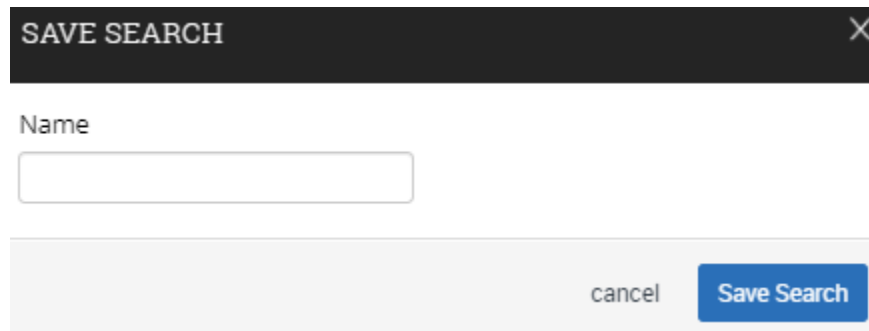
Creating Searches

As explained in the prior section, you can save a search that you create in Advanced Search. This allows you to view the list of students who meet the same search criteria every semester. In the example above, you could monitor the list of students every semester onward to track their improvement.

To save a search, you'll click on the gray "Save" button next to the "Unsaved Student Search" title.

Unsaved Student Search Save

You will be prompted to name the unsaved list. Once you've done so, hit the blue "Save Search" button.



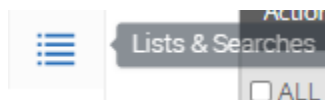
A dialog box titled "SAVE SEARCH" with a close button (X) in the top right corner. Below the title is a label "Name" followed by an empty text input field. At the bottom of the dialog, there are two buttons: "cancel" and "Save Search".

The search list will now display the name given.

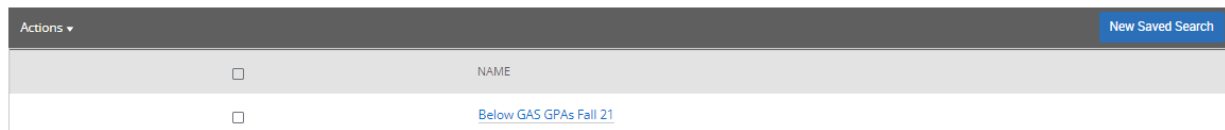
Search

Below GAS GPAs Fall 21 [Rename](#) [Delete Saved Search](#)

Additionally, you will find the search saved in the "List and Searches" section. To view this, click on the bullet list icon in the left-hand side menu.



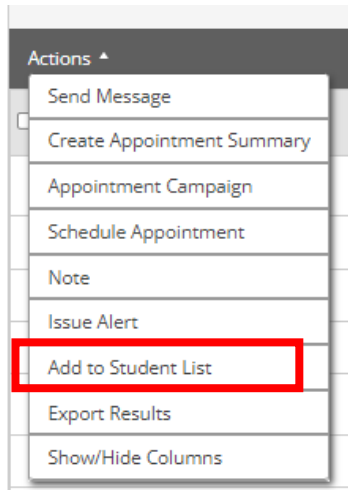
Saved Searches



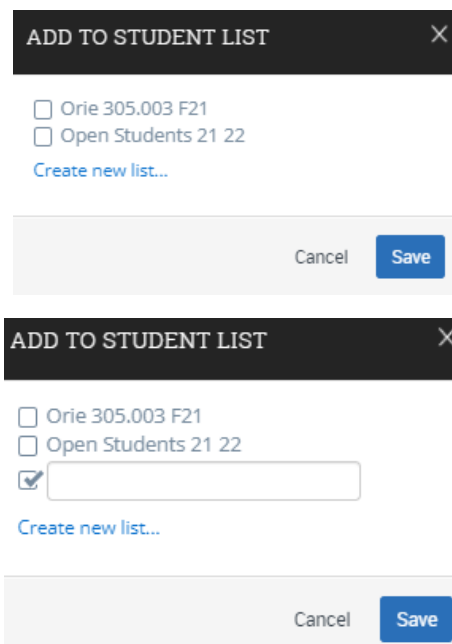
Actions ▾		New Saved Search
	NAME	
<input type="checkbox"/>	Below GAS GPAs Fall 21	

Creating Student Lists

A student list allows you to differentiate your assigned students from one another. There are a few ways to go about this. One of the easiest is to select the desired students for your list from your advisee list. Then click on the “Actions” drop-down menu and select “Add to Student List.”



You will be prompted to either add the selected students to pre-existing list, or you can create a new list. If you create a new list, you will name it and then hit save.



Once you hit “save,” the new list (or pre-existing list) can be found in the “Lists and Searches” section under “Student Lists.”

Student Lists

Actions ▾		New Student List
<input type="checkbox"/>	NAME	# OF STUDENTS
<input type="checkbox"/>	ORIE 305.003 F21	0
<input type="checkbox"/>	Open Students 21-22	9

Advisees in a student list will have an eye icon next to them under the “Student List” category on your homepage. If you hover over the icon, it will inform you of what list they are in.

My Assigned Students for Fall 2021 ▾

Actions ▾				
<input type="checkbox"/> ALL	STUDENT NAME	ID	STUDENT LIST	CUMULATIVE GPA
<input type="checkbox"/>	[REDACTED]			0.000
<input type="checkbox"/>				3.344
<input type="checkbox"/>				2.634
<input type="checkbox"/>				2.533
<input type="checkbox"/>				2.582
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Previous | 1 | Next

<input type="checkbox"/>	[REDACTED]		
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

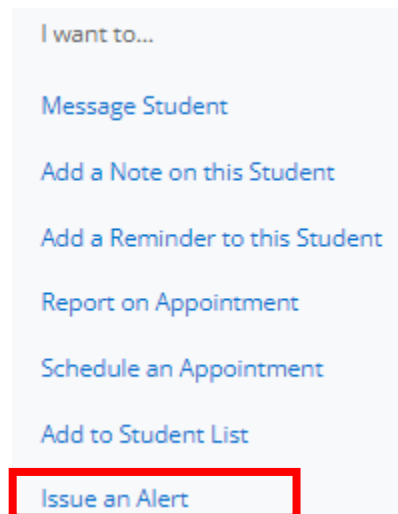
On My Student Lists:
Open Students 21-22

Student Case Alerts

Responding to Student Cases

Student cases are a new feature of SSC as of fall 2021. A case is formed for a student when they begin to display academic jeopardy. Faculty can issue a “cases alert” for a student, which forms a case for that student in the “Cases” section of SSC (accessed by the left-hand toolbar). This feature has been added to allow advisors to conduct early intervention for students struggling academically.

Case alerts are issued through the “Staff Alert” box on the right-hand side of a student’s page. Click “issue an alert.”



ISSUE AN ALERT
✕

Student Christopher Benson

Please select a reason for this alert

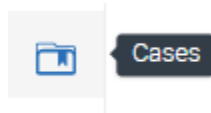
Is this alert associated with a specific class?

Additional Comments

Please enter a comment.

Cancel Submit

If you are an advisor, you will likely only be responding to cases that faculty issue. To do so click on the “Cases” icon on the left-hand side toolbar.



From here, you will see a list of all cases created for your advisees. Faculty can issue multiple alerts for a student, so you may see more than one displayed.

Cases

Status

Care Unit Student Opened By Assigned To Alert Reasons Date Opened to

Actions ▾						
<input type="checkbox"/>	STUDENT	STATUS	CARE UNIT	REASON	DATE OPENED	OPENED BY
				Attendance	09/30/2021	Gregory Butler
				Failed Tests/Quizzes	09/30/2021	Jonathon Lesh
				Missed Assignments	09/29/2021	Elyshia Aseltine
				Attendance	09/27/2021	Howard Baetjer

My Students Only			
DATE UPDATED	UPDATED BY	ASSIGNED TO	CASE OWNER:
10/04/2021	Xochilt Lamas	Xochilt Lamas	Manage Case
10/04/2021	Xochilt Lamas	Xochilt Lamas	Manage Case
10/04/2021	Xochilt Lamas	Xochilt Lamas	Manage Case
09/28/2021	Xochilt Lamas	Xochilt Lamas	Manage Case

To view comments made by the faculty, click “Manage Case.” You can add commentary to the case, and close it once you have completed your outreach with the student. To close the case, you will click the red “Close Case” button.

MANAGE CASE
✕

Class: GEOG-109-400-LEC INTRODUCTION TO HUMAN GEOGRAPHY

Owner

Select an owner

Assignees

✕ Xochilt Lamas

Discard
Save Changes

Case Activity:

09/30/2021

- 👤 Jonathon Lesh assigned case to Xochilt Lamas.
10:36AM
- 📁 Jonathon Lesh opened case.
10:36AM
- 💬 Jonathon Lesh added comment:
Current grade- D. Failed the exam, C average on homework
10:36AM

10/04/2021

- 💬 Xochilt Lamas added comment:
Reached out to, pending response
10:10AM

[Add Comment](#)

cancel
Close Case

MANAGE CASE



Student: [REDACTED]

Reason(s): Failed Tests/Quizzes

Outcome:

Comment:

[Go Back](#)

[Submit](#)

Conclusion

This document will continuously change as SSC updates and offers new features to users. We encourage you to take advantage of the features that will most benefit your advising experience. If you have questions about access to certain features, or how to use certain tools, please do not hesitate to reach out to us at the Academic Advising Center.