Student Success Collaborative

Quick Reference Manual

2016-2017
# Table of Contents

## Introduction
- Access, Training & Help................................................................. 3
- Background and History ............................................................ 4
- Terms and Definitions ................................................................. 5

## Getting Started
- Logging In ....................................................................................... 9
- How to Locate an Individual Student ............................................ 10

## Advising Reports
- How to Review an Advising Report ............................................. 11
- How to Make and Advising Report ............................................... 15
- Editing an Advising Report ........................................................ 17
- Attaching a Document to an Advising Report ......................... 20

## Appointments
- How to Set Your Availability for Appointments ....................... 21
- How to Make an Appointment ..................................................... 24

## Communication
- How to Send a Message .............................................................. 26

## Managing Your Students
- How to Use the Search Function ................................................. 28
- How to Create a Watch List ......................................................... 31
- How to Upload a Watch List ....................................................... 34
Access, Training & Help

Access:

If your position requires access to SSC Campus, you may complete training to gain access to SSC Campus once you have completed the SSC Campus eLearning. You can log in at sis.siu.edu to access the SSC Campus platform.

If you are an active student at SIU, you will have access to SSC Campus on your Salukinet account via the SSC Campus App.

Questions may be directed to ssccampus@siu.edu

Roles:
Each person who has an SSC Campus account will be assigned a “role.” Roles are assigned based upon the job/position each person holds. Roles also dictate functionality for each user and ensure that appropriate data and information is accessible. Please see roles functional security and permissions in next section.

As with Salukinet, users are reminded to reserve the use of SSC Campus for legitimate business purposes.

Training:
Training will be offered in several formats and made available throughout the year. Please visit http://advisement.siu.edu/SSC%20Campus.php for the complete offering of resources.

SIU training materials will include:

- online training modules
- electronic manual
- glossary of terms
- face-to-face, hands-on workshops
Background and History

Southern Illinois University is part of the Educational Advisory Board's Student Success Collaborative which aims to improve student success, retention, and graduation rates on college campuses.

EAB’s Student Success Collaborative (SSC) combines technology, analytics, consulting, and best practice research to help colleges and universities use data and analytics to measurably improve student outcomes. SSC members are squarely focused on driving impact from insight, recognizing that data (or even insight) without a plan to operationalize that insight is a wasted effort. Typical member improvements include 4-8% increases in persistence and retention.

At the center of SSC Campus is a proprietary predictive model that identifies at-risk students as well as an analytics engine that isolates systemic barriers to degree completion. To extend the reach and impact of these analytics, SSC Campus wires the entire campus with a coordinated care network that helps institutions manage student risk from identification to resolution, closing the loop on support interactions. SSC enables institutions to drive impact from insight, and provides administrators with customized change management strategies to support institutional transformation. SSC helps Colleges and Universities:

- Access and Capitalize on Unprecedented Visibility into Student Risk: With real time, in-semester data on student behavior complementing core academic analytics, SSC provides institutions with an unmatched view of student risk
- Scale the Student Success Enterprise: With sophisticated analytics and best in class case management to power targeted campaigns, SSC helps institutions reach and support key student segments at scale
- Orchestrate Coordinated Care: With a cross-campus referral system and real-time student engagement data, SSC enables personalized care pathways and closed-loop support recommendations
- Measure Intervention Effectiveness: With visibility into student behavior and outcomes, SSC can help you measure and optimize existing student success investment
Terms and Definitions

Alert – serves to draw attention to a student who may potentially be at risk or who has an appointment or who needs to tend to an action or item

Appointments – scheduled meetings with students created by users with appropriate permissions
  
  Advising Appointment – an appointment to meet with an advisor or an academic support person
  
  General Appointment – an appointment that can be considered an obligatory event for a particular student. Examples might include: football practice, honors society meeting or lunch. General appointments provide information about student schedule to avoid conflicts
  
  Tutoring Appointment – an appointment to meet with a tutor or a writing expert

Campaigns – targeted outreach to a defined group

Card Readers – device to swipe SIU student IDs to log student attendance at an appointment or event

Cases – record of what actions transpired to help a student. Cases may be assigned to a particular advisor/professional

Categories – a specific way to group similar students together. Categories are pulled from predefined groups. Categories might include “honors student,” “junior,” or “transfer student”

Leadership and Core Teams – groups of various SIU professionals to assist with the SIU implementation of SSC Campus
  
  Leadership Team – subcommittee focused on creating and implementing training and development materials for SSC Campus
  
  Core Team – Subcommittee focused on functionality and business practices

Enrollment Census – student attendance in a particular course

Conversations – communications from one user to another within the SSC Campus environment. Conversations include emails, texts, calls, etc.

Degree Paths – defined 4-year paths for a specific major

EAB – Education Advisory Board, the organization that owns and operates SSC Campus

Kiosks – computers, tablets, iPads utilized for student self-service. Students can check-in for an appointment or schedule an appointment at a kiosk
**Locations** – office or department registered in SSC Campus at which a student can receive advising, tutoring, or general academic support

**Mass Print** - allows you to print the Student Development report or calendar for several students at a time.

**Modules, Training** – online training courses focused on a specific aspects of SSC

**Non-students** – active users within SSC Campus who are not students such as advisors, tutors, professors, coaches, front desk staff, academic support staff, etc.

**Notes** - a tool to attach additional commentary to a students’ profile page. Notes differ from Advising Reports in that they describe information about that student that may have transpired outside of the appointment.

**Permissions/Configurations** - set of actions which control the functionality of SSC Campus as well as define what users can access based on their assigned role.

**Phases** - refer to the staggered roll out schedule set for implementing the SSC platform at SIU. Each phase refers to a specific academic semester.

**Progress Reports** – way a professor can indicate how a specific student is doing in their class (may also be referred to as “Early Alert”)

**Reasons** – indicates the topic or focus of an appointment with a student.

  - **Academic Coaching** - appointment focused on providing student with academic coaching and support services.

  - **Freshman Warning/Academic Probation** - appointment dealing with academic concerns for students on academic probation.

  - **Add/Drop a Course** - appointment focused on assisting students adding and/or dropping a class during the add drop period.

  Add/drop procedures include adding a class, dropping a class, and changing to a different section of the same course. Please review the Registration Calendar at

  - **Change/Declare Major** - appointment in which the Change of Major declaration form is completed.

  - **Change/Declare Minor** - appointment in which the Add of Minor declaration form is completed.

  - **Concurrent Enrollment/Student Agreement** - Concurrent enrollment is when a student is enrolled at another institution during the same term that he/she is enrolled at SIU.
Course Substitutions, Adjustments, Waivers - appointment focused on the identification of applicable course substitutions, adjustments and or waivers.

Early Alert/Progress Reports - appointment addresses student’s identification by a professor or instructor as someone who is academically underperforming or failing to attend a specific course.

Graduation Check - appointment reviews student status towards meeting university/program requirements.

Major Exploration - appointment investigates student’s major and/or career interests assisting in the appropriate major selection and major declaration process.

Milestones - appointment addresses the need to or the achievement of a University/Program defined milestone. Milestones can be defined by completion of one condition or all conditions associated with that milestone.

Satisfactory Academic Progress (SAP) - appointment addresses SAP status and provides student with academic advisor signature portion on student’s SAP appeal form.

Schedule Planning - appointment portion provides academic advising and schedule planning for student’s next term.

Reports – electronic form within SSC Campus which documents discussions with and instructions for students.

   Advising Report - documents critical information about advising appointments, such as dates, times, reasons, locations, and summaries about the appointment

   Tutoring Reports - documents critical information about tutoring sessions, such as dates, times, reasons, locations, and summaries about the session

Roles – every user within SSC Campus is assigned a “role.” Roles dictate access levels within SSC Campus.

   Administrator – Responsible for system configuration settings.

   Advisor – Create advising reports, notes, advising appointments, referrals and monitor student progress.

   Advisor Manager – Responsible for creating progress reports and progress report campaigns.


   Front Desk – Manages the Kiosk.

   Instructor – Automatically given instructor permission if user is marked as an instructor in SIS.

   Leadership – View institution wide reports.

   Study Hall Monitor – Starts the Study Hall Kiosk and checks students in and out of study hall.

   Tutor - Create tutor availability and tutor appointments.

   Tutor Administrator – Manages tutors. Can create tutor appointments and view tutor reports.
**Services** - resources offered at campus locations which utilize SSC Campus

**SSC Campus** - a web-based tool from the Education Advisory Board (EAB) that combines technology, research, case management, and predictive analytics to positively inflect degree completion for SIU students.

**SSC Foundation** - the legacy SSC system. SSC Foundation or GradesFirst are no longer in use at SIU.

**Study Hall** – required study table for student athletes

**Success Markers** - a course or group of required courses key to student success within a major, frequently first and second year courses, which are entered into site so that advisors can identify and intervene with students who not completing the markers.

**Tags** - used to apply an extra layer of grouping to students. Tags are similar to categories; however, tags are NOT predefined groupings. Tags are not currently used in the SSC Campus platform.

**Watch List** - allow users to create static lists through the Actions Menu or the Lists & Searches section found in the left menu bar. These lists can be created a number of ways such as through the Actions menu after a Search or by importing a set of Student IDs using a .csv excel file.
Logging In

1. To log on to the Student Success Collaborative (SSC) please visit:

   http://oit.siu.edu/sis/ or

   salukinet.siu.edu

2. You will then be asked to give you SIU account ID and password. This is the network ID and password that you use to access your SIU platforms.

3. Once you log in, you will be directed to the main screen for the SSC
How to Locate an Individual Student

1. To search for a particular student, you will want to make sure you are logged into SSC Campus.

2. Select the magnifying glass to search for a student by their name or DawgTag.

3. Once you found your student, select them and their main student profile page will be displayed.
How to Review an Advising Report

1. Search the student that you would like to view their advising report.

2. Once you have their main student profile displayed, select the history tab.
3. From the history tab, scroll to All History. From there you can ask for the search to be narrowed to a specific type of contact or you can expand to show the students entire history.

4. To view a detailed report, click on Advising Appointment and then View Advising Report.
5. You will now be able to view details on the appointment as well as notes that were made.

6. Click on the X in the upper right of the report to close.
How to Make an Advising Report

1. Search the student with the quick search option in the upper right corner.

2. Once you are on the student’s main profile page, click on Report on Advising.
3. Once you have the advising report open, you need to complete the form.
   a. Select reason(s) from the drop down menu. You may select more than one reason that
      the meeting that is being conducted.
   b. Select meeting type; Email, phone, in-person, walk-in, etc.
   c. Make sure the date and time of your meeting is correctly populated
   d. Select location (your office, department, or college location).
   e. Type your notes in the Appointment Summary area. This information is shared and should
      relate to the student questions and concerns, as well as the actions that have been or will
      be completed by all parties.
   f. Upload any documents that need to be saved to this report.

4. Click on Save this Report
Editing an Advising Report

1. Search the student you need to make an edit for.

2. Once you have their main student profile displayed, select the History tab.
3. From the history tab, scroll to **All History**. From there you can ask for the search to be narrowed to a specific type of contact or you can expand to show the student's entire history.

4. To view your report, click on **Advising Appointment** and then **View Advising Report**.
5. To make edits, you will need to select **Edit Report** on the bottom of the field.

6. Once you have made the edits to the document. Make sure to select **Save this Report**.
Attaching a Document to an Advising Report

1. Search the student you need to attach a document to.

2. If you are creating a report for the first time, you can attach the document when you complete the report. If you are adding documentation to an already existing report, you will need to pull up the report to edit it.

3. Once you are in the Advising Report, click on Attach File.

4. Now you are able to search your computer for the document you wish to upload.

5. Once you find the document you will select it and save it, it will now be attached to your report.

6. Make sure to save your report.
How to Set Your Availability for Appointments

1. To set up your availability so you can make appointments with students, you will need to select **My Availability** from the home screen.

2. Click on the **Actions** tab in the Times Available section and select **Add Time**.
3. Please note that you are allowed to select multiple days that will apply for the same timeframe. If you need to make different time for each day, you will need to repeat these steps for each time available on those days.

4. Use the slide bar to notate the times. Keep in mind any lunch hours or regular scheduled appointments such as classes taught or department meetings that take place. (You will need to make multiple available times to accommodate)
   a. You may need to set multiple to accommodate different times for Drop-ins, Appointments, and campaigns.

5. Select how long these times will be affective, all semester, year, etc.

6. Select the location for these appointments. This should be your office or center location. If you have multiple work sites, make sure you set individual availability for each location.

7. Choose the Student Service Options that will be available for this time. (i.e. coaching, advising, withdraws, grad check, ETC)

8. You can add any additional notes to this event details in the box below as needed

9. Click Save
10. Next you will want to set appointment constraints so students can set up appropriate meeting times. To do that, select **Edit Appointment Constraints**.

11. Complete the Appointment Constraint Form
   a. **Hours In Advance**: If you would like, you can select that students can only schedule appointments a certain amount of time in advance. This keeps students from scheduling at the very last second for an appointment.
   b. **Default Appointment Length**: This is the duration of all of your appointments
   c. **Require Available Times for Students**: This keeps students from creating appointments with you on and time on dates that don’t have time available entries.
How to Make an Appointment

1. Search the student you would like to make an appointment with.

2. Click on the Schedule an Appointment on the right hand side of the student profile.
3. Complete the appointment
   a. Enter a reason for the appointment. Please note that there is not a drop down menu selection for these reasons.
   b. Choose the location of the event
   c. Select the date of the event
   d. Select the Person the event is taking place with
   e. Set the time length for the meeting.
   f. Choose a green time slot by checking the box
   g. Click on Add Calendar Event
How to Send a Message

1. Search the student with the quick search option in the upper right corner.

2. Once you are on the student’s main profile page, click on Message Student.
3. One the message box is open, you will need to complete the form:
   a. Add your **Subject line**
   b. Type or insert your message.
   c. Add any attachments if applicable
   d. Hit **Send Message**

4. To open your sent message go to the **More** tab and click on **Conversations**.
How to Use the Search Function

1. From the left navigation bar, click the magnifying glass. Create a search with the Advance Search Option
2. Check the Show Advanced Filters box to open more search parameters

3. You can open multiple search parameters by clicking on the categories.
4. Once you have selected all the parameters you would like to use, click **Search**

5. This will generate a list of students

6. Clicking the actions button gives you options of what you can do with the list. Make sure you select the box next to the names that you would like the action to apply to.

7. You can save the search by clicking on the save button at the top of the screen. This will allow you to easily pull the search parameters again as the system updates student information.
How to Create a Watch List

1. To create your watch list, you will first need to select the Watch List icon on the left navigation bar.
2. Select new Watch List button

3. Name your watch list and select Save Watch List
4. Your watch list is now available to populate with students.

5. To populate students into your watch list you can either:
   a. Select the list you just created and then select the Add Students button. You can then search by name or ID to add students.
b. Use the search function (see page _) and use the actions tab to add the students to a watch list.

i. Click the down arrow next to the actions towards the top and select Watch

ii. From here you can check the box to a previously created list or you can select Create New List (if this is a new watch list).

iii. Hit Save. This will take a few seconds, to a few minutes to complete.

iv. Once it is done, click on the List and Searches icon. You should now see the new list in the Watch List section.
How to Upload a Watch List

1. Click on the List and Searches icon.
2. Click on the Actions drop down arrow and select “Upload Watch List”
3. Select where you want to upload the data to. It can be an existing list or new.
4. Click confirm
5. Choose a file to upload
6. Click upload file
7. It will ask you to select a column from the data for the student idea. Review the options to find the correct one.
8. Once you confirm the information it will complete the upload and allow you to click on the list. If you do not need the list right now you can always find it again in the List and Search Screen.