



EAB

Student Success Collaborative™

# DePauw University User Guide

SSC Campus



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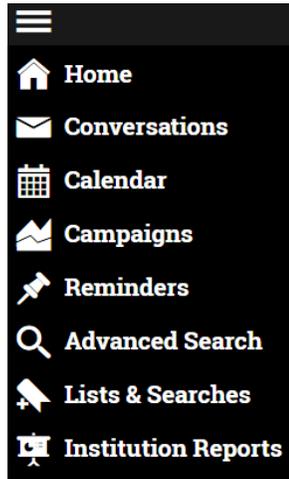
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# Homepage Overview

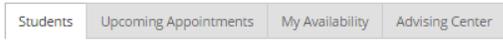
## Roles

Depending on your role and work function, you may have only one or you may have multiple roles. Each role has its own permissions and functionality. You can switch between roles by clicking on the little carrot next to the role.

## Advisor Home



### Advisor Home



My Assigned Students For Fall 2016-17

Actions					
<input type="checkbox"/> ALL	STUDENT NAME	ID	WATCH LIST	CUM. GPA	SUPPORT

### Main Menu Options

You have a full list of menu options available to you on the left-hand side. By hovering over the three horizontal lines, the menu will expand so you know what each icon stands for.

### Students

Depending on your role, you may have students automatically assigned to you. If not, you may need to search for students by using the Quick Search, or magnifying glass, at the top right of your screen. If you have created a saved search or a watch list, you can find these lists by clicking on the carrot next to "Advisor Home".

### Upcoming Appointments

You will see a list of all of your scheduled appointments. On your main homepage, on the right hand side, you will also see upcoming appointments, but this is limited to the first three scheduled appointments.

### My Availability

On this tab, you will set up or edit your availability to meet with students. To do this, please refer to the "Advising Appointments" guide.

### Advising Center

The Advising Center tab allows advisors to monitor and maintain visits for students in their queue or other advisors' queues.

### Advisor Reporting

Lower on the homepage you will see a list of recent advising appointments and reports you've created. From here you can add an advising report or mark a student as "No-Show" if they did not attend. You can also see if you submitted an advising report and review past meeting summaries.

## Advisor Reporting

Recent Advisor Appointments   Recent Reports You Created

### Recent Advising Appointments

Actions							Show Cancelled
<input type="checkbox"/>	DATE	REASON	COMMENT	ATTENDEE	ADVISING TIME	REPORT FILED?	DETAILS

## Professor Home

The screenshot shows the 'Professor Home' page. At the top, there is a header 'Professor Home' with a downward-pointing arrow. Below this is a section titled 'Class Listing' with a table header containing 'CLASS NAME', 'TIME', and 'ROOM'. Underneath is another section titled 'Students In My Classes' with a table header containing 'Actions', 'STUDENT NAME', and 'CATEGORY'. The 'Actions' header has a downward arrow, and the 'STUDENT NAME' and 'CATEGORY' headers have small square icons.

*You can revert to the Advisor Home page by clicking on the carrot next to "Professor Home"*

### **Class Listing**

You will see a list the classes you are currently teaching with meeting times and room locations. This information comes from the DePauw University Student Information System (e-services).

### **Students In My Classes**

This is a complete list of all students in your classes. Click on "Course(s)" to sort the list by class and section. *DePauw has asked SSC for an enhancement to easily search of filter by class and this should be coming soon.*

From this list of students, you can select any number of them and take action. Under "Actions" you can select to message students or create a note on a student.

If you click on a student name, you will only be able to see that student's profile page if you are the student's academic advisor.

# Getting Started

## Setting Your Availability

As a new user, the first thing you need to do is set up availability in SSC Campus in order to schedule appointments. It is important to note that locations and services are created by the DePauw University SSC implementation team.

### Advisor Home ▾

Students | Upcoming Appointments | My Availability | Advising Center | Advising Requests

📅 Edit Appointment Constraints

### Times Available

Actions ▾	DAYS OF WEEK	TIMES	DATES	LOCATION	SUBJECT	
<ul style="list-style-type: none"><li>Add Time</li><li>Copy Time</li><li>Delete Time</li></ul>	Mon	10:30a-3:00p	Forever	Faculty Office	Course Scheduling, General Advising, Major Change For Appointments	<a href="#">Edit</a>
<input type="radio"/>	Thu	8:00a-9:00a	Forever	Faculty Office	Course Scheduling, General Advising, Major Change For Drop-Ins	<a href="#">Edit</a>
<input type="radio"/>	Thu	8:00a-9:00a	Forever	Faculty Office	Course Scheduling, General Advising, Major Change For Appointments	<a href="#">Edit</a>

**ADD AVAILABILITY** ✕

I'm available on

**Mon** **Tue** **Wed** **Thu** **Fri** **Sat** **Sun**

8:00a - 5:00p

for  Drop-ins  Appointments  Campaigns

Duration

Location

Select Location to select Student Services

Cancel **Save**

#### Add Time-

- Step 1:** Click the Add Time button in the Actions Menu
- Step 2:** Select the days and times when you are available to meet with students.
- Step 3:** Select whether you will meet with students via appointments or drop-ins during that time. The campaign option is availability reserved specifically as dedicated time for targeted students to make appointments with you.
- Step 4:** Choose the location where you will be available.
- Step 5:** Lastly, select which student services you can provide to students during this availability. Note: Leaving this student services field empty means you will appear to be available for all advising student services.
- Step 6:** Click the Save button.

Repeat this process until all of your availabilities have been defined.

**Note:** You can have as much availability as needed.

There are two other options when adding Times Available.

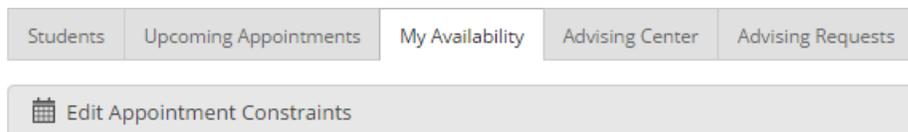
**Copy Time** - to copy a time, select the time you would like to copy and then click the Copy Time button. The availabilities will be copied and a dialog will open allowing you to make edits or to save your newly created availability.

**Delete Time**- to delete your time, simply select the time and click the Delete Time button.

**Note:** Inactive availabilities are highlighted in red in the Times Available grid.

## Appointment Constraints

To define parameters that control your availability with appointments, first click the Edit Appointment Constraints option.



When clicked, these options are available for you to define:

A screenshot of a dialog box titled 'Student Appointment Constraints'. It contains three settings: 'Hours in advance:?' with a text input field containing '24'; 'Default Appointment Length:?' with a dropdown menu showing '30 min'; and a checked checkbox labeled 'Require available times for students?'. At the bottom, there is a blue 'Update Constraints' button and a blue link labeled 'Hide Constraints'.

1. **Hours in Advance** refers to how many hours, from the current time, a student must wait before they can schedule an appointment. For instance in the example above, if the current time is 10:00am, the earliest a student would be able to schedule an appointment with you would be 2:00pm. This setting only applies to students making appointments.
2. **Default Appointment Length** is the default length of this specific advisor's appointment. This can be overridden by users with the appointment create permission, except by students, during appointment creation.
3. **Require available times for students** means that advisors must have defined Times Available before a student can create an appointment with them. If this box is not checked, students are able to schedule with that advisor at any time and day. This box is checked by default. We highly recommend that advisors use this default.

Click the Update Constraints button to save your changes. Then, to hide the Student Appointment Constraints settings box you can simply click on the Hide Constraints link.

# SSC Campus Calendar

## My Calendar

Your calendar in SSC is a quick way to view appointments or events at a glance.

## My Calendar



Calendar View | List of Calendar Items | Subscriptions

LEGEND  ADVISING  ASSIGNMENT  TUTORING  GENERAL  COURSE  FREE BUSY  CANCELLED

Add Calendar Event | Print Calendar

## October 2015

today < day week month >

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	30	1 11:30a Advising 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	2	3
4	5	6 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	7	8 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	9	10
11	12	13 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	14	15 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	16 2:30p Advising	17

**Add Calendar Event** – Clicking Add Calendar Event will bring up your appointment scheduling page.

**Print Calendar** – Here you can print your monthly or weekly calendar views directly to PDF.

**View today, day, week or month** – Quickly choose to view just Today, or view by day, week or month. Using the left or right arrows allows you to view previous or future dates if desired.

Notice the Legend just above the calendar grid. Options listed include: **Advising, Assignment, Tutoring, General, Course, Free Busy and Cancelled**. Selecting one of the checkboxes enables associated appointments to show on the calendar grid and deselecting the checkbox hides them. (These options are automatically checked by default).



## Viewing the Calendar Details

A user is able to hover over the calendar detail for a pop-up with more information and can click into the appointment for even further information. From the "Manage Appointment" screen a user would have the ability to edit, cancel, or delete an appointment if they were provided with those permissions by administrators.

A common question is to be able to see the student's name instead of the reason for advising. This is not currently an option but DePauw University has requested this in a future system update.

## Manage Appointment

Clicking on the event will open the Manage Appointment dialog, allowing you to edit, cancel, or delete with the appropriate permissions.

"Delete Appointment" should only be used when it was created in error. If a student or advisor cancels the appointment, "Cancel Appointment" should be selected and the prompts should be followed.

If a student *does not show to the appointment*, it should be recorded as a "No Show" in the Advising Report.

**MANAGE APPOINTMENT**

### Advising

**All Attendees**

- ⬆ S. Kilpatrick (Advisor)
- ⬆ Peter Coiro
- ⬆ Allie Irish

**Appointment Details** [edit]

**When:** Wed Sep 16, 2015  
03:00 pm - 03:30 pm

**Comments:** None

**Where:** Academic Success Center

**Course:** N/A

**Reason:** Advising

**Type:** One Time Appointment

Cancel Appointment Delete Appointment Close

## Integrating Your Calendar

The availability you set up within Campus dictates students' ability to schedule appointments with you. You will schedule appointments directly in the platform, so it is beneficial to sync your other appointments with SSC Campus. This ensures that your SSC Campus calendar will be blocked as "busy" when you have appointments scheduled on your google calendar. Similarly, your SSC Campus appointments will show as busy within your google email.

### My Calendar

Calendar View List of Calendar Items Subscriptions

**SUBSCRIPTIONS**

- 📅 Setup Calendar Integration  
Last updated at 07/15/2016 02:39 PM
- 📅 Setup Free/Busy Integration  
No free/busy integrations yet
- 📅 Setup Exchange Calendar Integration  
No exchange calendar integrations yet

Exchange Integration

Integrate Calendar Information From Exchange

Connect with Exchange

Disabled

Re-sync with Exchange

Exchange Mailbox  
cmacfarl@ad.stetson.edu

Please verify this email is your Exchange mailbox.  
Contact support if the email needs changing.

From your calendar icon, navigate to the "Subscriptions" tab and click on "Setup Calendar Integration"

On the next page, click on the "Google Calendar Integration" link.

You will be prompted to complete the sync by "Grades First"; Click "Allow"

Click on the "Calendar for Two-Way Sync" and select your Gmail address.

Click "Save and Update"

This should complete your calendar sync.

Note: You can leave blank the field for "Calendars for Free-Busy Sync".

# Advising Appointments

## Appointment Scheduling

Users with appropriate permissions can schedule appointments by checking the box beside students' names in various lists throughout the application and by clicking on Schedule Appointment in the Action Menu. These lists are typically found on your home page and in Search areas of the application. The system will then display the Schedule an Appointment page.

**Schedule Appointment**

Filters

Type: Advising Appointment

Reason(s):  
x Advising

Comments:

Location: Academic Success Center

Select a Date: October 2015

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

Reminders

Send an email reminder?

Send a text reminder?

People Attending (1)

Gonzalez, Laura (Student)

Add an Attendee:

Select An Advisor

SELECT	ADVISOR	AVAILABLE TIMES
<input type="radio"/>	Brown, Tim	mon-tue, thu 11:00am-3:00pm <b>Drop-In Availability:</b> mon-tue, thu 2:00pm-5:00pm
<input type="radio"/>	Eagan, John	mon, wed, fri 12:00pm-5:00pm tue, thu 2:00pm-5:00pm <b>Drop-In Availability:</b> mon, wed, fri 8:30am-12:00pm
<input type="radio"/>	Hamzaee, Maanie	mon-fri 5:00am-9:00pm
<input type="radio"/>	Hoffman, Doug	mon-fri 8:00am-5:00pm
<input type="radio"/>	Irish, Allie	mon-fri 9:00am-4:30pm (September 18, 2015 - February 8, 2016)
<input type="radio"/>	Kilpatrick, Steven	tue, thu 10:45am-4:00pm (Fall 2015) mon, wed, fri 10:15am-5:00pm <b>Drop-In Availability:</b> mon, wed, fri 10:15am-5:00pm (Fall 2015)

Save Appointment Cancel

## Appointment Components

**Type** is what determines whether the appointment you are creating is an Advising, Tutor, or General appointment. While both Advisor and Tutor appointments are fairly self-explanatory, a General appointment may not be. A General appointment can be considered an obligatory event for the student. Events that can qualify are things like Football practice, Honors Society Dinner etc. The reason adding this type of event to a student's calendar is important is because those events will then show up as "Conflicts" when scheduling future appointments. It is usually a best practice to only worry about those General events when they occur during the regular school day or office hours.

**Reasons** is where you will select the purpose of the appointment. For example, Career Counseling and Schedule Changes can be valid reasons for advising appointments. For Advising and Tutoring appointments, reasons are configured by your Campus Administrators. For general events, the reasons field is open.

**Comments** is a section where extra commentary can be entered about the appointment. These comments are seen by both the student(s) and the advisor when they look at their calendar and receive their appointment notification email.

**Select a Date** really means select a week in which you would like to schedule the appointment. This lets users see the entire week, and not just a single day, to determine what is the best day to schedule the appointment.

**Location** is where you will meet your students. Select the appropriate location from the drop down list.

**Reminders** are sent the day of the appointment. The email reminder is sent the morning of the appointment and the text message reminder is set "x" number of minutes before the appointment. "X" number of minutes is actually defined on the Admin tab by your Campus Administrator. You can mouse over the "?" mark, besides the text reminder, to see what the current value of "X" is.

**Add an Attendee** lets the advisor add extra users without having to exit the schedule appointment page. Simply type in the user's name, select them, and they will be added to the appointment.

**People Attending** are the users who will be scheduled for this appointment. The user scheduling the appointment is able to *Remove* or *Add an Attendee* prior to saving the appointment.

**Select an Advisor** is the list of advisors who have availability at the selected Location. Since you are creating an appointment for yourself, simply check your name.

**Length** refers to the length of the appointment. While it will default to whatever the advisor had setup in the availability, it can be overridden here.

**The Scheduling Grid** is where you will actually select what time this appointment will take place. You will notice that a checkbox will appear for any times that are available for scheduling. If something is already scheduled or "Conflicts" with that time, you will see that notated on the grid. For example, Appointments, Free Busy, Conflicts (such as a student's class), or in some cases Drop in's for walk in appointment times. A blank means the selected advisor does not have availability for that time on that day. You can click on the word Conflicts or Appointment to see who has a scheduling conflict.

Choose A Time To Meet

Length: 30 min

Availabilities: ? Show Availabilities for This Course/Reas...

TIME SLOT	10/11 (SUN)	10/12 (MON)	10/13 (TUE)	10/14 (WED)	10/15 (THU)	10/16 (FRI)	10/17 (SAT)
6:00a-6:30a							
6:30a-7:00a							
7:00a-7:30a							
7:30a-8:00a							
8:00a-8:30a	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	
8:30a-9:00a	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	
9:00a-9:30a	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	
9:30a-10:00a	DROP-IN	<input type="checkbox"/>					
10:00a-10:30a	DROP-IN	<input type="checkbox"/>					
10:30a-11:00a	DROP-IN	<input type="checkbox"/>					
11:00a-11:30a	DROP-IN	<input type="checkbox"/>					

**Availabilities** is where you can override everything and schedule the appointment at any time at any day. Select the option 'Ignore Availabilities, unlock the calendar' and you will see checkboxes appear in every field in the grid. Selecting this option allows you to override any conflict or non-available day to schedule the appointment exactly where and when you want it.

**Repeat This Appointment?** Is where you can make this appointment recurring. While there are many options to choose, the most common and easiest to use is 'Weekly'. Select Which Days, Every how many weeks and Repeat Until to make this appointment repeat.

To finish, click the **Save Appointment** button. When the appointment is saved, the system will send appointment notification emails to each of the attendees with the details of the appointment. It will also update each attendee's calendar.

## Advising Appointment Queues

The Advising Appointment Queues tab allows advisors to monitor and maintain visits for students in their queue or other advisors' queues. *This will likely only be of use for advisors who have a central place where students check in for an appointment. For individual faculty members where students come directly to your office, this will not typically be used.*

### Advisor Home ▾

Students Upcoming Appointments My Availability Advising Appointment Queues

Notification Methods:  Ding  E-mail  Text Message

#### Students Checked In For Appointments

Actions ▾	
SELECT	NAME
There are not any students checked in for appointments.	

#### Students Checked in For Appointments

This grid shows any students who have checked in for an appointment and are waiting to see you. In other words, the student is in the waiting room ready to see you. When you are ready to meet with the student, click the circle beside the student and press the Start Appointment button in the Actions Menu. Doing this starts the appointment and brings up an advising report for you to fill out at the conclusion of the appointment.

#### Students In My Queue

Actions ▾			
SELECT	NAME	REASON	COMMENT
You do not have any students in your queue.			

#### Students In My Queue

This grid displays students who are waiting to see you, or the first available advisor. The list is sorted by placing the student who checked in first at the top. Along with this grid, you have given several options in the Actions Menu to manage the list of students.

#### Students In Other Staff Queues

Actions ▾			
SELECT	NAME	ADVISOR	REASON
There are currently no students in other staff queues.			

#### Students in Other Staff Queues

This grid lists students who are on the waiting list for other advisors. This is perfect for when advisors want to help other advisors meet with their students. They can simply select one of the advisor's students and click the Start Appointment button in the Actions Menu.

## Starting an Advising Appointment

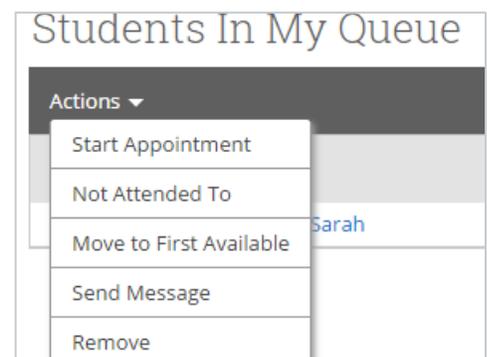
To file a report for a student in your queue and report upon that session simply click the **Start Appointment** button in the Actions Menu. Other options include:

**Not Attended To:** This option should only be used at the end of your day/shift to signify which students you were not able to meet with

**Move to First Available:** To move a student to the First Available queue, select the student and then click the button Move to First Available

**Send Message:** If you would like to send a message via email or text to a student, select the student and click Send Message

**Remove:** You should use this button when a student leaves without first meeting with an advisor. You should then "Remove" them from the list. This is different than the Not Attended To option in that the Not Attended To option the student actually waited to meet with an advisor but there was not enough time while the Remove option is for when the student leaves, on their own accord, without meeting with an advisor.



## Alternative Method to Starting an Advising Appointment

If your students do not check in, they will not appear in the Advising Center.

If they have a scheduled appointment, you should find them either in the “Upcoming Appointments” tab or in the “Recent Advising Appointments” section if it is past the start time of the appointment.

To start an Advising Appointment, click on the box next to the student’s name. Then click on “Actions” in the dark grey bar. Then select “Add Advising Report”.

The screenshot shows the 'Advisor Home' page with a navigation bar containing 'Students', 'Upcoming Appointments', 'My Availability', 'Advising Center', and 'Advising Requests'. Below this is the 'Upcoming Advising Appointments' section. A dark grey bar at the top of this section contains an 'Actions' dropdown menu and a 'Show Cancelled' button. The 'Actions' menu is open, showing options: 'Send Message', 'Add Advising Report', and 'Mark No-Show'. Below the menu is a table with columns: 'ATTENDEE', 'REASON', 'COMMENT', 'REPORT FILED?', and 'DETAILS'.

The screenshot shows the 'Recent Advising Appointments' section. A dark grey bar at the top contains an 'Actions' dropdown menu and a 'Show Cancelled' button. The 'Actions' menu is open, showing options: 'Add Advising Report' and 'Mark No-Show'. Below the menu is a table with columns: 'REASON', 'COMMENT', 'ATTENDEE', 'ADVISING TIME', 'REPORT FILED?', and 'DETAILS'.

## Recording a Walk-In Advising Interaction

Students may just show up to your office for assistance and you will want to record this advising interaction. If they have not checked in through a central front desk, you will need to pull up the student’s record. From there, under the options on the right, select “Report on Advising”. Then, select the “Meeting Type” as “Walk-In” and enter your notes as described in the section below on “Adding a Report on Advising”.

## Marking a Student “No-Show”

It is just as important to record when students do not show for their scheduled advising appointments. A pattern of this can be an indication of a student having difficulty. To indicate when a student does not show, navigate to the “Advisor Reporting” section on your advisor home page. Select the student by checking the box next to the name, then select “Mark No-Show” under “Actions”

This will pull up the Advising Report screen. Having selected “Mark No-Show” you will see that the “Attended” box under the student’s picture is not checked. You can enter any notes (e.g., student did not show but sent a message afterward apologizing) or leave it blank and select “Save this Report.”

The screenshot shows the 'Advisor Reporting' page with a navigation bar containing 'Recent Advisor Appointments' and 'Recent Reports You Created'. Below this is the 'Recent Advising Appointments' section. A dark grey bar at the top contains an 'Actions' dropdown menu and a 'Show Cancelled' button. The 'Actions' menu is open, showing options: 'Add Advising Report' and 'Mark No-Show'. Below the menu is a table with columns: 'REASON'.

**See “Advising Reports” for guidance on completing an Advising Report at the conclusion of an advising interaction.**

# Advising Reports

## Adding a Report on Advising

By starting a scheduled appointment or creating a "Report on Advising" from a student's page, you will pull up an advising report.

### Reason

Select the reason or reasons that reflect the advising conversation. If the appointment was scheduled for one reason, but you discussed something else, you can change it here or add other reasons. Reasons are grouped and then listed alphabetically. For a full list of reasons and what these reasons mean, please refer to the "Advising Reasons" document on the [SSC website](#).

### Meeting Type

Select the appropriate type of meeting: Email, Phone, Scheduled, Virtual/Online or Walk-In.

### Location

The location is the general area you associate yourself with for the advising you are doing. It is not your physical location.

### Attendees

You will see both you and the student here. If the student did not show, you would uncheck the "Attended" box.

### Appointment Summary

Enter any notes pertinent to your advising interaction. The summary should represent your conversation, particularly with regard to guidance or advice given. Remember that Advising Reports are shared with all advisors who have access to this student's record. This is especially helpful when students declare a major and switch to a new advisor or when a student is a double major and has multiple advisors. Recognize that advising reports and notes are considered part of the student's educational record as defined by FERPA and that students can request to inspect their educational record. Educational records can also be subpoenaed.

### Appointment Summary Guidelines

- Record information that is clear, professional, and relevant. Advising reports and tutoring reports provide a summary of meetings with students. Documentation should be objective, concise, and void of judgements or value statements.
- Include information in advising reports, tutoring reports, and notes which will be helpful during future appointments with the student, this includes documentation indicating policies, procedures, requirements, deadlines, etc. shared with the student.
- Focus on information pertaining to the student's academic progress, situation or questions. Details regarding medical, personal, or other sensitive issues should be avoided.

### Suggested Follow-up

You can indicate a follow-up time, but it is only a suggestion and found in the advising report.

### Attachments

If you reviewed a document or created a semester by semester plan, you may wish to upload it here. This will be viewable only to you and other advisors, not the student.

**ADVISING REPORT FOR KEN KIRKPATRICK**

**Appointment Details**  
An appointment will be created after you submit this report.

Reason:

Meeting Type:

Course:

Date of visit:

Location:

**Attendees**

**Kate Knaul**  
7656584371  
Administration, Advisor, Professor, Super User  
 Attended  
Arrived:  Departed:

**Ken Kirkpatrick**  
7656584141  
Administration, Advisor, Professor, Student, Super User  
 Attended  
Arrived:  Departed:

**Appointment Summary**

**Attachments**  
  No file chosen

**Suggested Followup**  
This will be saved on the report as a suggestion. No appointment will be created.  
Date:  Time:

## Recommendations for Writing Advising Reports

- Write notes as soon after the appointment as you are able – within 24 hours is best. Alternatively, leave a few minutes at the end of each advising appointment to enter your summary into SSC.
- Include information that will help you to recall the conversation at a later time.
- Include any referrals to campus offices, staff/faculty, or resources.
- Provide an objective assessment of the student's disposition, if relevant.
- Do NOT include any information that you would not want the student to read.
- Encourage students to take responsibility for taking their own notes during the meeting.

The [Family Educational Rights and Privacy Act \(FERPA\)](#) affords guarantees certain privacy rights for students regarding access to their educational records as well as protections from unauthorized publication, release or examination of these records by others. Therefore it is important to use discretion and not share sensitive information within the advising report.

**Advising Reports** help advisors maintain an accurate record of advising, referrals, and recommendations. Advising notes, whether or not they are entered into SSC, become a part of the students' academic record and are subject to FERPA protections. Advisors should ensure that notes are complete, professional, and able to be reviewed by the student, other assigned advisors, and/or other campus professionals, as required. Notes entered into the system should be brief, academically-focused, and understandable when read individually. Below are examples of what to include and not to include in a note.

### Sample Advising Reports

1. *Met with James today to discuss possible change of major to Actuarial Science. We reviewed requirements for the major, as well as his grades so far in related courses. He plans to take the two prerequisite courses this spring and I think he will still have room in his schedule for timely completion because of his AP credit.*
2. *Alicia made an appointment for today to discuss her struggles in her language course. She reports feeling very nervous about her ability to raise her grade. We reviewed her grades so far and discussed tutoring options. We made plans to meet again in two weeks, so that she can review her progress before the withdrawal deadline. I informed the student that after 9/1, she can no longer make adjustments to her schedule.*

### Inappropriate Statements in Advising Reports

1. **Personal judgments or editorial comments about the student, especially when negative.**  
DO NOT WRITE: Sam is not strong in math or sciences, but thinks he may want to pursue engineering in grad school. This will never happen!  
DO WRITE: Encouraged Sam to continue career and major exploration process due to current grades in math and science.
2. **Comments regarding student's instructors, especially when negative.**  
DO NOT WRITE: Sally is planning to drop XYZ230, because she does not like the instructor's teaching style.  
DO WRITE: Discussed different teaching and learning styles and effective strategies for XYZ230.
3. **Details about a student's medical or mental health or possible diagnosis.**  
DO NOT WRITE: Joe told me he has bipolar disorder and will be out of school having treatments.  
DO WRITE: Joe is planning to withdraw from Fall 2016 courses due to medical issue.
4. **Details about student's personal hardships or concerns.**  
DO NOT WRITE: Susie reports feeling upset about breaking up with long-time girlfriend.  
DO WRITE: Susie discussed personal challenges. Referred her to Counseling Center.

An additional handout on advising best practice can be found on the DePauw Student Success Collaborative website: <http://www.depauw.edu/ssc>

# Student Profile Overview

To view a student's profile, simply click the student's name via the link anywhere in Campus. The Overview will be the first tab displayed.

Student profiles are at the center of the advising application. However, to understand the importance of what the student profile can do, some background understanding is required which is covered in this overview. The student profile is a set of information about the student and their academic performance at your institution. It has details similar to a limited SIS profile. However, the SSC profile significantly differs in its focus and contains information centered on proactively identifying the level of support students need to graduate in their major and providing the tools to support the student.

*Depending on your role and permissions, what you can see in the student overview may be different.*

The screenshot displays the student profile for Laura Gonzalez. At the top, there are navigation tabs: Overview (selected), Success Progress, Reports/Notes, Class Info, Major Explorer, and More. Below the tabs, a summary row shows: 0 Success Markers, 0 Repeated Courses, 0 Withdrawals, 0 Missed Success Markers, and a Cumulative GPA of 3.91. Below this, a table shows: Year Credits Earned: 16.00, Credit Completion % at this Institution: 100%, and Support: Medium. The student's major is Biological Science (College of Arts & Sciences) and their student ID is 254316074. They are a Sophomore, with their most recent enrollment in Spring Semester 2015. A list of advisors is provided: Julia Simon, Griha Singla, Rich Staley, Amanda Wernicke, Latoya White, Rachel Wolfowitz, William Harmon, and Ashlie Prioleau. On the right side, there is a 'Staff Alerts' sidebar with options like 'Message Student', 'Add a Note on this Student', 'Add a Reminder to this Student', 'Report on Advising', 'Schedule an Appointment', 'Add to Watch List', 'About an Alert', 'Edit User Settings', and 'Regenerate User'. At the bottom right, there is a student photo and a 'Student Info' dropdown menu.

The Academic Summary shows the student's major and division, number of Ds and Fs the student has received, number of repeated courses and withdrawals, the support indicator for the student for his or her major, and most recent term of enrollment.

Users can also see the student's major, GPA, total credits, institution completion ratio (earned credits divided by attempted credits), missed number of success markers, number of staff alerts, categories/tags, staff working with the student, and if the student has received any support on campus. By rolling over underlined information, users will get more detailed information.

There are a few key resources available to you under the student's name and on the right side of the page:

4. **Reports/Notes** The Reports/Notes is perhaps one of the most informational tabs on the student's profile. It contains information on previous student interactions with advisors across campus, along with any reminders you set.
5. **Success Progress** Success Progress shows the student's academic summary as well as success markers and the student's performance against the success markers. SSC leadership is currently working with department chairs to determine departmental success markers, which are 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. These are based on the timeframe (credit accumulation) by which students must complete the course and the recommended grade threshold that students should achieve.
6. **Class Info** The first grid displays the student's schedule for the current term. The second grid provides a term-by-term view of the student's academic record, together with important metrics like term GPA and completion ratio. Some high school and pre-enrollment data is provided. For information on the student's completion of graduation requirements, you can click on the "Advising Transcript" link available on the right side of the page, under "Links."
7. **Major Explorer** The Major Explorer provides information to help guide the student and advisor about major decisions. This function draws on an external database of occupations that is incomplete. DePauw has asked

SSC to provide an enhancement to this feature. While it can be somewhat useful, another resource free and available to students and advisors is [What Can I Do With This Major](#), made available by the Hubbard Center.

8. **More: Calendar, Appointments** From this page you can select to see the student's calendar, which includes the course schedule laid out in calendar format and any appointments scheduled in the past or future. You can also select Appointments to see a list of past and upcoming appointments the student has scheduled.
9. **Message Student** Messaging a student from Campus allows you to send an email directly to the student's DePauw email and preserve that email as part of the student's record. It is possible to add attachments and copy yourself, which sends the copy to your DePauw email.
10. **Add a Note on this Student** This is a direct link to add comments about the student that come from outside an advising interaction.
11. **Add a Reminder to this Student** There may be times when you want to follow up with a student about something, or you've asked the student to follow up with you. By adding a reminder, this is placed on the student's page and will be visible from your main Advisor Homepage.
12. **Report on Advising** This is a direct link to add an comments about the student that come from a walk-in advising interaction.
13. **Schedule an Appointment** This is a direct link to create a scheduled appointment for this specific student.
14. **Add to Watch List** This allows you to directly add a student to a new or existing Watch List, a static group of students that you can continually monitor over time.
15. **Links:** This includes direct links to the e-services Advising Transcript and other resources.

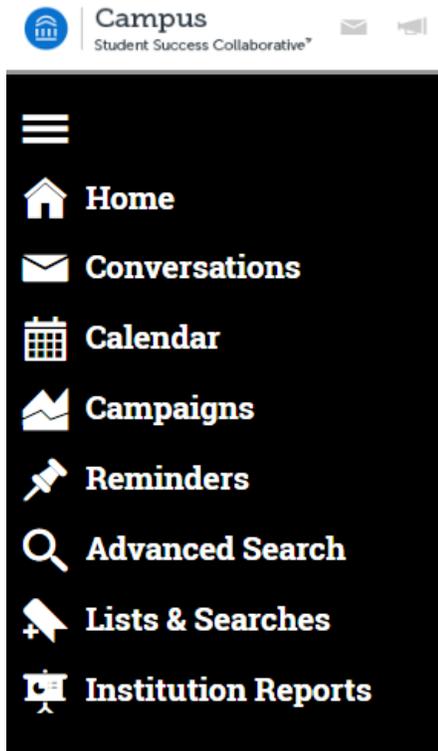
# Searches & Watch Lists

## Quick Search

Depending on your permissions, you may have the ability to do a search for students. The most basic or quick search is the magnifying glass at the top right of your screen.



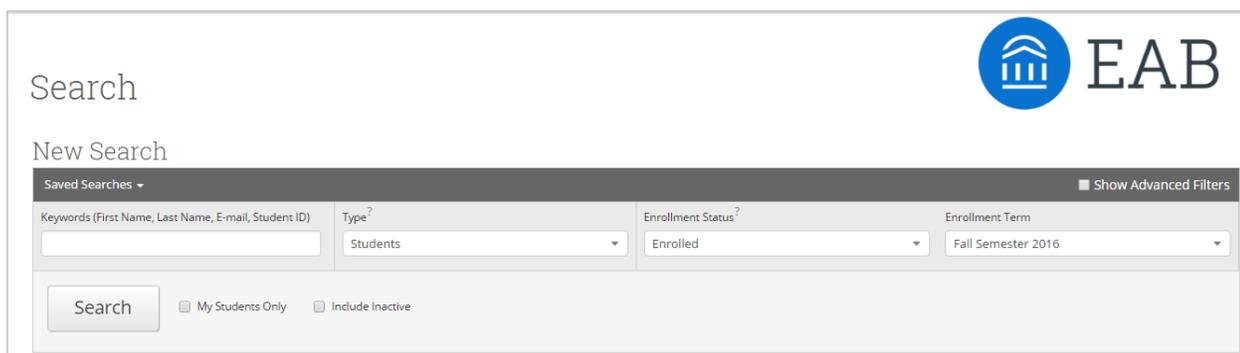
## Advanced Search



The Advanced Search function within SSC Campus allows you to search for all students on campus while applying multiple different filters to create unique cohorts of students based on your search parameters.

To use Advanced Search, select the "magnifying glass" icon under your Navigation bar, on the left side of your screen (bottom of the image):

From here, you may begin to create a search from the four fields immediately presented:



However, selecting the **Show Advanced Filters** button above "Enrollment term" presents you with 7 different fields to begin searching by. You will want to be mindful of the selections you make in each of the sections (by selecting the carrot on the right side), including the term dates.

New Search

Saved Searches Show Advanced Filters

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

Type? Students

Enrollment Status? Enrolled

Enrollment Term Fall Semester 2016

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

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

Performance Data GPA, Hours, Credits ▼

Fall Semester 2016 Data Classification, Section Tag, Term GPA ▼

Course Data Course, Section, Status ▼

Assigned To Advisor, Tutor, Coach ▼

Success Indicators Predicted Risk Level, Success Markers ▼

My Students Only  Include Inactive

## Saved Searches

After searching for and retrieving a list of students, SSC Campus allows you to save the search parameters you used so you may quickly re-run the same search without needing to manually enter in the parameters every time.

To save a search, click on the button Save above your list of students. It's at the top of the following image, next to "Unsaved Student Search":

Unsaved Student Search

Saved Searches Standard User Type: student   Enrolled in Summer Semester 2016   Majoring In: Accounting x   Min. Cumulative GPA: 2.00 x   Max. Cumulative GPA: 3.00 x

[Modify Search](#)

Actions										
<input type="checkbox"/> ALL	NAME	ID	WATCH LIST	CUM. GPA	MAJOR	PREDICTED RISK LEVEL	CLASSIFICATION	CATEGORY	ACTIONS	
<input type="checkbox"/>	1 Adkerson, Botolf	928257345		2.24	Accounting	High	Senior	Debate team	<a href="#">Edit - impersonate</a>	
<input type="checkbox"/>	2 Campese, Dione	925566513		2.66	Accounting	High	Senior	Debate team	<a href="#">Edit - impersonate</a>	
<input type="checkbox"/>	3 Chukes, Hova	900908870		2.79	Accounting, Finance	Moderate	Senior	Debate team	<a href="#">Edit - impersonate</a>	
<input type="checkbox"/>	4 Donnelly, Nasya	386934586		2.19	Accounting	Moderate	Junior	Debate team	<a href="#">Edit - impersonate</a>	

After you click **Save**, you will be asked to **name your search**. We recommend you are as specific as possible, like the following example:

Once named, click **Save Search**.

**You have saved the search parameters from the advanced search you just ran. The students you see on this list might change as their attributes change.** For example, in the search above for Accounting Majors between a 2.00-3.00, if Botolf Adkerson switches majors, he will no longer appear on my list when I re-run this search. **Saving Searches always returns a list of the students that meet your search parameters, it does not save the students themselves.**

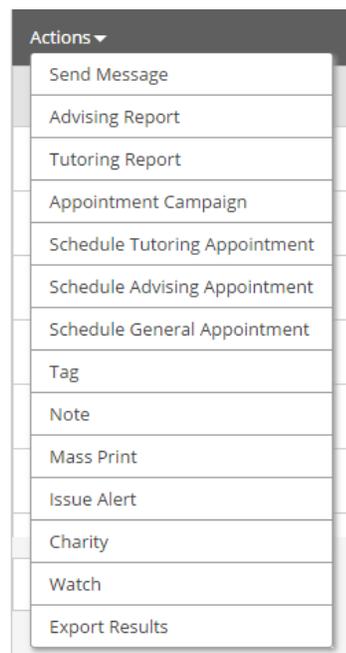
## Watch Lists

In the event you wish to save a list of students and do not necessarily care about their attributes, you will want to create a **Watch List**. A watch list is a static group of students that you can continually monitor over time.

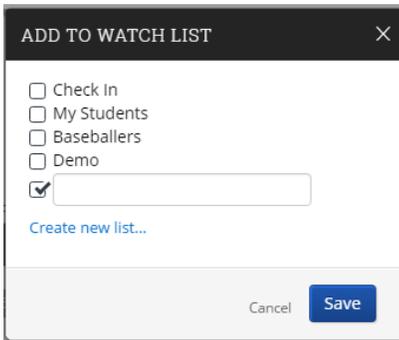
To create a watch list, run your Advanced Search and return a list of students. Once you have your list, select all students you wish to add by selecting the gray box next to their name, or by selecting the entire list by clicking on the gray **All** box. After selecting your students, click on the **Actions Menu**:

Actions ▾										
<input checked="" type="checkbox"/> ALL	NAME	ID	WATCH LIST	CUM. GPA	MAJOR	PREDICTED RISK LEVEL	CLASSIFICATION	CATEGORY	ACTIONS	
<input checked="" type="checkbox"/>	1	Adkerson, Botolf	928257345		2.24	Accounting	High	Senior	Debate team	<a href="#">Edit - Impersonate</a>
<input checked="" type="checkbox"/>	2	Campese, Dionte	925566513		2.66	Accounting	High	Senior	Debate team	<a href="#">Edit - Impersonate</a>
<input checked="" type="checkbox"/>	3	Chukes, Hova	900908870		2.79	Accounting, Finance	Moderate	Senior	Debate team	<a href="#">Edit - Impersonate</a>
<input checked="" type="checkbox"/>	4	Donnelly, Nasya	386934586		2.19	Accounting	Moderate	Junior	Debate team	<a href="#">Edit - Impersonate</a>
<input checked="" type="checkbox"/>	5	Gaub, Masen	143664958		3.00	Accounting	High	Senior	Debate team	<a href="#">Edit - Impersonate</a>

From here, select **Watch** at the bottom of the list:



You may either **add students to an existing Watch List** or you may select **Create New List**.



Once you name your list, click **Save**. **You have saved a static list of students that will not change over time.**

## Finding Saved Searches and Watch Lists



Once you have saved a search or created a Watch List, you can find them in a couple of places. First, you can find them under the main menu on the left hand of the screen under "Lists and Searches".

Or, from your homepage, you can select the carrot next to "My Assigned Students". Any saved searches and watch lists can be found here.



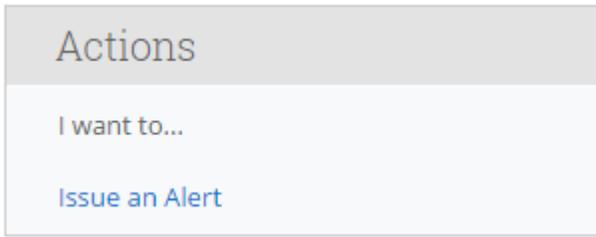
# Alerts, Referrals & Cases

## Alerts and Referrals

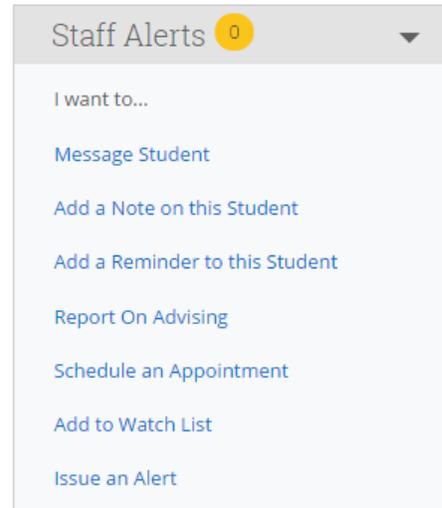
Alerts are a way to draw attention to a student who may need specific support by referring them to an appropriate office. Users with appropriate permissions have the ability to issue an active alert on a student at any time. Please note that alerts are not intended for urgent, sensitive, or time-critical referrals. For example, referrals to the Counseling Center or Public Safety should be made directly to those offices.

There are two ways to issue an alert.

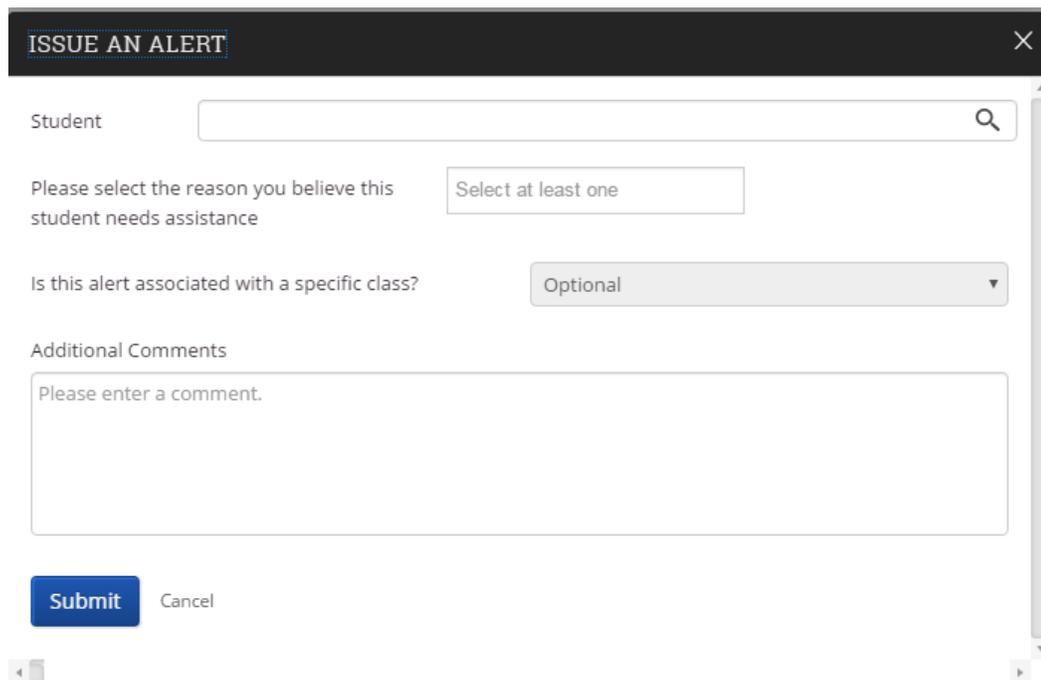
From the Advisor Home page or Professor Home page, click on the Issue Alert button



From a Student's Profile page, click on the Issue Alert button



The system will then display the Issue Alert dialog.



1. **Student-** Type in the name or student ID to search for and select the student you wish to issue the alert for.

2. **Referral Reason-** The prompt asks you to select the reason you believe the student needs assistance. Rather than choose from a long list of possible reasons, instead choose either Attendance, which goes to the Registrar's Office to address, or the appropriate class dean. *The referral list will continue to evolve over time as we learn more about what referrals are being made.*
  - a. Attendance Alert. Use this if the student is not attending class. (This goes to the Registrar)
  - b. First Year Class Dean
  - c. Sophomore Class Dean
  - d. Junior Class Dean
  - e. Senior Class Dean
3. **Associated with a Class?** - If the alert is associated with a specific course, you can select it here. Otherwise, leave this blank.
4. **Additional Comments** - Add text details that will benefit the office receiving the referral and briefly explain why you believe the student needs assistance. ***Please note these comments are available to other users with access to the student's record.*** Users are encouraged to use discretion and not enter personally sensitive information within the alert. *Click Submit.*

### **What Happens After An Alert is Submitted**

Students are not aware of the alert or text details within the referral. The alert is directed to a point of contact in each office who will ensure the student receives appropriate support.

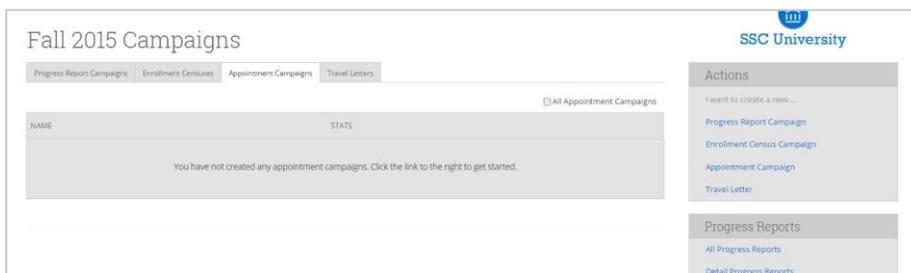
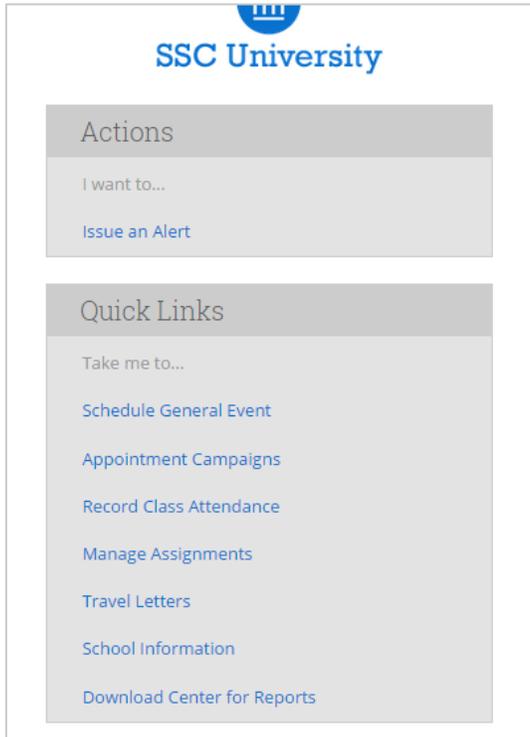
- a. Attendance Alert: Registrar
- b. First Year Class Dean: Cara Setchell (students with email addresses ending in 2021)
- c. Sophomore Class Dean: Kelley Hall (students with email addresses ending in 2020)
- d. Junior Class Dean: Jeannette Johnson Licon (students with email addresses ending in 2019)
- e. Senior Class Dean: Julianne Miranda (students with email addresses ending in 2018 or earlier)

An alert that has been submitted generates an email notification that goes to the appropriate office. The point of contact in that office will monitor alerts and will take appropriate action as needed.

# Appointment Campaigns

Campus Appointment Campaigns enable the advisor to request that specific students select a specific date and time in which to schedule an appointment instead of the advisor creating appointments for each and every student. This feature is commonly used when an advisor must meet with all of their students at least once per term. To begin, click on Appointment Campaigns under quick links and follow the setup steps.

The click on Appointment Campaign under Actions on the left hand side and follow the steps below.



**Step 1: Define the Campaign** - SSC Appointment Campaigns enable the advisor to request that specific students select a specific date and time in which to schedule an appointment instead of the advisor creating appointments for each and every student. This feature is commonly used when an advisor must meet with all of their students at least once per term. To begin, click on Appointment Campaigns under Options > Create a New Campaign and follow the setup steps.

**Enter the Name of Campaign**-The name of the campaign only appears to the advisor. This needs to be a name that makes sense to you.

**Email Subject**- The topic will be the subject of the email going to the student.

**Special Instructions to Student** - This will be your message to the student.

**Choose the advisors for the Appointment Campaign** - will let you select multiple advisors if desired. For instance, if you want a student to meet with you or any other advisor, select them here.

**Choose the Start and End Date**- This will be the date range for which you want the students to make their appointments.

**Length of the Appointment**- This is where you define exactly how long the appointment will be. Durations include 10, 15, 30, 45 and 60 minute intervals.

**Appointments Limit**- This will determine how many appointments you wish for the student to schedule.

**Location**- Select the location of where the appointment(s) will be held.

**Step 2: Select Recipients of Campaign**- Once the Campaign Details are created and the selections are defined, the next step is adding recipients. Click Continue to select Students to Invite. Here you can use the tabs to search for recipients in several ways.

You have several ways to search for and select your students.

**Invite All My Assigned Students:** Provides users with students that are assigned to me.

**Advanced Search:** Provides users with advanced search filters to find, and select, students. When you select students from a tab, click Continue to move to the next page. Next you can review what the email message will say and look like.

**Step 3: Add Advisors to Campaign**- You will need to select yourself as the advisor for the campaign. You may also have the option to select additional advisors to make them available for appointments based on the campaign. *Advisors will need to have availability defined before they can be added to an appointment campaign.*

**Note:** If the other advisor(s) you wish to include are not listed, you can check the box to Include Appointment Availabilities to show available advisors. This section will default to search for campaign availabilities first.

Time to register for Fall classes!

Add Advisors To Campaign  Include Appointment Availabilities?

ID	NAME	AVAILABLE TIMES
<input type="checkbox"/>	Joy McLaughlin	<b>Appointment Availability:</b> Mon-Fri 8:15am-5:30pm
<input type="checkbox"/>	Mark Jefferies	<b>Appointment Availability:</b> Mon, Wed, Fri 8:00am-1:00pm (Summer 2020)
<input type="checkbox"/>	Harry Kent	<b>Appointment Availability:</b> Tue, Thu 8:00am-5:00pm (Summer 2020)

[< Back](#)

Save and Exit [Continue](#)

**Step 4: Compose your Message-** Compose the message that you will send to students in the invitation to schedule a tutoring appointment through the campaign.

**Email**

**Subject:** The topic the subject of the going to the student.

**Instructions or Notes:** This will be message to the student.

**Note:** This screen also give you a preview of what the will look like.

Time to register for Fall classes!

Compose Your Message

Time to register for Fall classes!

Please schedule an appointment with me to receive your PIN number to register for the upcoming Fall semester. You will not be able to register for class

Hello [student first name],

You have been requested, by your advisor, to schedule an appointment with them. By clicking the link provided, you can simply select a time that works with your schedule, save it, and an appointment will be created for you.

**Please schedule an appointment with me to receive your PIN number to register for the upcoming Fall semester. You will not be able to register for classes until you have met with an advisor.**

Schedule an Appointment (campaign link)

You can also copy and paste this address into your web browser.  
[campaign link]

Thank you for using GradesFirst.com!  
support@gradesfirst.com

will be email

your

will

invite

**Step 5: Confirm and Send-** Please make sure that you review your selected options before you start the campaign.

Define Campaign | Review Students | Add Staff | Compose Message | **Confirm & Send**

Appointments

Confirm & Send

<b>Campaign Type:</b> Advising	<b>Start Date:</b> 09/28/2015	<b>End Date:</b> 10/12/2015
<b>Reason:</b> Advising	<b>Appt Length:</b> 60 minutes	<b>Slots Per Time:</b> 1
<b>Appt Location:</b> Academic Success Center	<b>Appt Limit:</b> 1	<b>Reminders:</b> <input checked="" type="checkbox"/> E-mail <input checked="" type="checkbox"/> SMS

**Subject:** Please come in for an Advising appointment

**Email Preview:** [View](#)      **Invitees:** [View All \(3\)](#)      **Included Advisors:** [View All \(1\)](#)

[< Back](#)

Save and Exit [Send](#)

Review the campaign details one more time and then click Send.