

SSC Update – December 2018

Overview

This update introduces Coordinated Care Units to the SSC Advising Platform. These changes are reflective of our ongoing effort to develop a truly shared approach to supporting each student. Users will notice minimal changes but the update will allow for refining information access and allow students to self-schedule advising appointments in areas such as the Hubbard Center.

What to expect:

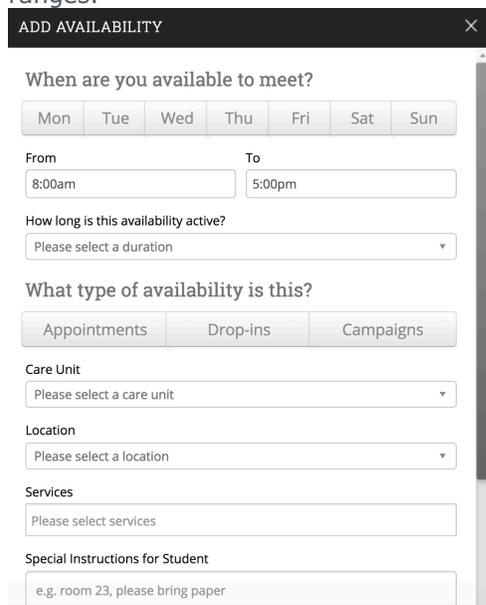
- When you log in, 'Advisor' home will now say 'Staff' home.

Staff Home New

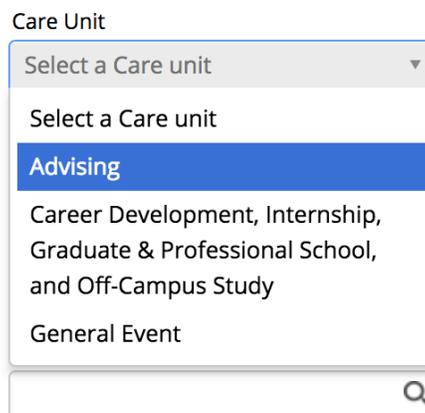


My Assigned Students for Fall 2018-19 ▼

- If you have already set your appointment availability in SSC, these settings will migrate with the new release. All future availability settings will require you to choose the care unit. There have also been a handful of improvements made to the Availability setup experience. You will be able to select multiple appointment types in one availability, set up group advising if you like, and more easily determine time ranges.



Filters



- When filing an Advising Summary Report, you will also have to select a Care Unit (ex. Advising) if the appointment was not made in SSC. This field will be auto-populated if the student appointment was made using the SSC Scheduler.
- For those using the Kiosk interface: you will not be able to schedule appointments through the kiosk, but you can use it for walk-ins and checking in appointments. The overall interface of the kiosk has been improved. Buttons have enlarged and the first available option has been moved to the top of the page in line with the option to select an advisor.
- The settings for how many hours in advance a student can schedule an appointment and the default duration for appointments are now set at the Care Unit and Location level rather than the advisor level. This will allow us to provide consistency in the student experience across certain types of appointments at various locations.
- When student self-scheduling is launched (in Care Units that wish to enable it) students will see a large button that says: Get Assistance that will allow them to schedule appointments only during times that work with their class schedule and with the advisor's availability.