EAB | Student Success Collaborative™

User Guide

Student Success Collaborative—Campus

Last updated December 2015

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Overview

An Introduction to the Student Success Collaborative

Introduction

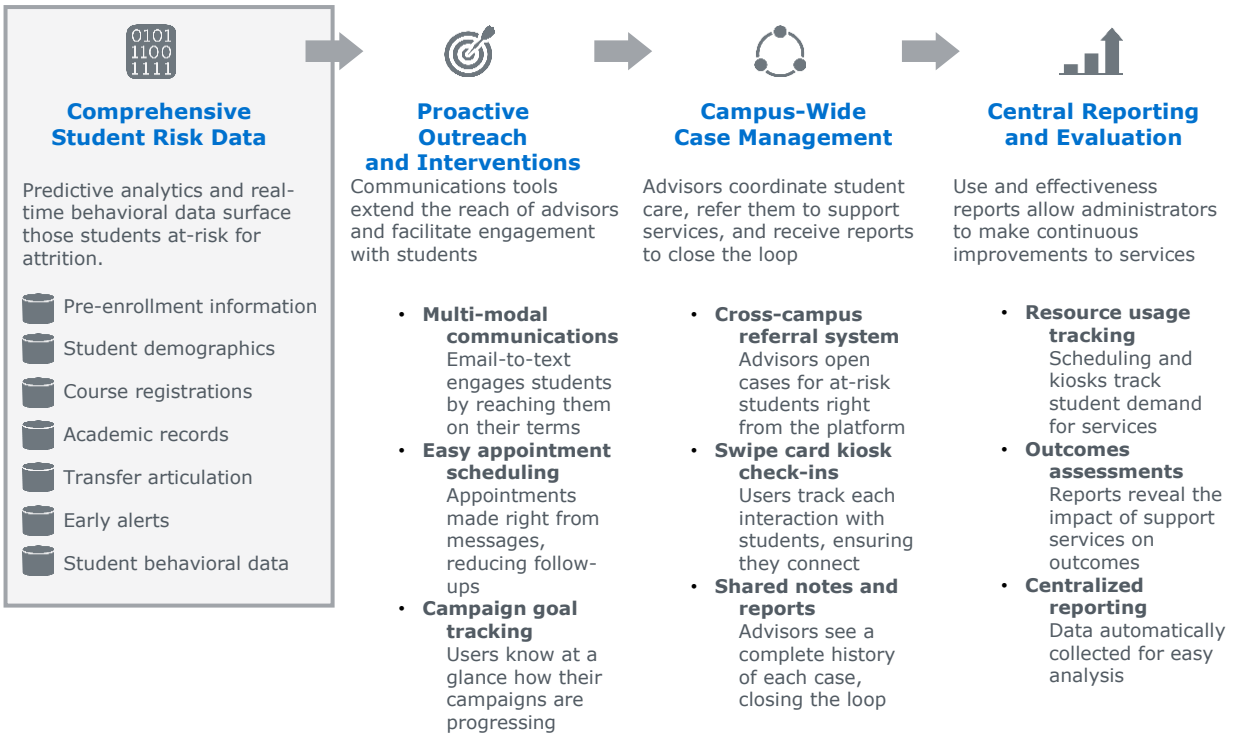
Combines technology, research, case management, and predictive analytics to help institutions positively inflect degree completion outcomes for students.

The application is designed around a three-stage model: triage, assess, and intervene.

- Triage: using advanced search, early alerts, and other risk identifiers, staff can proactively find students in need of help instead of waiting for students to come to them or reactively reaching out to them after the student is already off path.
- Assess: student profiles show key trends that contribute to outcomes such as GPA trend, credit accumulation, and student performance. The data is shown in a way that highlights issues most likely to cause risk to the student's outcome, such as poor performance in a key course or a declining GPA trend, making it easier for the advisor to suggest solutions.
- Intervene: the student profile gives the advisor several ways to reach out to the student and note these interventions, as well as set reminders for follow up with the student.

Inside The Coordinated Care Network

Risk analytics is just the first step to building a continuously improving student support infrastructure. An unparalled risk engine combined with the infrastructure needed to drive exponential return on investment.



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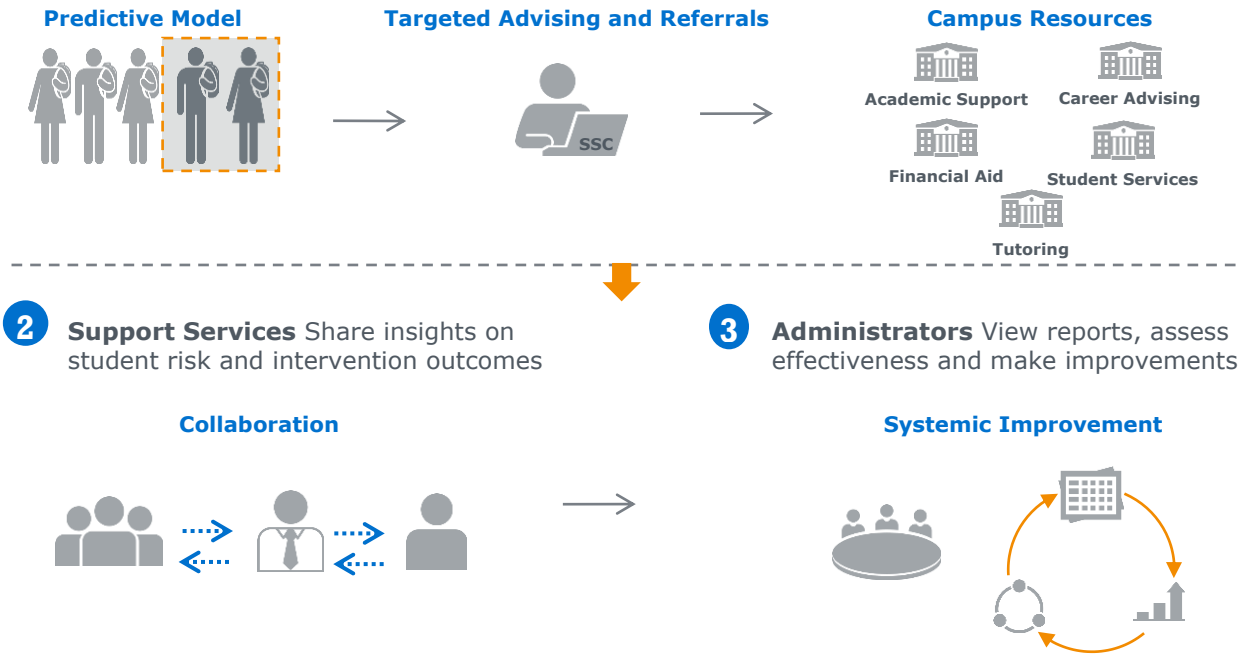
The Coordinated Care Network

Supporting Students at Scale

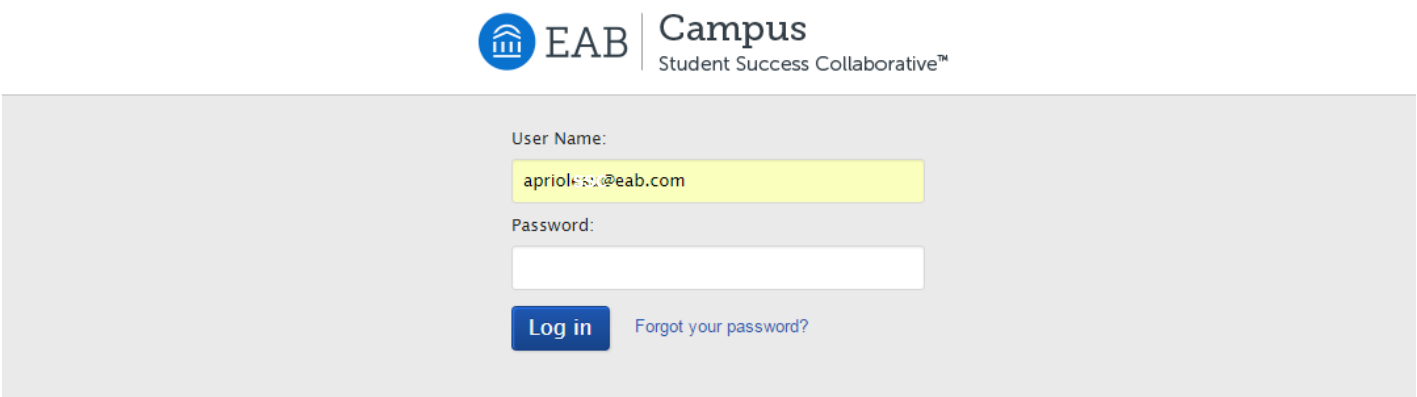
Three feedback loops to ensure every at-risk student is identified and connected with high-quality support.

1 **Advisors** Identify, triage, and refer struggling students



Getting Started

Please proceed by logging into your SSC site. Your institution may be using single sign-on, which allows users to sign in using their university login information. For more information about using single sign-on or access to your institution's site, your Application Administrator should talk to your consultant.



Support by Role

Advisors

- Advanced Search and List Creation
- Student Profile
  - Risk
- Case Management
  - Appointment Scheduling
  - Advisor Reporting
  - Early Alerts and Cases
  - Notes
- Campaigns

Tutors

- Advanced Search and List Creation
- Case Management
- Campaigns
- Appointment Scheduling

Professors

- Advanced Search and List Creation
- Alerts
- Progress Reports
- Progress Report Campaigns
- Risk

Leadership

- Advanced Search and List Creation
- Risk
- Institution Reports

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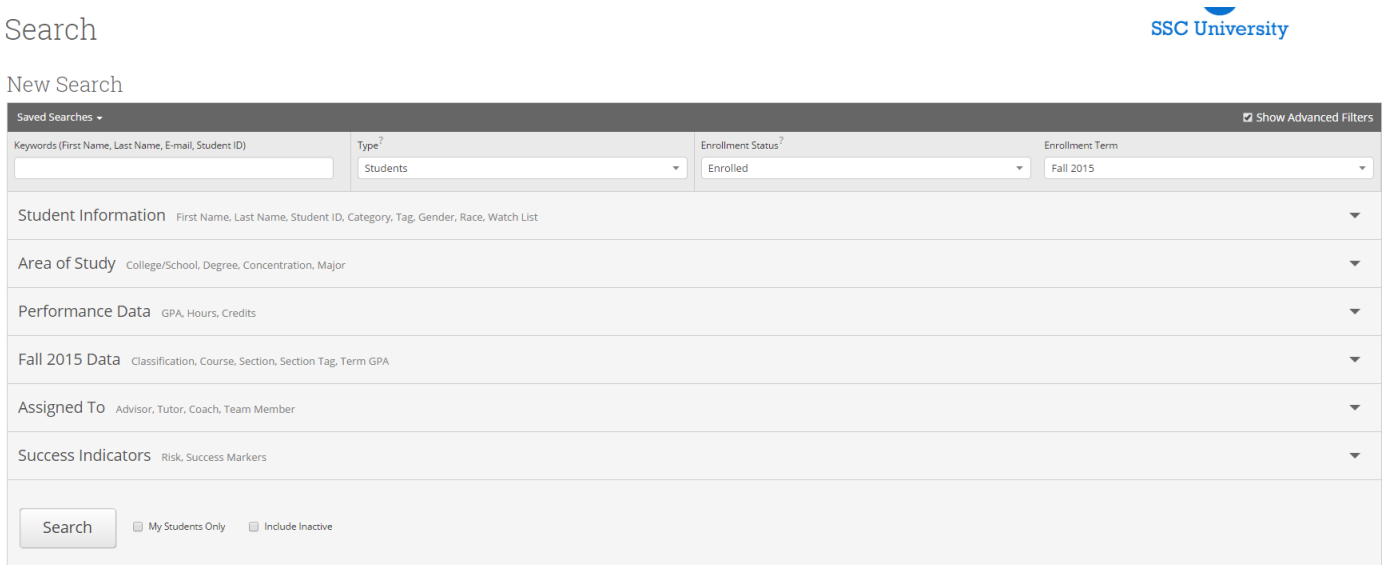
Advanced Search and Actions

Advanced Search

Search for a specific group of users (e.g. students, professors, advisors) and then optionally perform some action for them. For instance, it is possible to get a list of all Men's Baseball players with less than a 2.0 cumulative GPA and send them an email.

You can toggle between the Advanced and Simple search by clicking the Show Additional Filters checkbox on the right side of the search box. When you first click on the Search tab, SSC defaults to the Simple Search. With the simple search, you only have the option to search by Keyword (e.g. First Name, Last Name, Student ID). This search will only allow you to search a specific character (or group of characters in the users name), classification and/or category. The Advanced Search, as shown above, gives users a chance to search for a wide variety of other options such as major, amount of credits, cumulative GPA, and many more. Once you have entered your search criteria, click the Search button.

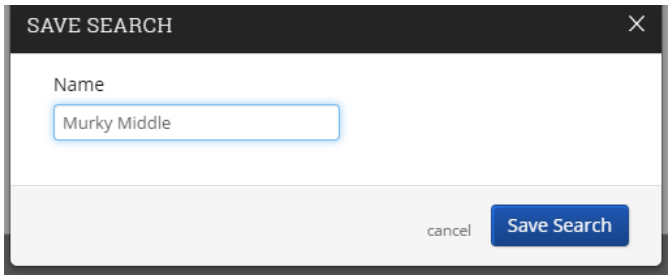


Additional Filters

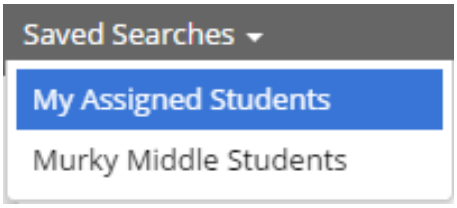
- **My Students Only** - Search only students assigned to you. Advisor assignments can be direct, one-to-one assignments or indirect major or category assignments. Tutors most commonly have direct, one-to-one student assignments. Students are assigned to professors based on their course rosters.
- **Include Inactive** - By default, the search results only display users who are active in the currently selected term. Checking this box includes students from past terms as well.

List Creation

To save a List, click the save search button in the upper left hand corner of the page and you will be prompted to save your List.

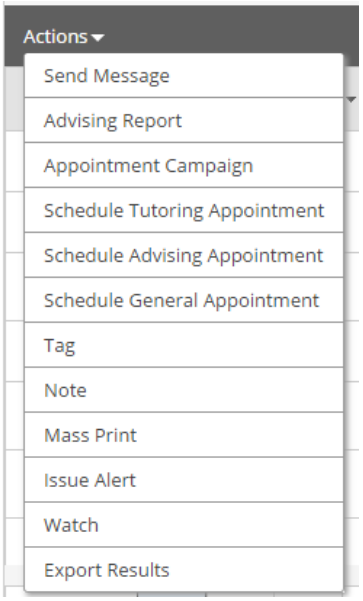


All saved Lists can be accessed through the Saved Searches drop down on the upper right hand side of the page.



Actions Menu

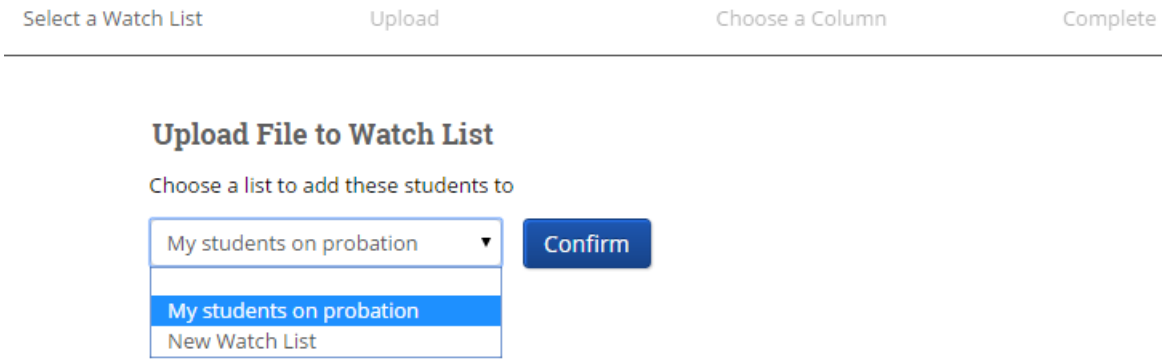
Viewing the search results or in your List will allow you to then optionally select to Send a Message, add an Advising Report, start an Appointment Campaign, Schedule Appointment, Tag, Mass Print, or Watch for those users you have both searched for and selected. This will assist users in creating Watch Lists as well. Please read more about this below.



Watch Lists

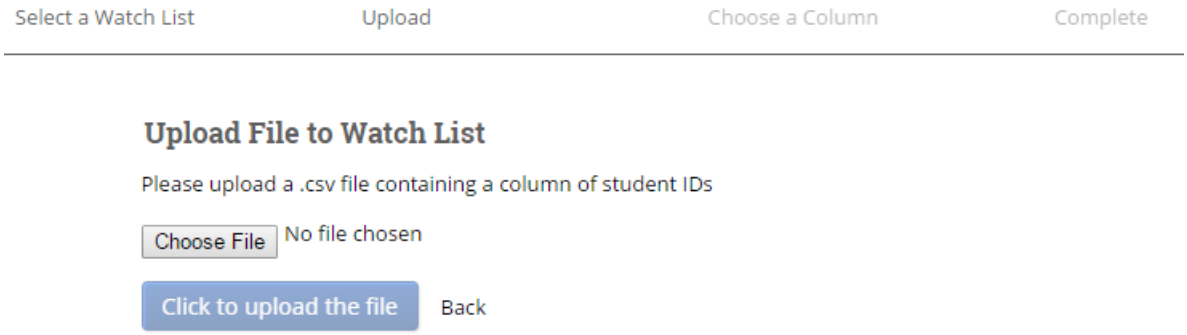
Watch Lists allow users to create static lists through the Actions Menu or the Lists & Searches section found in the left menu bar. These lists can be created a number of ways such as through the Actions menu after a Search or by importing a set of Student IDs using a .csv excel file.

To Upload a File to Watch List: First select whether you would like to add these students to a pre-existing Watch List or to a new one.

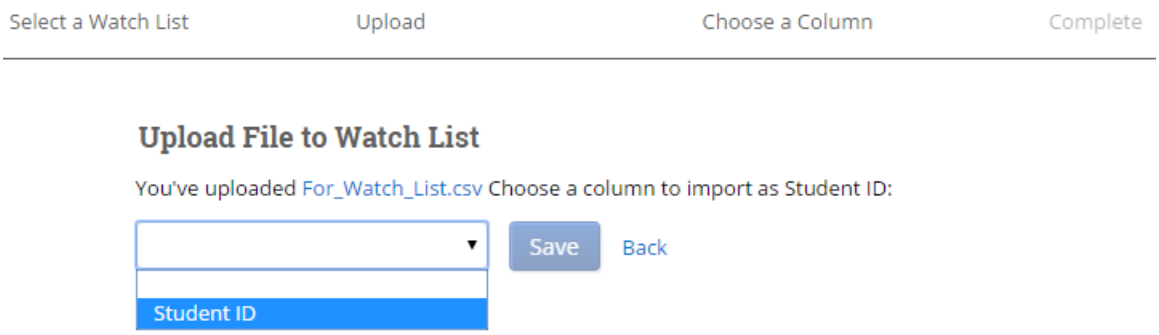


Upload: Using a .csv file with a column of student IDs like the one shown below, users can upload a .csv file to a Watch List.

	A	B	C
1	Student ID		
2	10002324		
3	10002321		
4	10403250		
5	12432304		
6	10342452		
7	10986467		



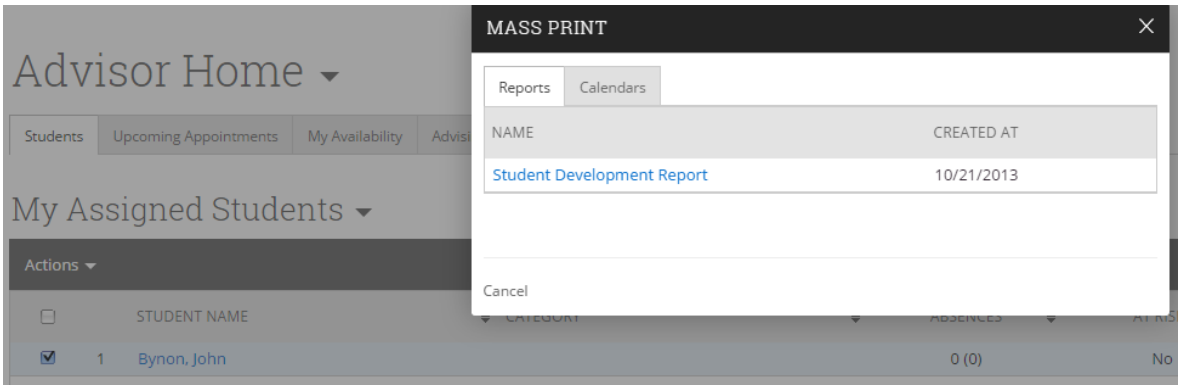
Choosing a Column: The upload tool will then prompt users to select the column that contains the Student IDs. Once the list has been uploaded and the column chosen successfully, users will be able to view their uploaded watch list.



If you have more specific questions about uploading files to Watch Lists, please see our FAQ document.

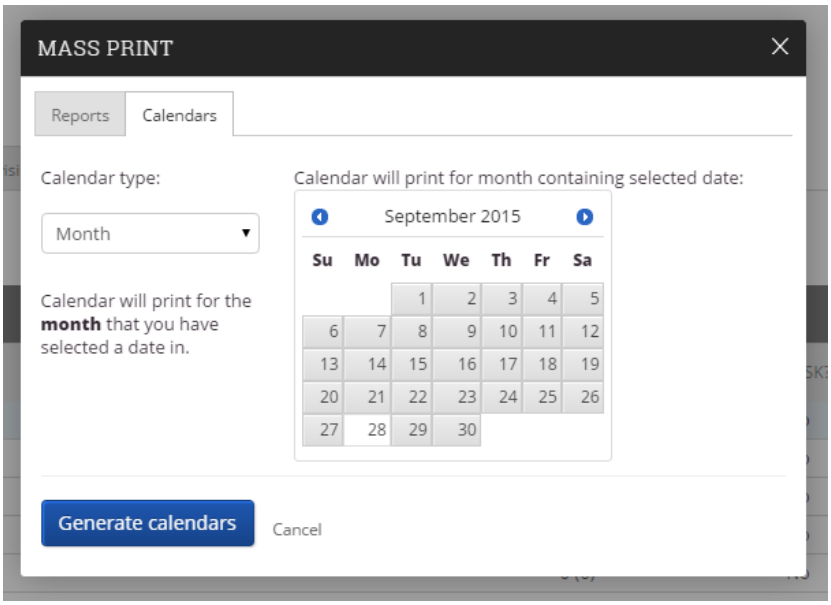
Mass Print

Mass Print allows you to print the Student Development report or calendar for several students at a time. Check the box next to the appropriate students and click the Mass Print link in the Actions Menu.



If you have permission to print both Calendars and Student Development Reports you will see something like this. To view the Student Development Reports, simply click the link.

When printing their calendars, you can select between printing a Month, Week Calendar, or Week list report. Once you have made your selections, click Generate Calendars.



Case Management

My Assigned Students

On the Home page, the My Assigned Students grid gives you a quick and easy way to see and interact with all of the students assigned to you.

Note: If you do not see any students, it is likely that your students have not been assigned to you yet. Please contact your Application Administrator with questions regarding your assigned students.

In the main student grid, you will notice several key pieces of information next to each student's name: Category, Absences, and At-Risk.

My Assigned Students

Actions

		STUDENT NAME	CATEGORY	ABSENCES
	1	Bynon, John		0 (0)
	2	Clark, James		0 (0)
	3	Gonzalez, Laura		0 (0)
	4	Johnson, Amy		0 (0)
	5	Johnting, Summer		0 (0)
	6	Kocka, John		0 (0)

Absences

Absences are automatically calculated when attendance is taken by a professor or other staff member in Campus. If you mouse-over the number of absences, you will see the first number refers to the total number of absences the student has accumulated while the number in parenthesis refers to the total number of unexcused absences. You can also click on this link within the student's profile to get a more detailed list of the absences for the student.

Laura Gonzalez Fall 2015 BIOL2106-2106-1 Attendance

DATE	PRESENT / ABSENT	EXCUSED?	COMMENT	CREATED BY
01/02/2015 12:00 PM	Not recorded			
01/05/2015 12:00 PM	Not recorded			

Categories

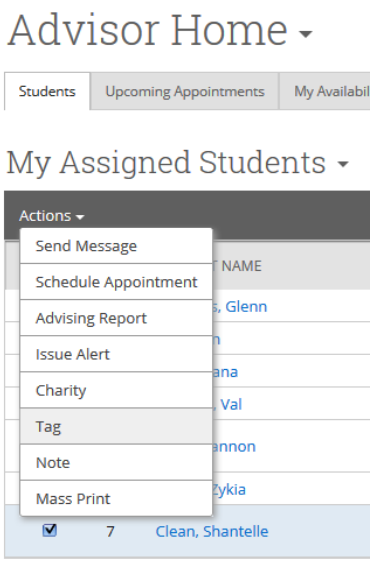
Categories are a specific way to "group" similar students together. For instance, you may organize students into sports categories (e.g. Football and Women's Tennis). However, your institution may elect to define categories differently. Many institutions use categories to apply cohorts of students to the lists feature, institutions include cohorts such as extra-curricular activities. This solely depends on how you have your students currently grouped in your Student Information System.

Categories

Athletes, Honors

Tags

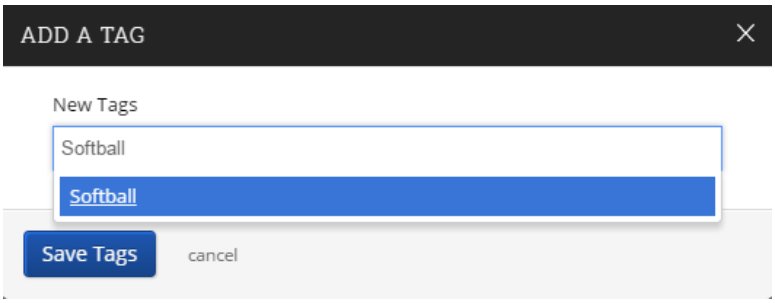
Tags are used to apply an extra layer of grouping to your students. For example, if you are the advisor to all students with an Athletics Category, you may want to sometimes either view, report on, or message all of the athletes on the Men's Soccer team. In order to do that, you would apply the "Men's Soccer" tag to those students.



There are other places in the app that include the Tag option as well e.g. the Search tab, some reports via the Reports link and also the student profile page in the student's Overview section.

From the Advising Home page:

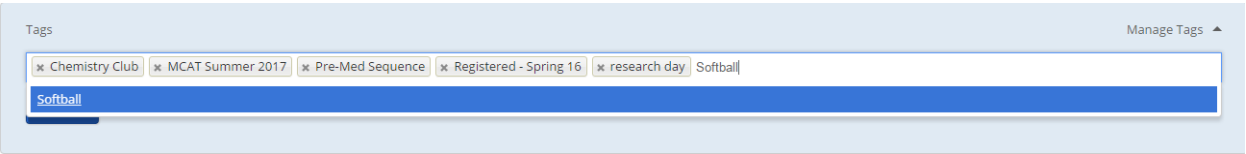
- Click the checkbox for each student you wish tag.
- Click the Actions menu and then click the Tag button.
- In the Add A Tag popup, enter e.g. "Softball", click the final name in the blue dropdown menu, and click Save Tags.



From the Student Profile:

- Click Manage Tags
- Add the new tag and click the final name in the blue dropdown menu, and click Save Tags. Now these students will have the tag associated with them.

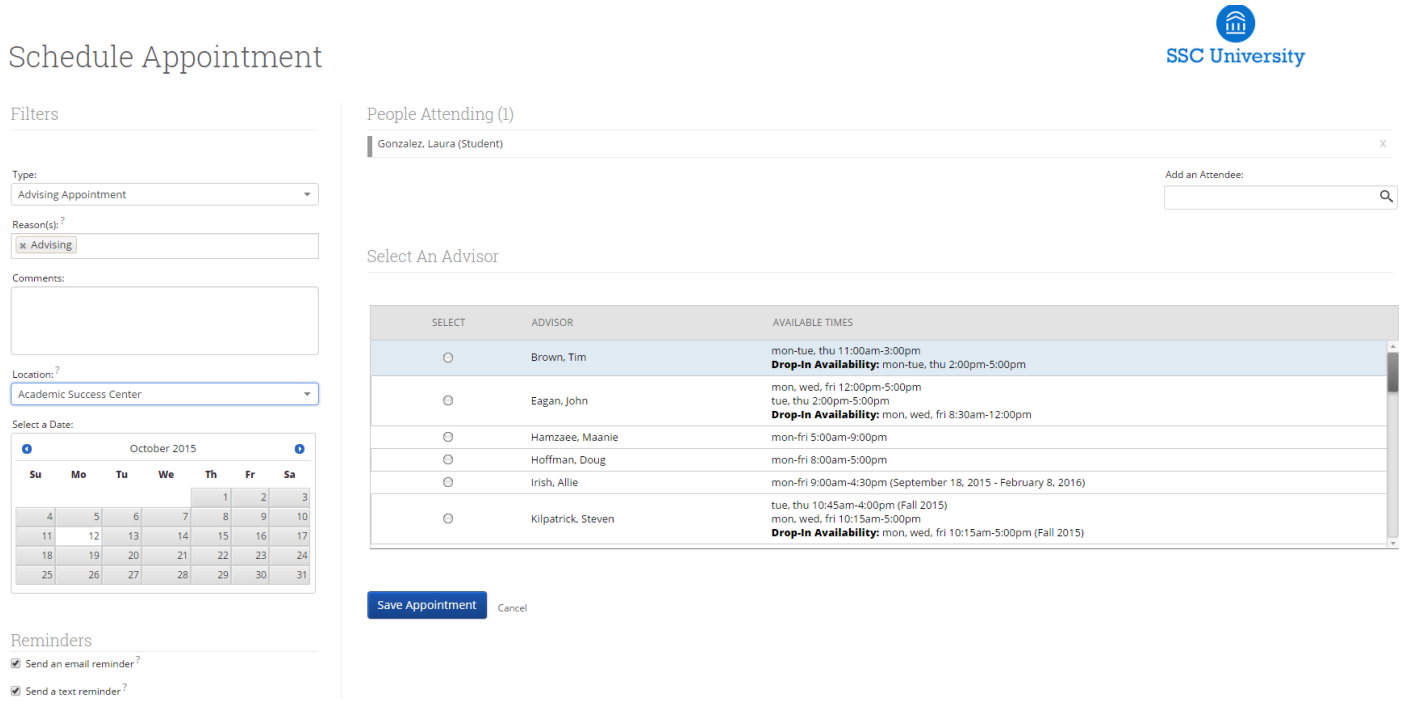
Note: Many campuses will choose to limit who can create tags to their Application Administrators. This will help prevent multiple tags being create for the same cohort e.g. Men's Soccer, Soccer, Men's Soccer Team



Appointment Scheduling

Appointment Scheduling

Users with appropriate permissions can schedule appointments by checking the box beside student 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.



Appointment Components

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

- **Reasons** is where you will select what the purpose of the appointment is. For example, Career Counseling and Graduation Audit can be valid reasons for advising appointments. For Advising and Tutoring appointments, reasons are configured by your Application 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** prompts users to 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 which is the best day to schedule the appointment.

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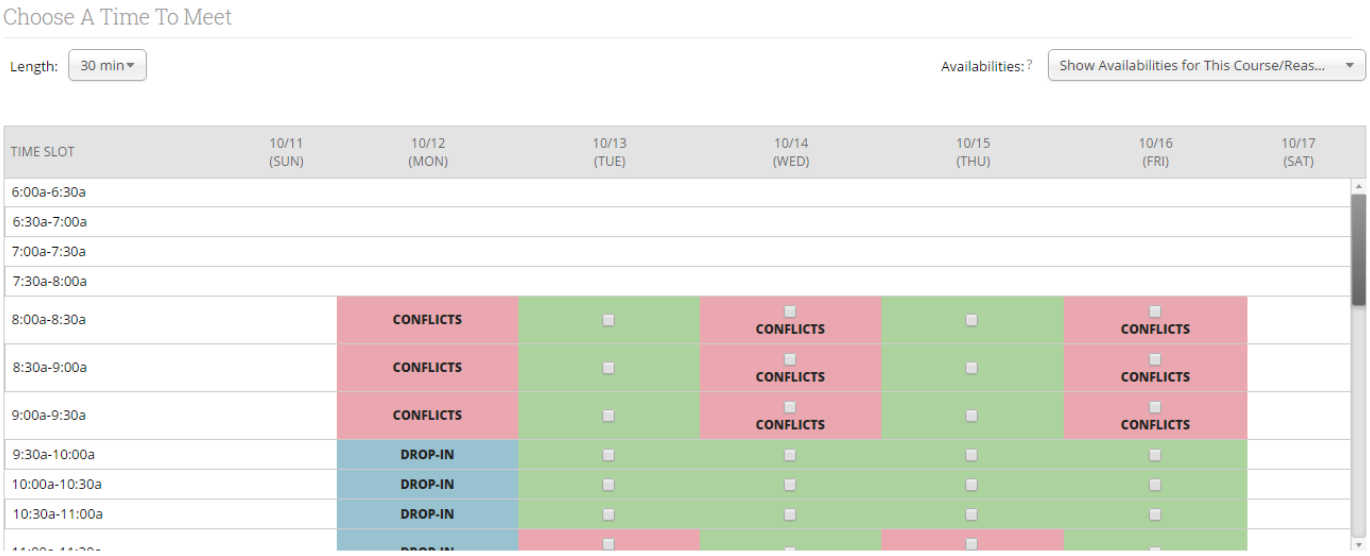
- **Location** is where you will meet your students. Select the correct location from the drop down list.
- **Reminders** are sent the day of the appointment. The email reminder is sent the morning of the appointment and the text message reminder is set "x" number of minutes before the appointment. "X" number of minutes is actually defined on the Admin tab by your Application 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. If you are creating an appointment for yourself, simply check your name. However, showing all advisors gives users the ability to create appointments for any advisor at that location (this option can be turned off to where advisors are only able to create appointments for themselves. See your Application Administrator for more information).
- **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 students 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.

- **Availabilities** is where you can override preset availabilities 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.

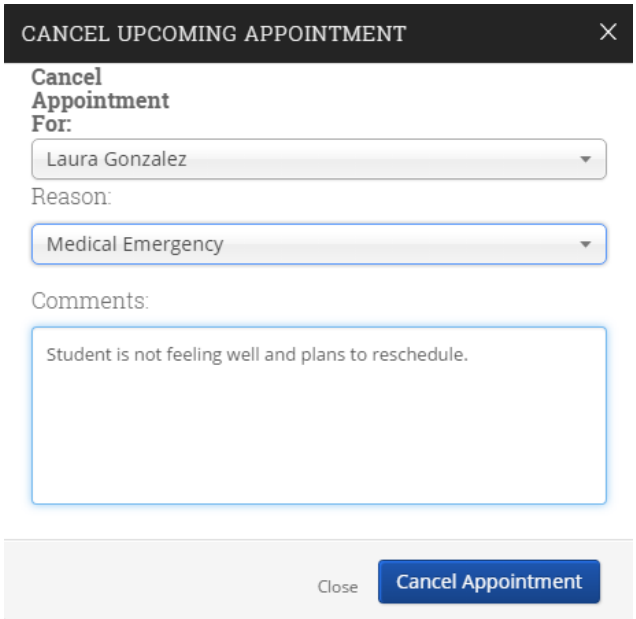
Upcoming Appointments

The purpose of this tab is to give the advisor a quick and easy view of all of their upcoming appointments. We also provide users with the necessary tools they need to manage those upcoming appointments

Upcoming Advising Appointments

Cancel Appointment

Need to cancel an appointment? Check the appointment and click the Cancel Appointment button within the Actions Menu.



The Application Administrator creates and defines Cancellation Reasons in the event that an advisor might need to cancel an upcoming appointment. Notice the advisor is given the option for whom to cancel the appointment for, required to select a reason why the appointment is to be cancelled and lastly an option to enter a comment about the cancellation. Clicking the Cancel Appointment button will instantly send out Cancellation Emails to all of the attendees alerting them the appointment has been cancelled.

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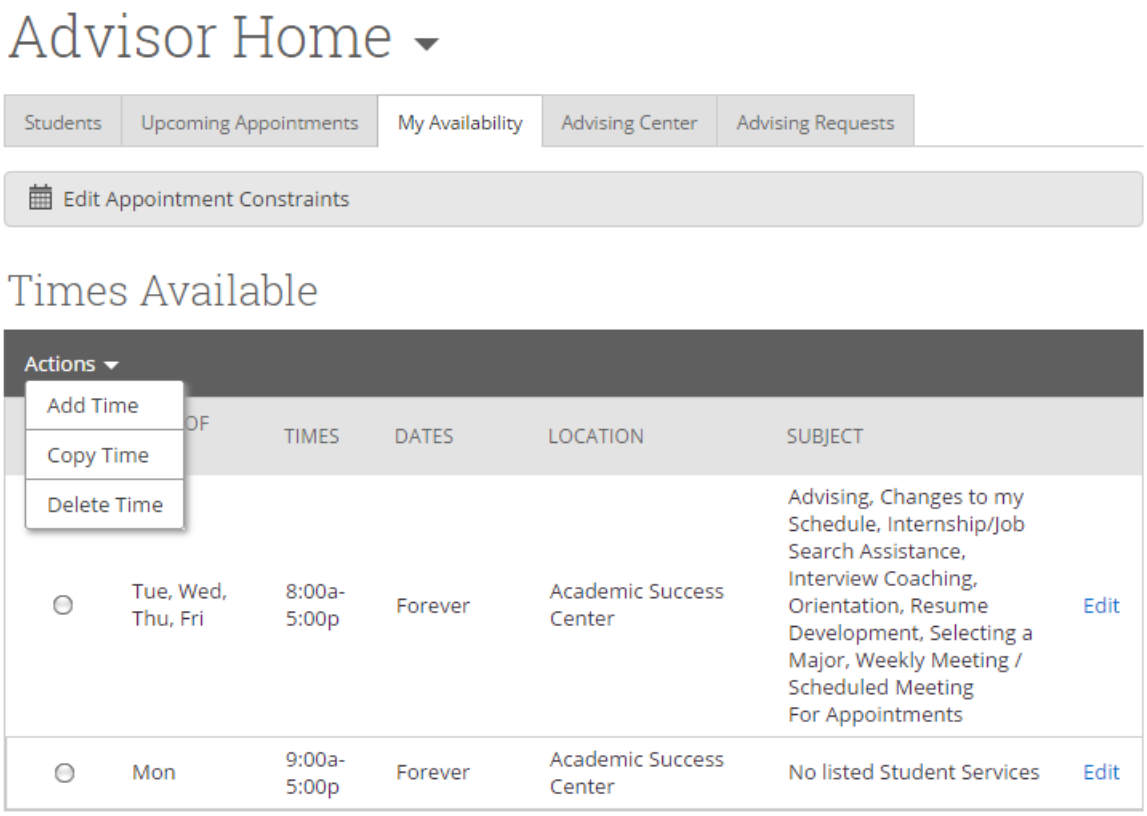
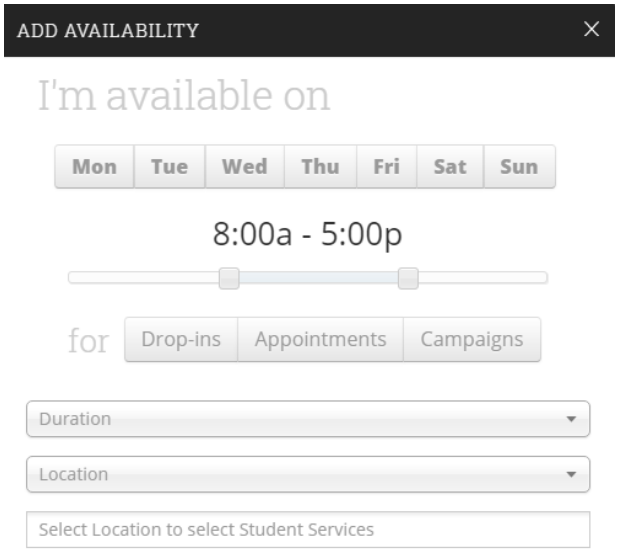
By default, the Upcoming Appointments grid will NOT show cancelled appointments. Check the Show Cancelled check box to include cancelled appointments in the list of upcoming appointments.

As a last note about the Upcoming Appointments tab, as soon as the appointment starts, it will drop off this list and appear on the Recent Advising Appointments grid. For example, if an advisor has an appointment today at 9:30am, as soon as the time reaches 9:30, that appointment will be dropped from the Upcoming Appointments list and added to the Recent Advising Appointments list.

Availability

The next step is to define the days and times you will be available to meet with students. It is important to note that locations and services are created by Application Administrators. If you have questions about any locations or services set, please contact your Dedicated Consultant.





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.

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.

Note: Repeat this process until all of your availabilities have been defined. You can have as many availabilities as needed.

There are two other options when adding Times Available.

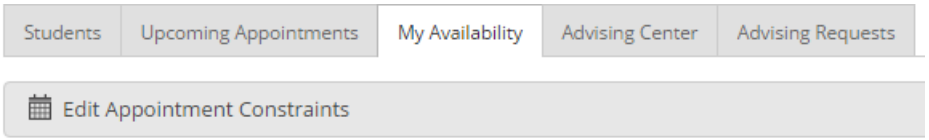
Copy Time - to copy a time, select the time you would like to copy and then click the Copy Time button. The availabilities will be copied and a dialog will open allowing you to make edits or to save your newly created availability.

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

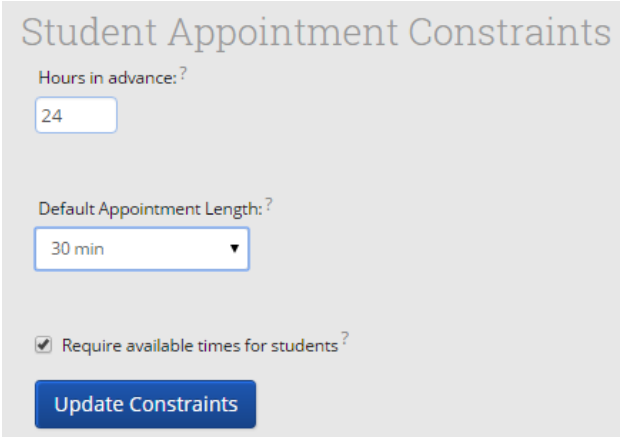
Note: Inactive availabilities are highlighted in red in the Times Available grid.

Appointment Constraints

From the Advising Home page, click on the My Availability tab. 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:



- **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 10:00am, the following day. This setting only applies to students making appointments.

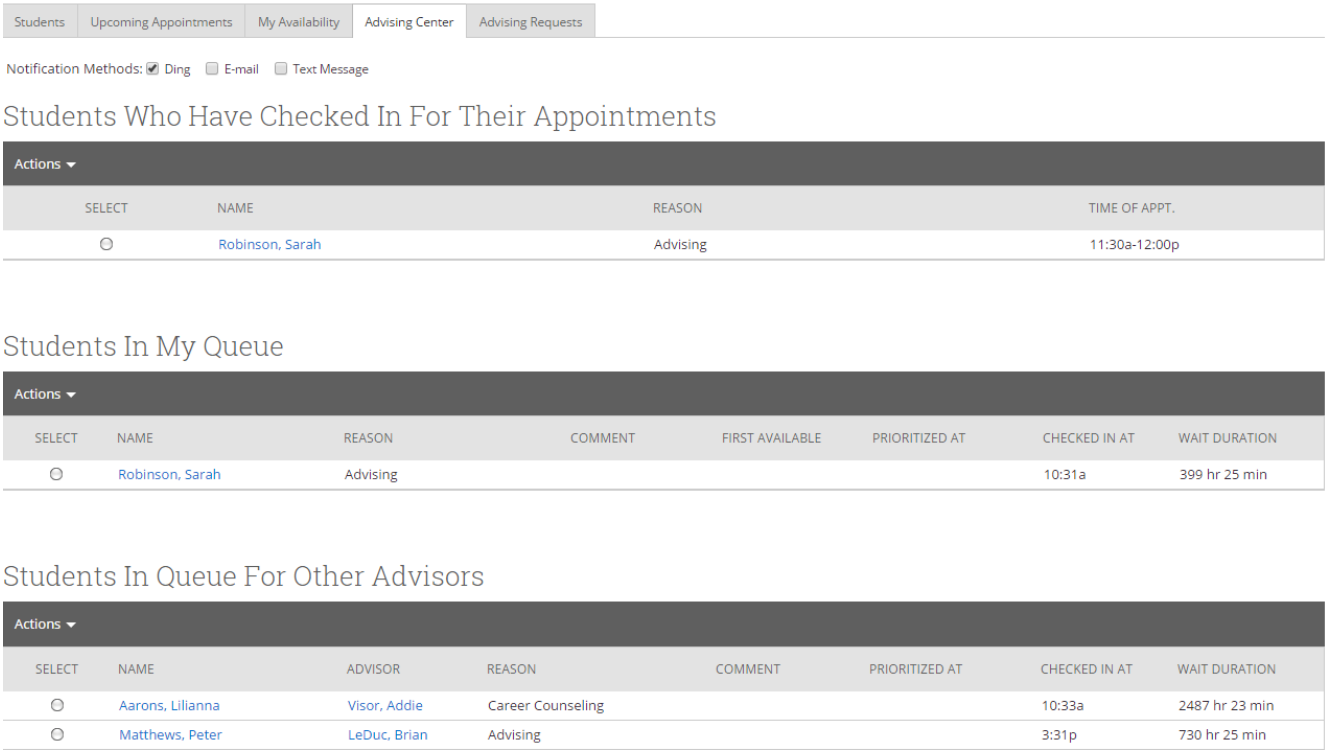
- **Default Appointment** *Length* is the default length of this specific advisor's appointment. This can be overridden by users with the appointment create permission, except by students, during appointment creation.

- **Require available times for students** means that advisors must have defined Times Available (see section below) 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 recommend that advisors use this default during setup.

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.

Advising Center

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



Students Who Have Checked in for Their 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

This grid displays students who are waiting to see you, or the first available advisor. This queue only shows students that have dropped in to meet with an advisor. Students that show in this queue did not have a previously scheduled appointment, otherwise they would fall into the Checked In category. 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 Queue for Other Advisors

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.

Notifications

Each advisor will need to set their notification methods of how they will be notified when a student visits the Advising Center. The settings for these notifications are selected by going to the Advisors home page and clicking the Advising Center tab. At the top of that page, the advisor can then choose to receive notifications by checking a box for: ding (audible), email or text message.

A student is added to a waiting list – Notifications are sent via ding (audible), pop up message (top right side of your screen), email and/or text message if selected. (See example below for an email notification).

An appointment is created – Notifications are sent via email (these notifications go out regardless, when an appointment is created).

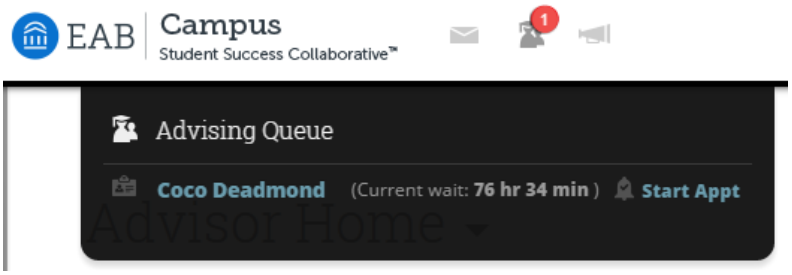
A student checks in for an appointment – Notifications are sent via ding (audible), pop up message (top right side of your screen), or email. The email notifications that are sent are advising appointment emails e.g. "A student has checked in for the appointment".

An appointment is cancelled – Notifications are sent via email. Email notifications go out when the student appointment is cancelled on their calendar.

A student is removed from the queue – Notifications are sent via pop up message.

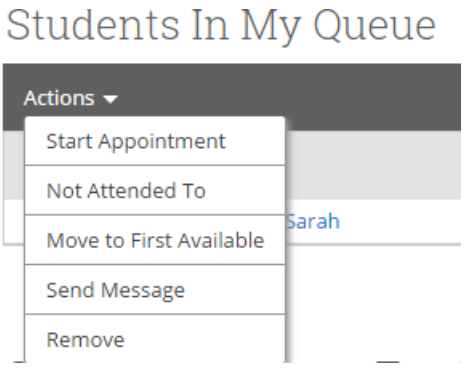
Notification Bar

The Notification Bar (top left of your screen) includes the Advising Queue icon and provides a shortcut to the Advising Queue. There is also a link next to a student's name that will allow you to file a report for that student from the notification bar. Simply click "Start Appointment". The Advising Queue title (next to the people icon) is also a link which will navigate you directly to your Advising Center when clicked.



Starting an 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.

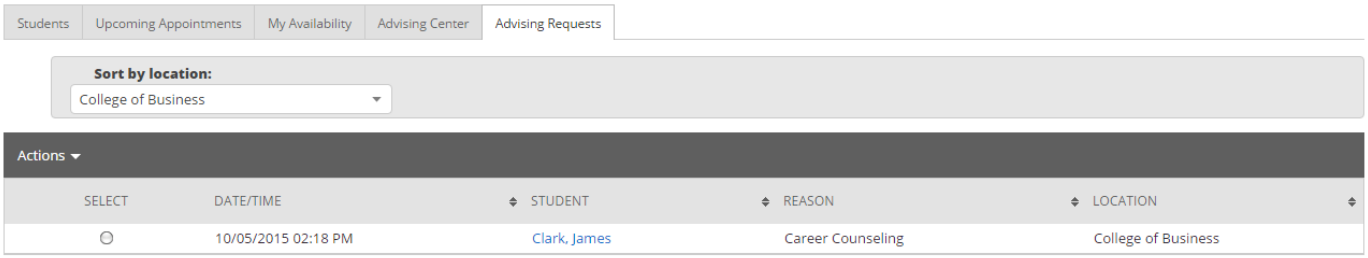
Move to First Available: To move a student to the First Available queue, select the student and then click the link to Move to First Available.

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

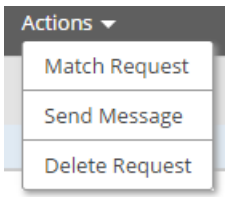
Remove: You should use this action when a student leaves without first meeting with an advisor. You should then "Remove" them from the list. This is different than the Not Attended To option in that the Not Attended To option the student actually waited to meet with an advisor but there was not enough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

Advising Requests

This tab displays students who have requested a meeting with their advisor(s). We give users the ability to sort these requests by a location, making it easy to focus on a specific group of requests.



Match Request - The Match Request action opens the Schedule an Advising Appointment screen where you can select a specific day and time in which to meet with this student. It is important to read the Requested Meeting Time message from the student when creating your appointment.



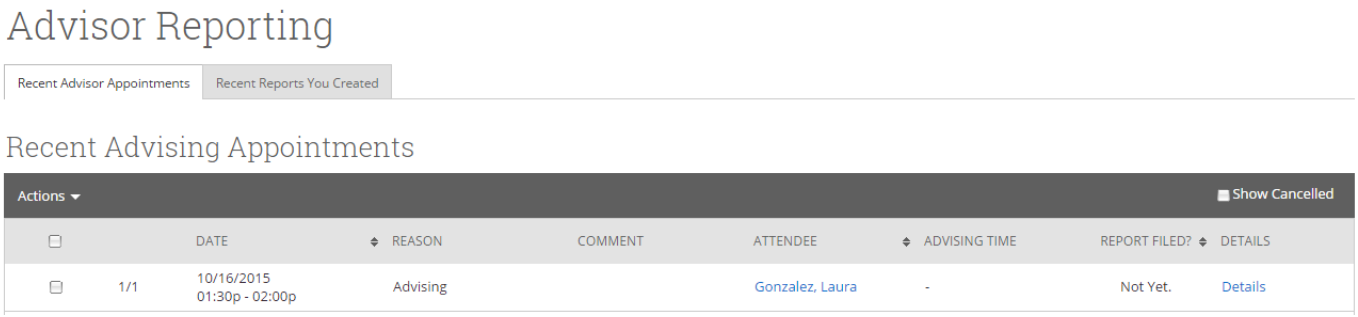
Send Message - You can use this option to send a message to a student.

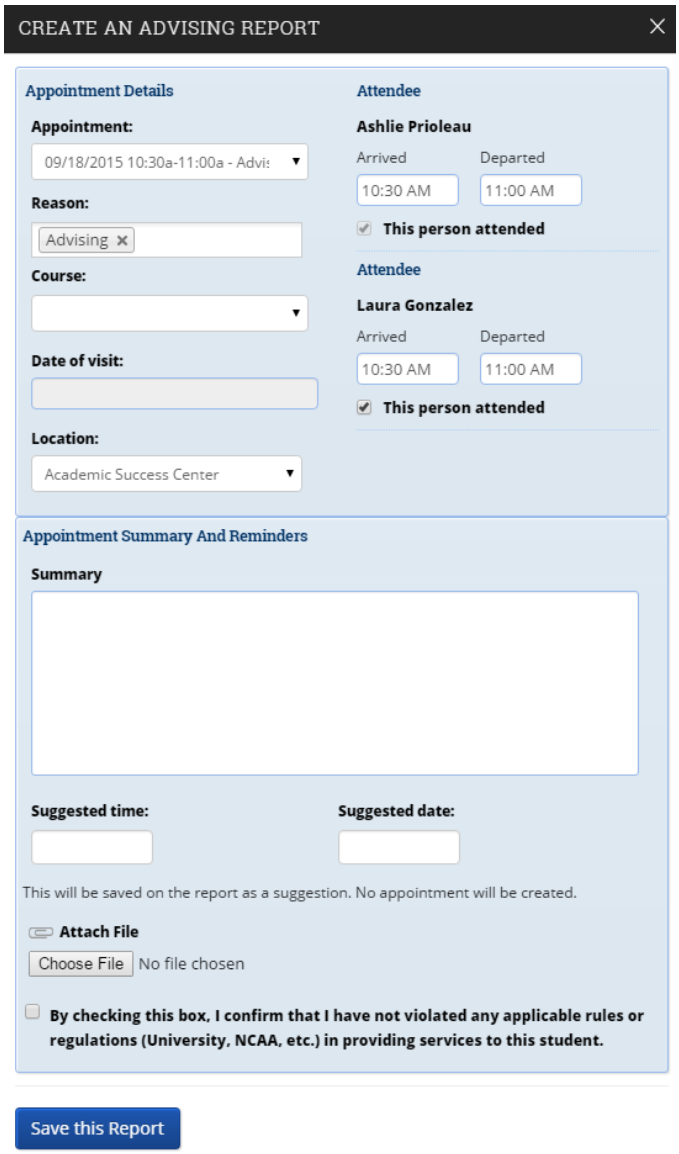
Remove - This option lets you permanently remove an advising request.

Advisor Reporting

Advisor Reports

At the bottom of the Advising Home page is an area called Advisor Reporting. This is where you will find a listing of all your previous advising appointments, the advising reports you have filed or have yet to be filed.





Recent Advisor Appointments

This tab displays all the previous advising appointments you have had as an advisor. You have several options available to you through the Actions Menu.

Details- The "Details" link allows you to access the Manage Appointment dialog to see or edit the details of the appointment.

Add Advising Report- File an advising report by selecting this action. The box on the left will appear with the options to include summary information along with supplemental documents to the Student's Profile.

Issue Alert- Easily issue an alert for the student associated with this appointment.

Mark No-Show- When a student fails to show up for the scheduled appointment, the advisor can mark them as a no-show using this option. Note: Richie Bateman (student) does not have a checkmark in "This Person Attended" box. The summary boxes of the appointment will not be shown when the user is marked as a no show. Tracking students who regularly fail to attend appointments is easy. Once a student is marked as a no-show, an advisor can click on the Reports tab > and run the Advisor No-Shows report for a detailed report on every no-show instance.

Show Cancelled- As with many of our grids, we purposely exclude appointments that have been cancelled. To include those cancelled appointment in this list, simply check this box.

Note: When you check "This Person Attended", the summary boxes here will appear.

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Recent Reports Created

Need to see a quick list of all the advising reports you have created for the term? This tab is for you.

Recent Advisor Appointments | Recent Reports You Created

DATE	STUDENT NAME	SUMMARY	FOLLOW-UP?
09/02/2015	Angelos, Nelly	We discussed Externship options and Nelly will review the...	No

Sorted by the most recent report first, this grid will display all of your filed advising reports for easy access. From here you can click the Details link to view (and optionally Edit) a report or click the Delete link to remove the report.

Drop-In Advising Reports

To create an advising report for a drop-in advising session:

1. From the My Assigned Students tab on the Advising Home page or from the Search screen, select the student you met with by checking the checkbox next to their name.
2. Click the Advising Report button.
3. The system will then display the Create an Advising Report dialog. Every field on this form is optional, so only fill out the fields that are relevant for you and your institution.

Note: You should only use these steps if a student did not check in as a drop in through the kiosk or advising center mode. If a student actually checks in as a drop-in then you will enter the report from the Advising Center tab instead. Failure to do this can result in duplicate reports and skewed reporting.

Notes

Notes are a great way to attach commentary in addition to Advising Reports to your students' profile pages and keep track of any information about that student that may be outside of an advising appointment. Notes and Advising Reports are currently the only method of attaching a file to a student's profile. Most commonly you can file a note from your Home tab or via the Search tab.

To Add a Note:

1. Check the box next to a student's name and click Add a Note on this Student.
2. Enter the text for your note.
3. Enter a Note Reason (optional). Note Reasons are used to categorize notes for easy reference. These reasons are created and set by your Application Administrator.
4. Attach a file (optional).
5. Select the proper permissions and visibility settings.
6. Click Save Note.

I want to...

Message Student

Add a Note on this Student

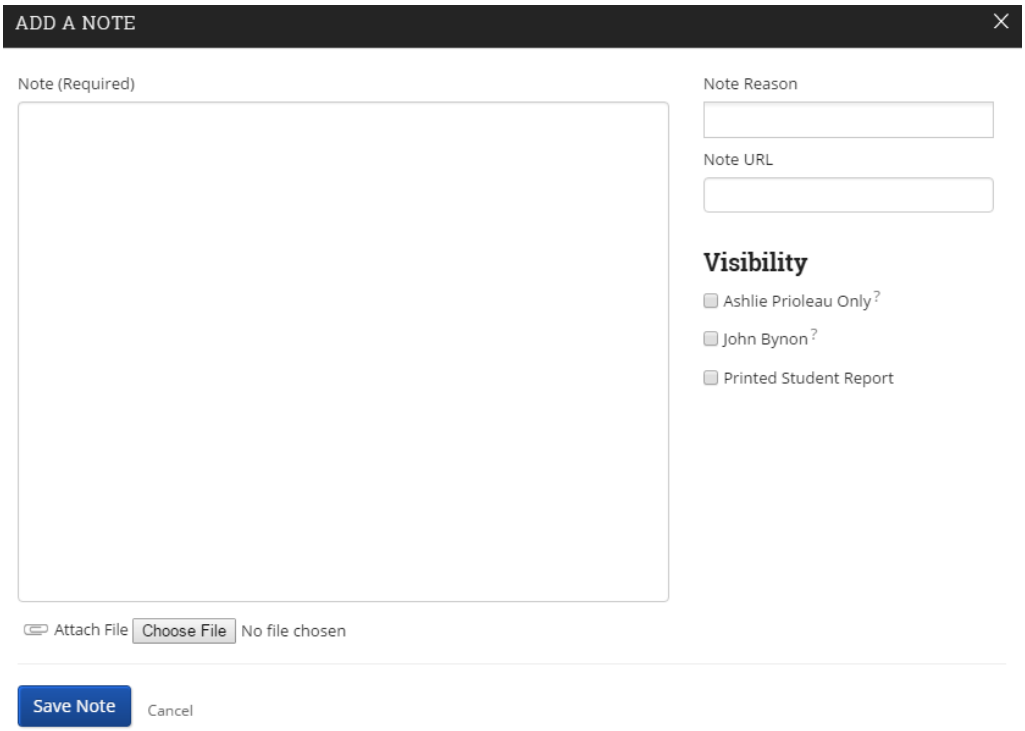
Add a Reminder to this Student

Report On Advising

Schedule an Appointment

Add to Watch List

Issue an Alert

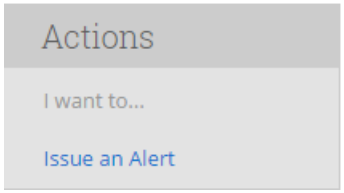


Note Permissions

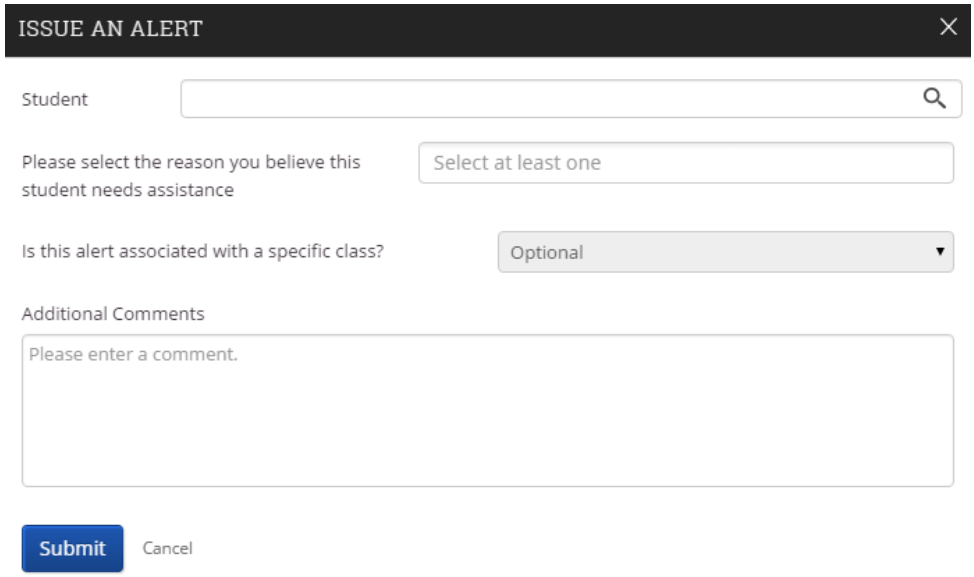
- Viewable only by author of note. Checking this box makes this note only visible to you. Not checking this box allows any user with the "Note View" permission to see this note. If you don't see this option available your Application Administrator may have it disabled.
- Viewable by student. Allows the student to view this note.
- Show on Printed Student Report. Checking this box includes this note in the Student Development Report.

Alerts and Cases

Users with appropriate permissions have the ability to issue an alert on a student at any time. Alerts are a way to draw attention to a student who may potentially be at-risk. To issue an alert, click the Issue Alert button.



The system will then display the Issue Alert dialog.



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

Alert Reason- Select the Alert Reason that best describes the reason you issued this alert (these alert reasons are defined and set by your Application Administrator).

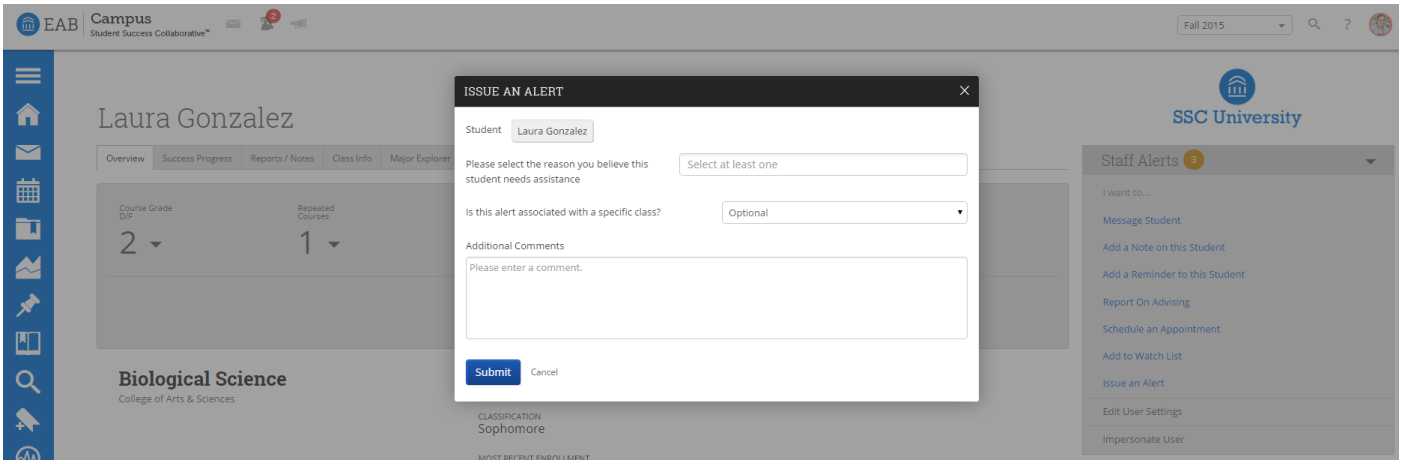
Associated with a Class? - If the alert is associated with a specific course, you can select it here. Otherwise, leave this blank.

Additional Comments- This is where the advisor should write, in detail, the reasoning behind this alert.

When an Alert is issued for certain Alert Reasons, a case may be automatically created. These cases can then be followed and managed on the Cases page.

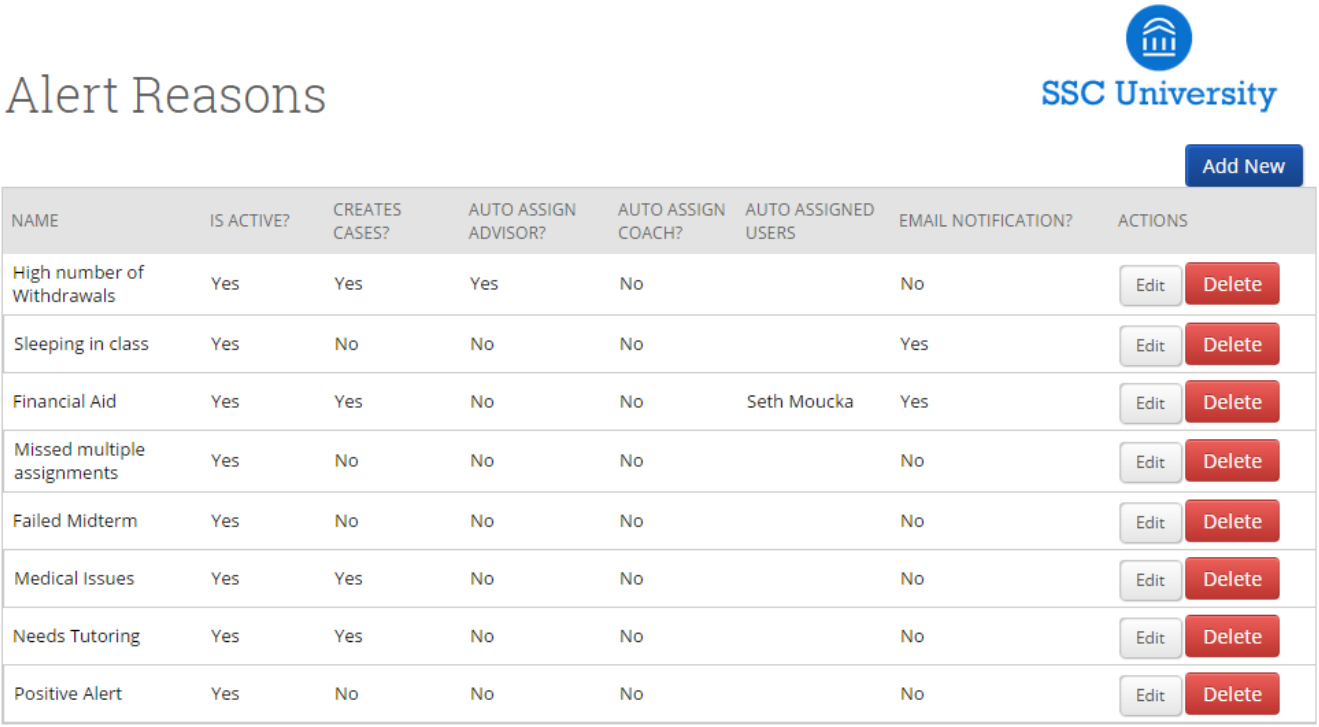
Issue an Alert from a Student's Profile

Another way you can issue an alert for a student is from the student's profile. Simply navigate to the student's profile page and select the Issue Alert link on the right hand side of the page in the "I want to…" box.



Alert Reasons

When enabled, users are required to provide a reason why they marked a student at-risk. These outcomes are customizable and are managed in the Administration feature.



Alert Reasons

SSC University

Add New

NAME	IS ACTIVE?	CREATES CASES?	AUTO ASSIGN ADVISOR?	AUTO ASSIGN COACH?	AUTO ASSIGNED USERS	EMAIL NOTIFICATION?	ACTIONS
High number of Withdrawals	Yes	Yes	Yes	No		No	Edit Delete
Sleeping in class	Yes	No	No	No		Yes	Edit Delete
Financial Aid	Yes	Yes	No	No	Seth Moucka	Yes	Edit Delete
Missed multiple assignments	Yes	No	No	No		No	Edit Delete
Failed Midterm	Yes	No	No	No		No	Edit Delete
Medical Issues	Yes	Yes	No	No		No	Edit Delete
Needs Tutoring	Yes	Yes	No	No		No	Edit Delete
Positive Alert	Yes	No	No	No		No	Edit Delete

- **Name:** Will be seen by Admins and professors when marking a student as at-risk. It should be as specific as necessary to convey the appropriate meaning.
- **Alert Reason is Active:** When checked, this reason will be selectable by professors when marking a student as at-risk.
- **Show This Reason When Issuing Alerts:** This option, if checked, will be available to users as they use the Issue an Alert feature.
- **Show This Reason when Creating Progress Reports:** If checked, this reason will be available to users as they create a progress report for a student.
- **Alert Reason will Automatically Create a Case:** Alerts can optionally automatically create an at-risk Case for those students marked as at-risk. When this option is checked, users can also choose from a host of auto-assign options.
- **Auto Assign Case to Student's Advisor:** Checking this option means that any student assigned this alert will have its case assigned to the student's assigned advisor(s).
- **Auto Assign Case to Student's Coach:** Checking this option means that any student assigned this alert will have its case assigned to the student's assigned coach(s).
- **Auto Assign Case to These Users:** Or a specific advisor can be assigned to handle all of these specific types of alerts. For example, I would like advisor Taj Alexander to be assigned to all students marked with the "Financial Problems" alert.

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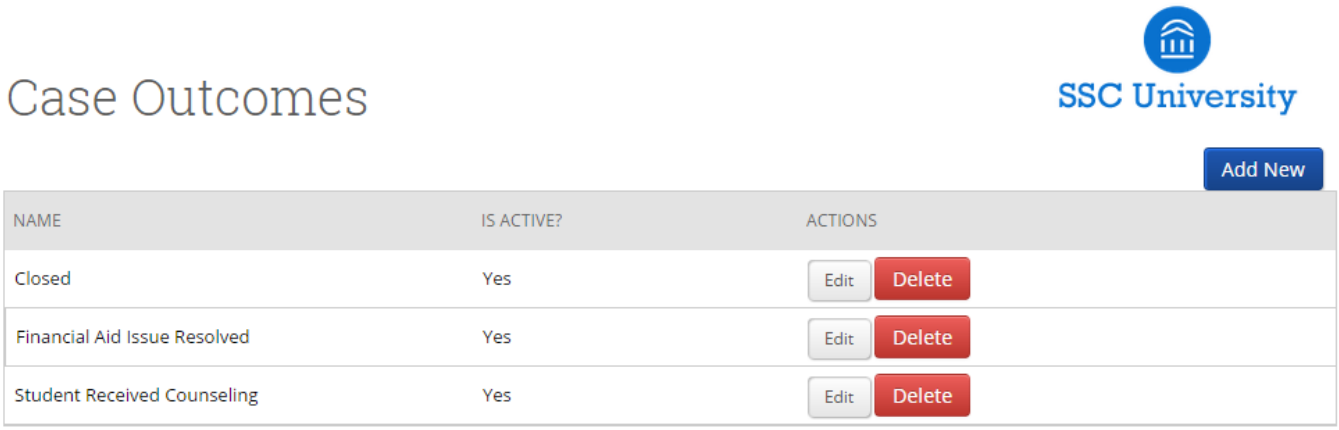
Case Outcomes

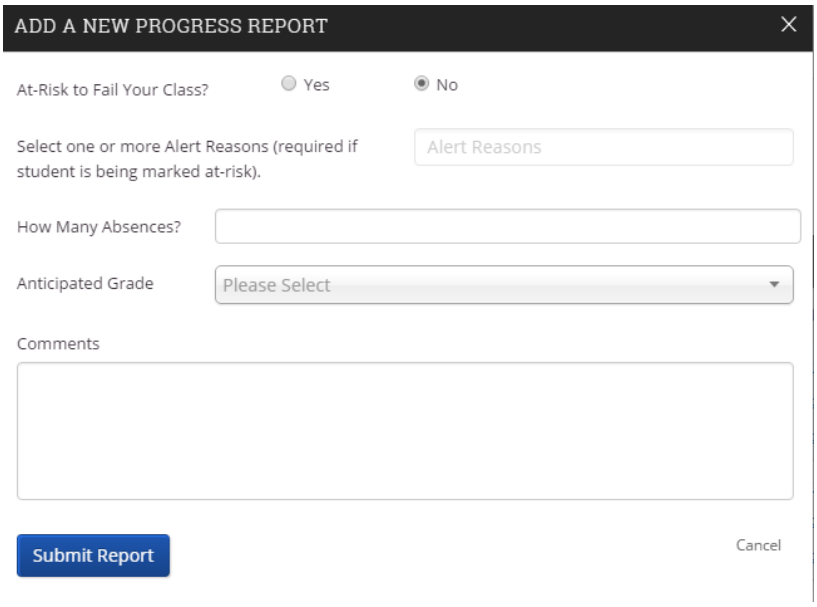
Before a case can be completed, an outcome must be assigned. These outcomes are customizable and are managed here.



Name: The name will be seen by Admins and Advisors and should thus be as descriptive as possible. These names will also be visible on reports.

Active: If you wish an outcome to no longer be selectable at the conclusion of a case, uncheck this box.

Progress Reports



Create a New Progress Report- A progress report is a way a professor can indicate how a specific student is doing in their class. "This student is at-risk to fail my course" or "Bryan is doing great in my class" are examples of things you might see on a professor's progress report. Most often, professors will be the ones creating progress reports for students, though sometimes advisors will as well. To create a progress report, check the box next to the course and click **Create a New Progress Report** in the Actions Menu.

The first field is *At-Risk to Fail Your Class?* If you answer "Yes", then you must select an Alert Reason that has been previously created by your Application Administrator. Next you may enter *How Many Absences?* this student has accrued in this course. If you do not know, you may leave this field empty. Professors have the option to select the student's *Current Grade*, if known. Again, if you are unsure, you may leave this field empty as well. Lastly, you may enter a *Comment* about the student and click the **Submit Report** button. This progress report is now attached to the student and can be view at any time by clicking on the *Report/Notes* tab on the student profile page.

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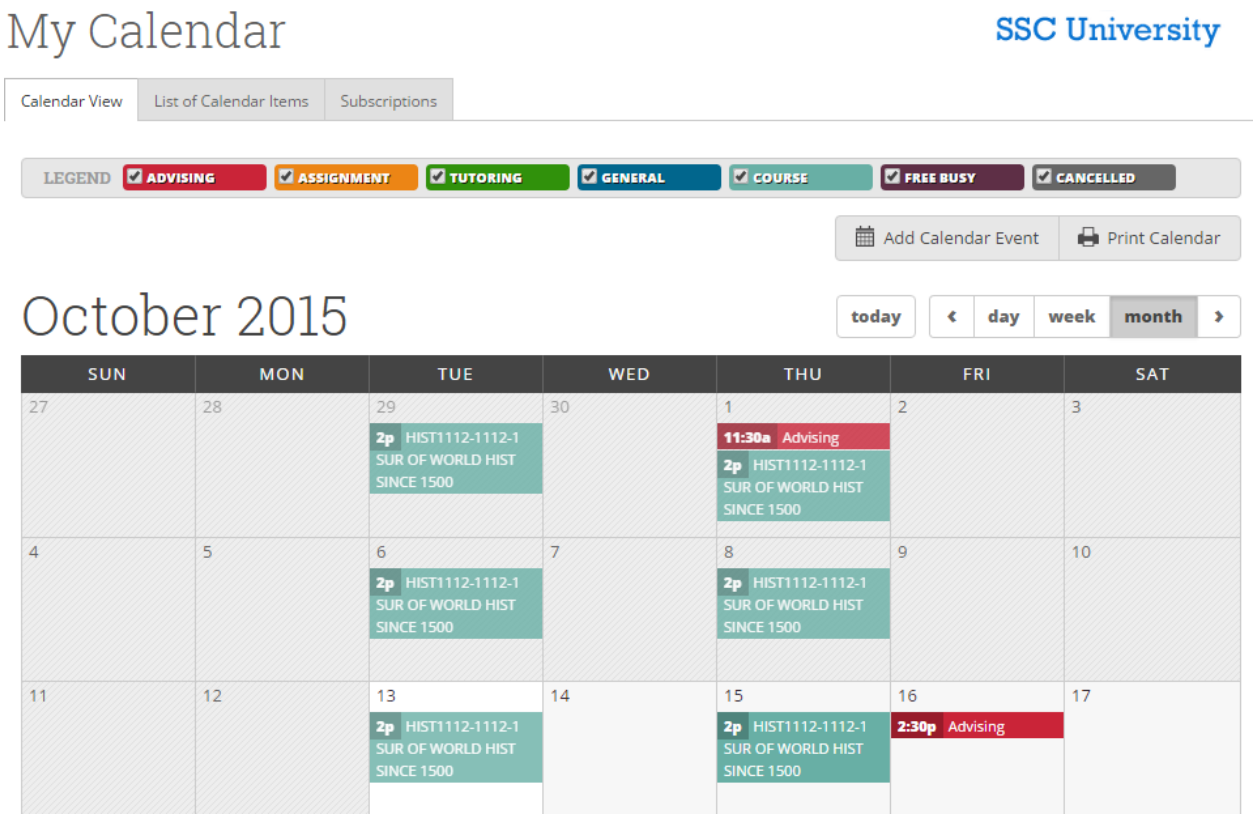
Note: Professors have the option to only report on only the students at-risk allowing users to skip most students who may not be at risk

For more information about Progress Reports, please visit the **Progress Report Campaign** section.

My Calendar

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



Key Features

1. **Add Calendar Event** – Clicking Add Calendar Event will bring up your appointment scheduling page.
2. **Print Calendar** – Here you can print your monthly or weekly calendar views directly to PDF.
3. **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.
4. 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).

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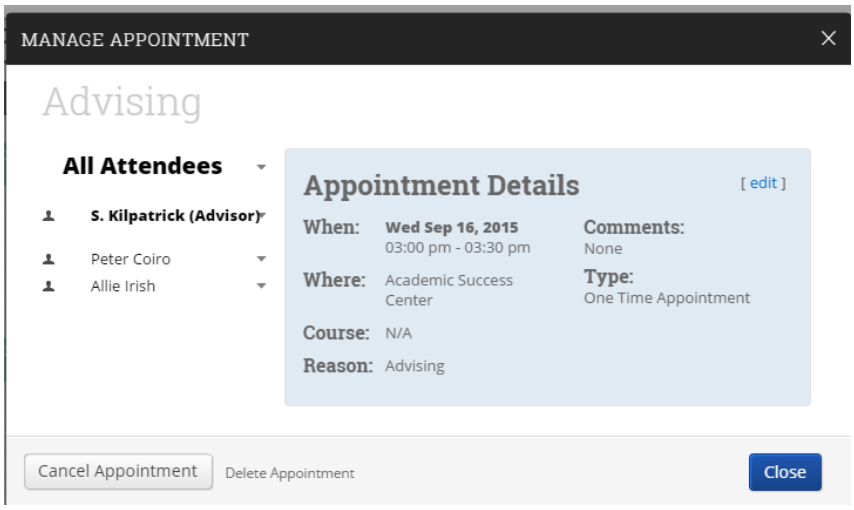
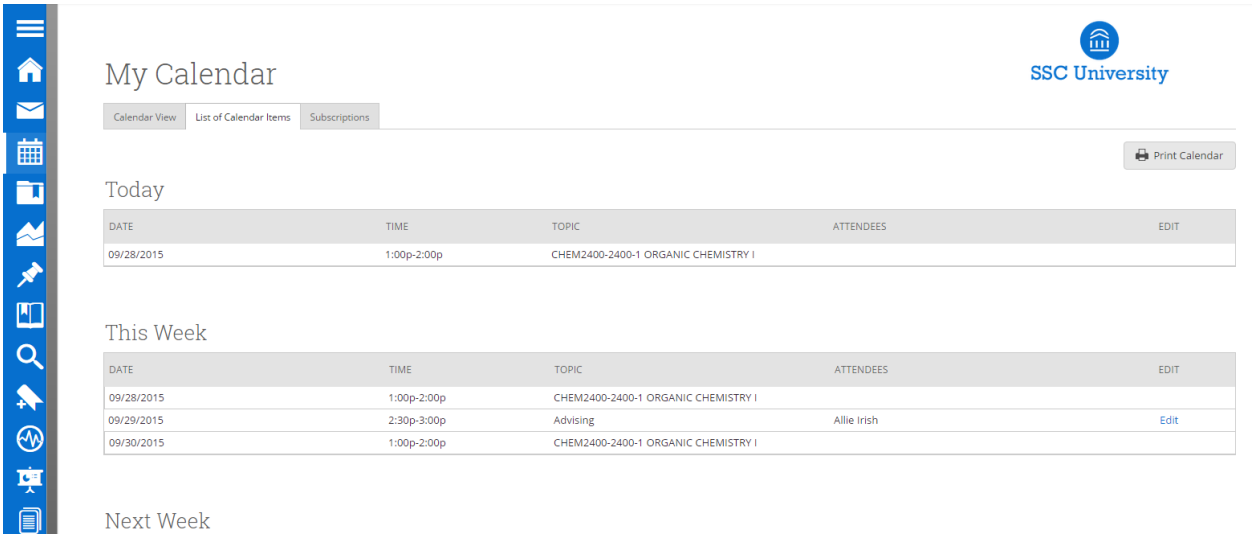
What a user is allowed to do on the calendar page can vary based on the permissions that are assigned to them. For example, in order to use the drag and drop calendar functionality (moving one event from one day to another), the user would need permission to update an appointment. This permission is called Appointment Update and is defined by the user role assigned to you by your Application Administrator. To view details of an appointment simply hover over the event on your calendar. A pop up like this one will appear.



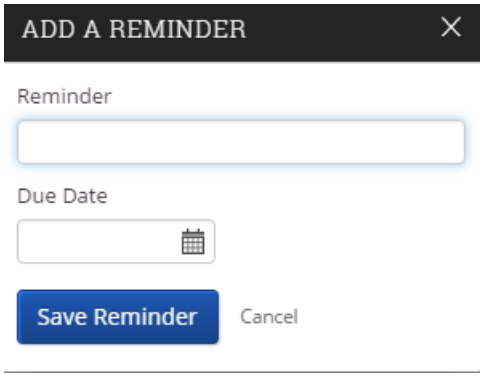
Clicking on the event will open the Manage Appointment dialog, allowing you to edit, cancel, or delete with the appropriate permissions.

List of Calendar Items-The List of Calendar Items tab provides in list form any appointments you have on schedule for Today, This week and Next week. There is also a Print Calendar option available for this view. If you have the permission to update appointments, then an option to Edit will also be available to you.



Reminders

Once users have taken an initial action, like setting up a meeting with a student, the user may have no further work to perform at the present time. However, users will want to revisit the student's file. In this case, the advising application provides users with the ability to set a reminder on a student profile. This reminder will appear in the student list.

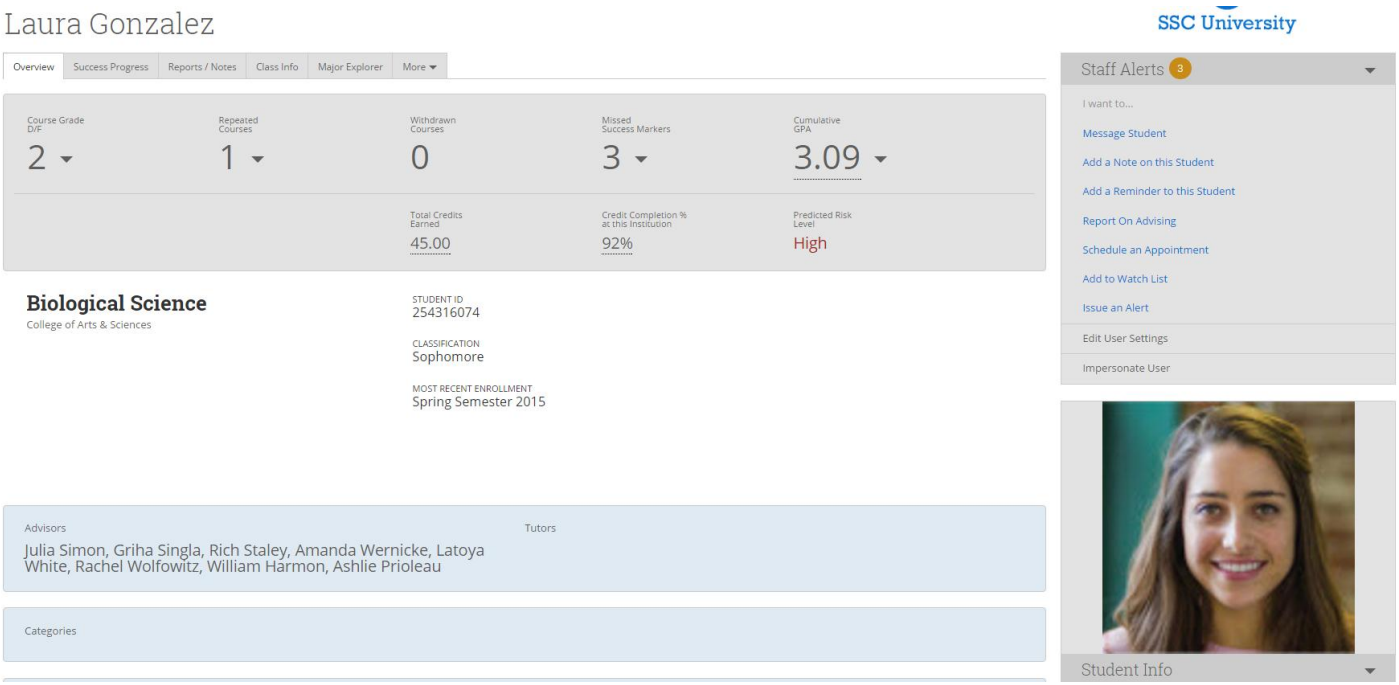


Student Profile

Overview

To view a student's profile, simply click the students 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, our profile significantly differs in its focus and contains information centered on proactively identifying students at risk of not graduating in their major and providing the tools to support the student.



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 risk 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.

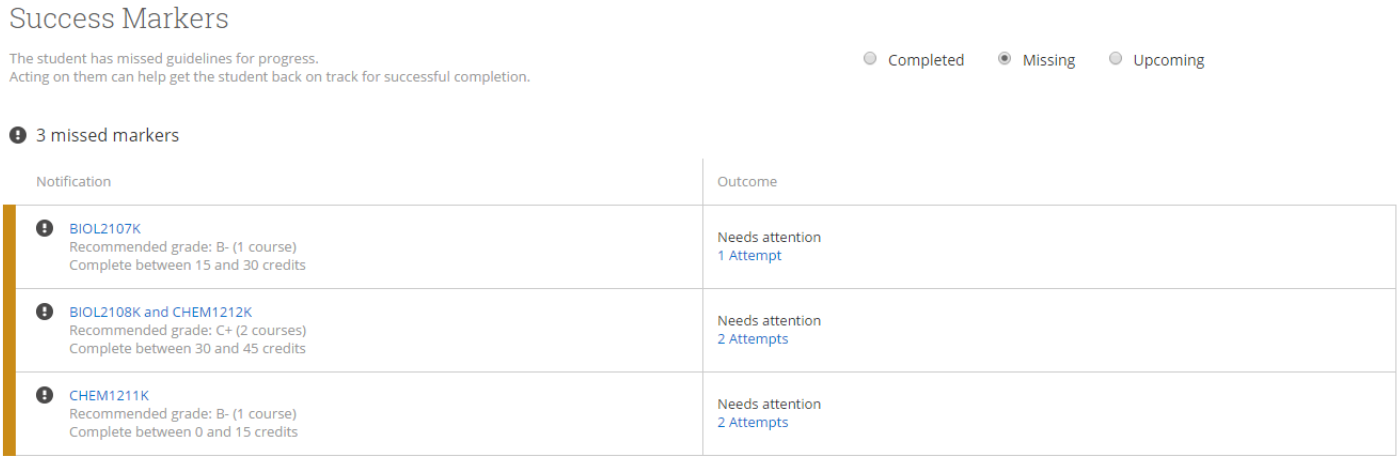
Risk

The Student Success Collaborative data platform predicts individual students' likelihood to graduate in a wide range of majors on each campus. Data on historical student cohorts is collected from your information systems and used to generate an initial series of candidate academic metrics. Advanced multivariate statistical and machine learning techniques perform variable selection and conduct hypothesis testing to highlight the most impactful trends in student data. Results are cross-validated for accuracy and

compared with known research on student success outcomes. This process may be referred to as "model training" by your consultant. More information is provided in additional sections in regards to our most up to date predictive model.

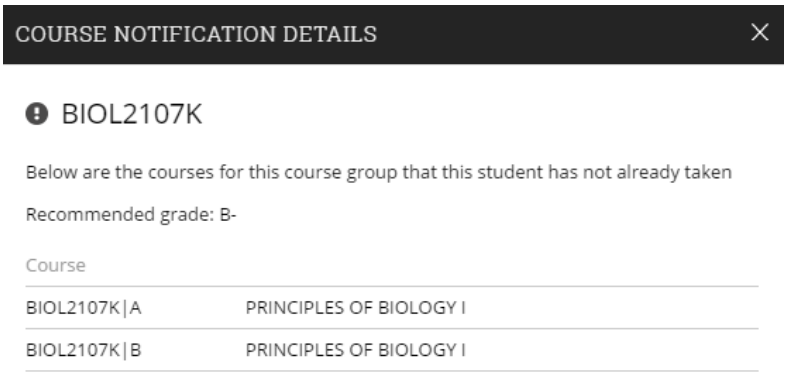
Success Progress

Clicking on the notifications number will take the user to the Success Progress page, where they will see details about the notifications. Success Progress shows the student's academic summary as well as success markers and the student's performance against the success markers. Success markers 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.

Users can learn more about success marker details by clicking any requirement that is blue. They can also look at completed, current, or upcoming notifications by selecting the appropriate button.



The Student Progress section also shows the student's GPA trend and credit accumulation, two factors used by the predictive model to determine student risk level. Users can view GPA term by term, at the institution, or overall (e.g. the combination of cumulative and transfer GPA). If your institution does not provide term and institution GPA, you will only see cumulative GPA. Likewise, users can view credit accumulation by term or cumulative credits accumulated, further broken out by credits attempted and credits completed when applicable.

Credit Accumulation / GPA

TERM	CUM GPA	OVERALL GPA	CREDITS	CUM CREDITS
Fall Semester 2013	3.19	3.19	12.00	12.00
Spring Semester 2014	3.48	3.48	15.00	27.00
Summer Semester 2014	3.29	3.29	4.00	31.00
Fall Semester 2014	3.09	3.09	14.00	45.00
Spring Semester 2015	3.09	3.09	0.00	45.00

Class Info

The first grid displays the student's schedule for the current term. Alongside each course name will be a professor's name. You can click on the professor's name to view their profile. You will also see the days and times each class meets, along with any mid-term or final grades assigned. It's important to note that the mid-term and final grades come from your Student Information System not from a professor's grade submission. You will also notice the Absence column and its value. Clicking on the number of absences for a course will give you the specifics about each absence.

Classes This Term

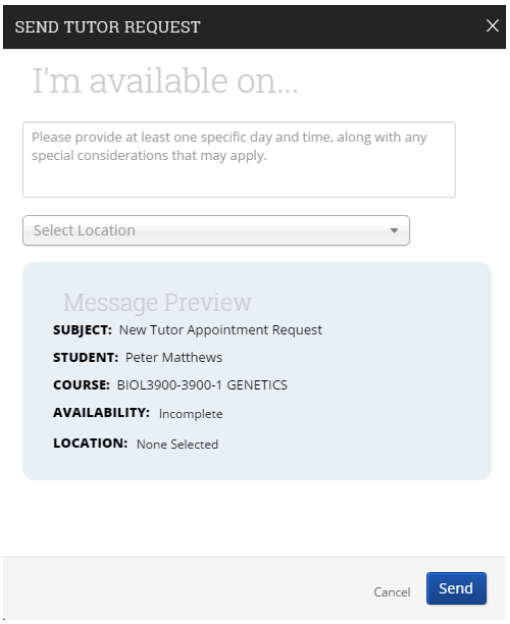
Actions

CLASS NAME	PROFESSOR	DAYS/TIMES	MID	FINAL	ABSENCE	TAKE ACTION
BIOL2106-2106-1 INTRO TO THE BIOL SCIENCES	Rich Staley	MWF 12:00p-1:00p Not Specified			0 (0)	Course Assignments Request Tutor Appt. Schedule Tutor Appt.
BIOL2108K-2108K-1 PRINCIPLES OF BIOLOGY II	Steven Kilpatrick Rich Staley Latoya White	MWF 8:00a-9:30a Not Specified			0 (0)	Course Assignments Request Tutor Appt. Schedule Tutor Appt.
HIST1111-1111-1 SURVEY OF WORLD HIST TO 1500	Doug Hoffman Kelly Miller Seth Moucka Rachel Wolfowitz	TR 11:00a-12:15p Not Specified			0 (0)	Course Assignments Request Tutor Appt. Schedule Tutor Appt.
PHYS1111K-1111K-1 INTRODUCTORY PHYSICS I	Carly Schildhaus Gina Schorr	MWF 7:00p-8:00p Not Specified			0 (0)	Course Assignments Request Tutor Appt. Schedule Tutor Appt.

The last column of the **Classes This Term** grid will allow the advisor several actions per course. The options available to you are dependent on the permissions applied to you.

Course Assignments - Depending on your advisor permissions, you may be able to click on the **Course Assignments** link to view all of the assignments that have been created (most likely by the professor) for that course. Again, depending on your permissions, you may be able to create new assignments.

Request Tutor Appt- If you see this option, you can request for a tutor to schedule a tutor appointment with the student for that specific course. For example, when I click on the **Request Tutor Appt** link, the system displays the **Send Tutor Request** dialog.



The first field in this dialog is a comment box where a user should enter information about when the student is able to meet with a tutor. Be as specific as possible when commenting on when the student would like to meet with the tutor. This information will make it easier to match the request with a tutor. Next, select a preferred location for this request. When all the information has been entered, you can preview the request before sending. Click **Save** when done. The system will then send an email notification to the Tutor Coordinator for that location.

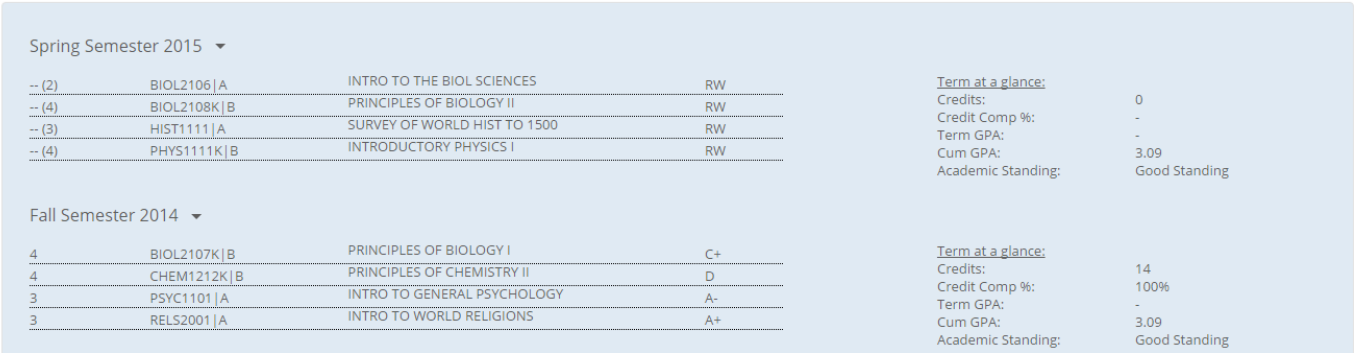
Schedule Tutor Appointment- Rather than simply request a tutor appointment, if you have this permission, you can bypass requesting and actually create a tutor appointment. When you click this link, the system will display the Schedule an Appointment page so that you can create a tutor appointment for your student.

Send Message to Professor- You can check the box beside one or more professors and click the **Send Message to Professor** in the Actions Menu to quickly communicate with the student's professors.

Transcript

The Transcript provides a term-by-term view of the student's academic record, together with important metrics like term GPA and completion ratio. Pre-enrollment data, if provided by the institution, will appear in the student's first term. The amount and type of pre-enrollment data may vary depending on what is available for a particular student, but will generally include standardized test scores, high school name, and high school GPA.

Transcript



Spring Semester 2015

-- (2)	BIOL2106|A	INTRO TO THE BIOL SCIENCES	RW
-- (4)	BIOL2108K|B	PRINCIPLES OF BIOLOGY II	RW
-- (3)	HIST1111|A	SURVEY OF WORLD HIST TO 1500	RW
-- (4)	PHYS1111K|B	INTRODUCTORY PHYSICS I	RW

Term at a glance:

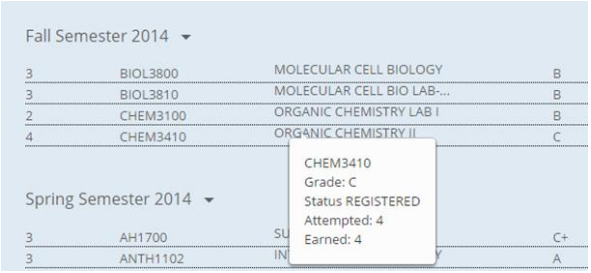
Credits:	0
Credit Comp %:	-
Term GPA:	-
Cum GPA:	3.09
Academic Standing:	Good Standing

Fall Semester 2014

4	BIOL2107K|B	PRINCIPLES OF BIOLOGY I	C+
4	CHEM1212K|B	PRINCIPLES OF CHEMISTRY II	D
3	PSYC1101|A	INTRO TO GENERAL PSYCHOLOGY	A-
3	RELS2001|A	INTRO TO WORLD RELIGIONS	A+

Term at a glance:

Credits:	14
Credit Comp %:	100%
Term GPA:	-
Cum GPA:	3.09
Academic Standing:	Good Standing



Advisors can get more details about a course by rolling over the course title.

Reports/Notes

Perhaps one of the most informational tabs on the student's profile is the Reports/Notes tab. It contains information on Cases, Alerts, Progress Reports, and Notes. When a student is marked at-risk, a Case (or "case file") can be opened in order to follow up with that at-risk student. A case lets advisors record what actions transpired to help the at-risk student. This grid will display all cases that have been opened for that student and the **Manage Case** button will let the advisor add an activity to the case.

Notes About Student

Actions

	DATE	CREATED BY	NOTE	NOTE REASONS	COMPLETE?	ATTACHMENTS	
	09/22/2015	William Harmon	Information		--		edit

Open Cases

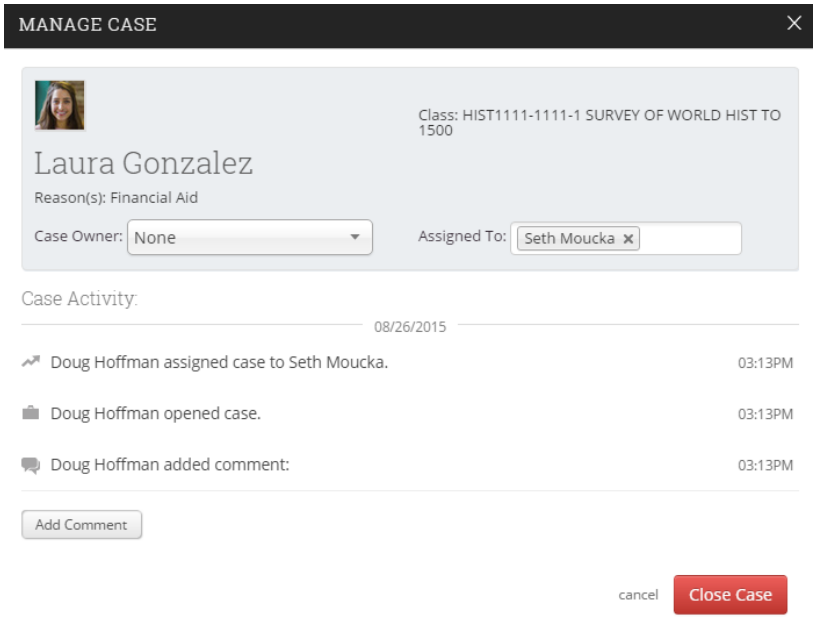
Open Cases | Closed Cases

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO	
08/26/2015	Financial Aid	Doug Hoffman	Seth Moucka	Manage Case

Alerts and Cases -Alerts and Cases go hand-in-hand. When a student is mark as at-risk, an alert reason must be selected. Each alert that a student receives will be listed in this grid. Please visit the Alerts and Cases section under Case Management for more information.

Alerts For Laura Gonzalez

ALERT REASONS	ISSUED ON	ISSUED BY	ASSOCIATED CASE	ISSUING EVALUATION
Financial Aid	08/26/2015	Doug Hoffman	Manage Case	Not Applicable
Sleeping in class	08/26/2015	Doug Hoffman	No Case Associated	Not Applicable



When a student is marked at-risk, a Case (or "case file") can be opened in order to follow up with that at-risk student. A case lets advisors record what actions transpired to help the at-risk student. This grid will display all cases that have been opened for that student and the Manage Case button will let the advisor add an activity to the case.

Progress Reports- This grid will display all progress reports that have been created for that student. The advisor can use the *Detail* link to see more information about any report.

Advisor Reports- The Advisor Reports grid will list all of the advisor reports that have been filed for that student. An advisor report can be filed after an advising appointment and even when there isn't an appointment at all. Click the *Details* link to see more information about the report.

Tutor Reports- Just like the *Advisor Reports* grid, this grid lists all the tutor reports that have been filed for that student. Tutor reports are filled out by tutors after a tutor appointment. Click the *Details* link to see more information about the report.

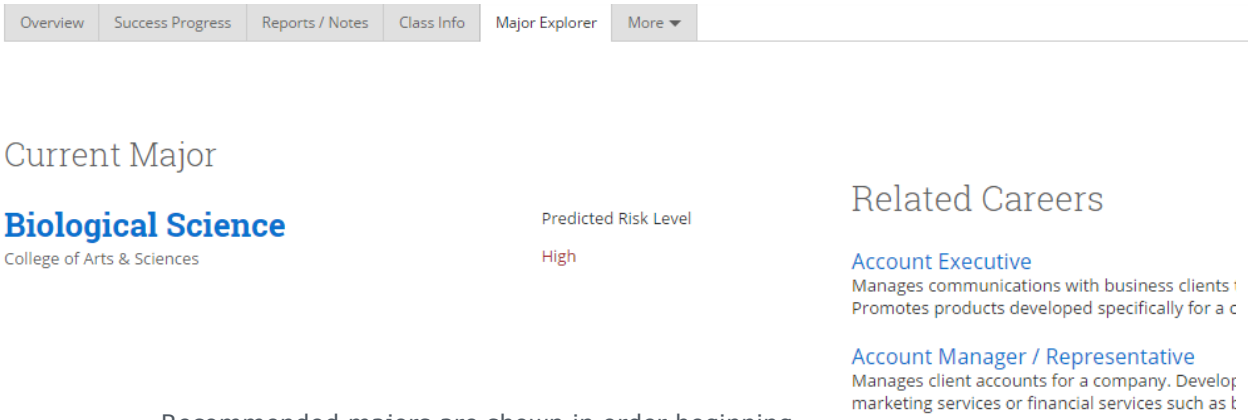
Notes About Student- All Notes that have been created for a student will be listed here. Advisors will be able to click the *Edit* link to make necessary changes to any note.

Major Explorer

The Major Explorer uses the advising application's predictive analytics model to guide student and user decisions about major decisions. Because many users and students will be curious about how Major Explorer does this, we have included a brief explanation of how predictive modeling works in this case.

The Major Explorer uses a predictive algorithm to generate information about whether a course of study is a good fit for the student, attempting to find the majors where the student has the highest chance of graduating. To do this, the algorithm analyzes basic data from the student information system. Items like GPA and credit accumulation start to determine the degree to which a student is at risk. Additionally, student coursework is analyzed to determine the level of skill a student has demonstrated in a content domain such as the humanities, STEM courses such as biology and mathematics, business and economics, et cetera. The student's skills are matched to their current major. Risk is mitigated when their skill strengths create a high match with the skills needed to excel in the major.

Finally, Major Explorer generates a high/moderate/low risk level that estimates how likely the student is to complete the major. Red suggests that without intervention, the student will have the most challenge in completing the major. Yellow suggests the student is statistically more likely to complete these majors, but there is more challenge for the student than a major with a green indicator. Green indicates majors the student will have the least challenge completing overall.



Recommended majors are shown in order beginning with the best match according to risk. Students who are at moderate or high risk in one major may not have a low-risk match because the factors determining their risk (GPA, credit accumulation, etc.) are applicable to all majors. Major Explorer provides other options to guide a student toward a major, including filtering by majors available in a

college or searching directly for a major or career. Clicking on a major name will take the user to a page that describes the major and shows careers related to the major. Additionally, users may search for majors not shown on the page for the student to investigate. The student's current major will be listed first for comparative reasons. Major Explorer displays the risk color associated with the student's likelihood to graduate in the major for each major on the page.

The career information is provided by Burning Glass, a leading career information provider and Student Success Collaborative partner. Users can also use the search box to search for related careers as well as majors to compare. Clicking on a related career will share more information about the career and national hiring statistics.

Skills Analysis

The Risk Score Analysis shows the risk areas and how the student compares to students who successfully completed the major. Looking at risk area performance will also indicate why the student is or is not at high risk of not completing the major. The first skill area usually rises to the top because the student's performance has a high importance to major completion and the student's comparative performance is below average compared to the historical norm. In addition, the risk score analysis will make suggestions about what the student can do to improve chances of succeeding in each risk area.

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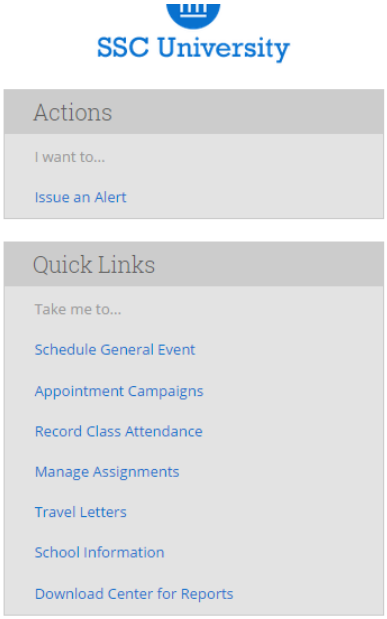
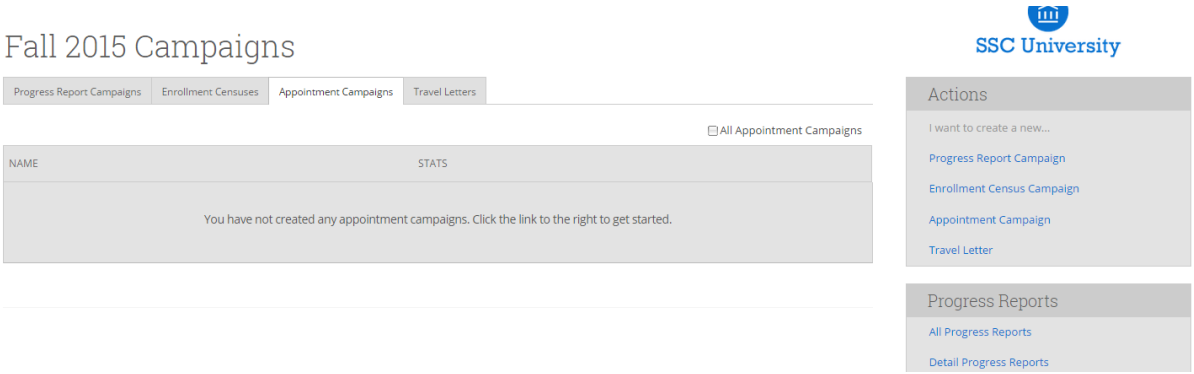
Appointment Campaigns

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.

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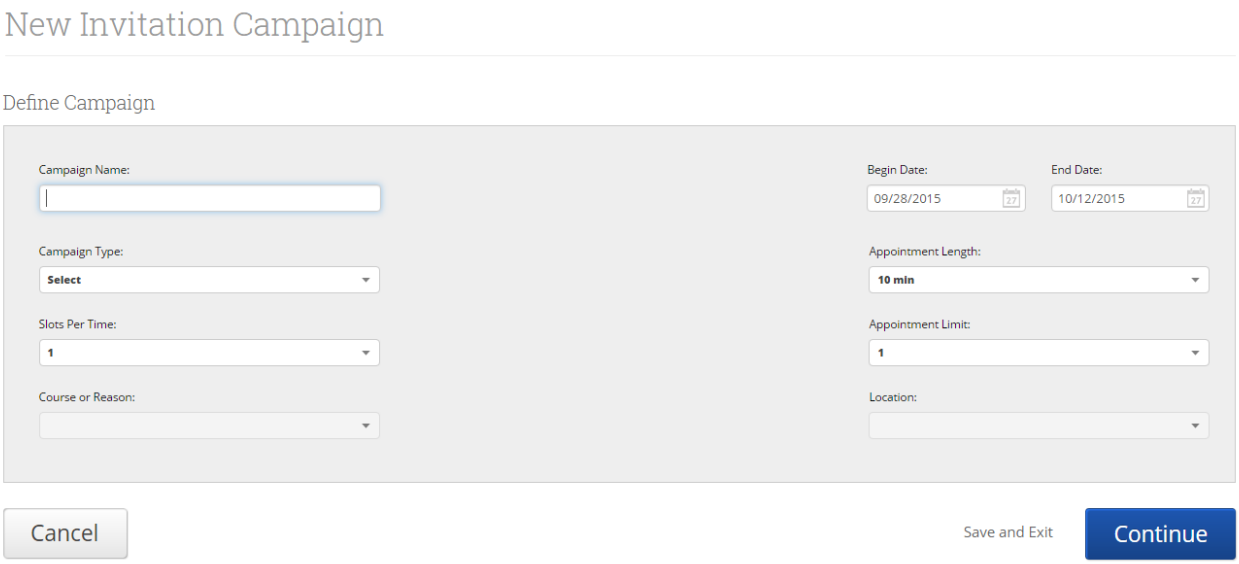


Enter the Name of Campaign-The name of the campaign only appears to the advisor. This needs to be a name that makes sense to you.

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.

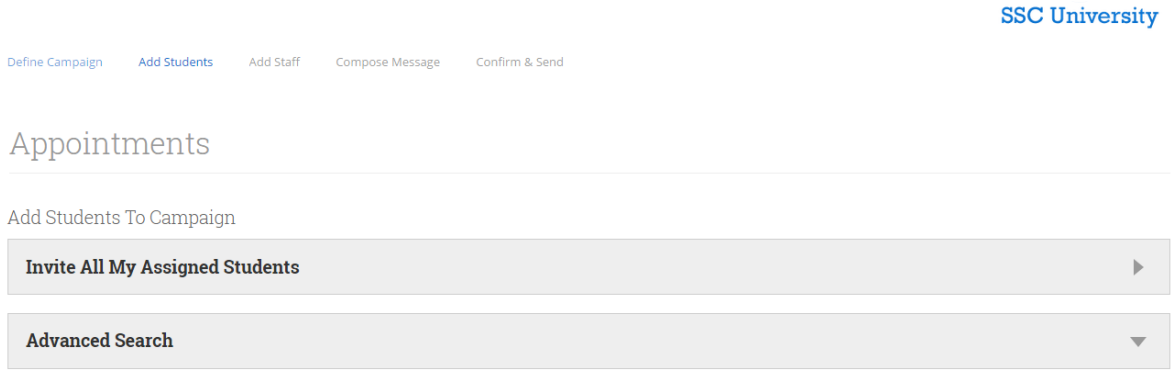
Choose the Start and End Date- This will be the date range for which you want the students to make their appointments.

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.



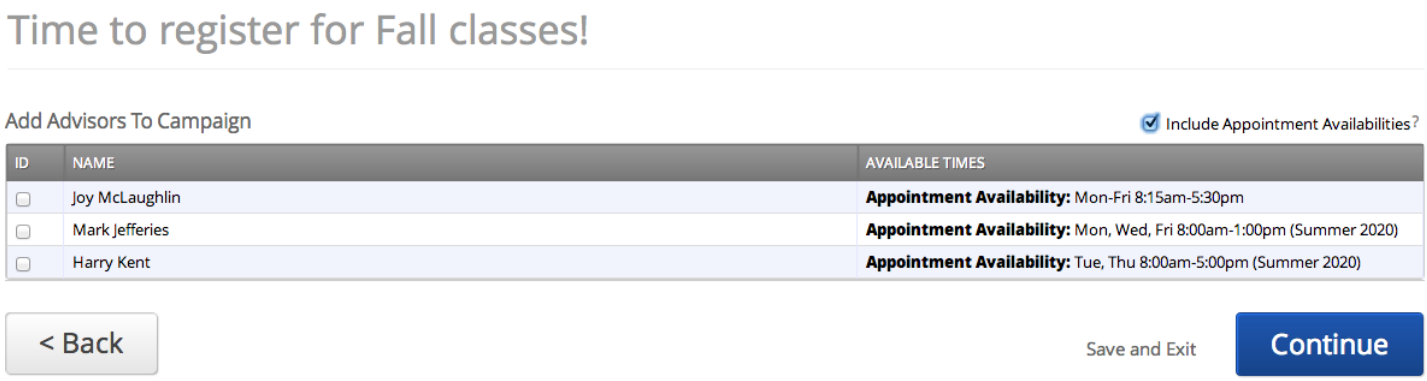
You have several ways to search for and select your students.

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

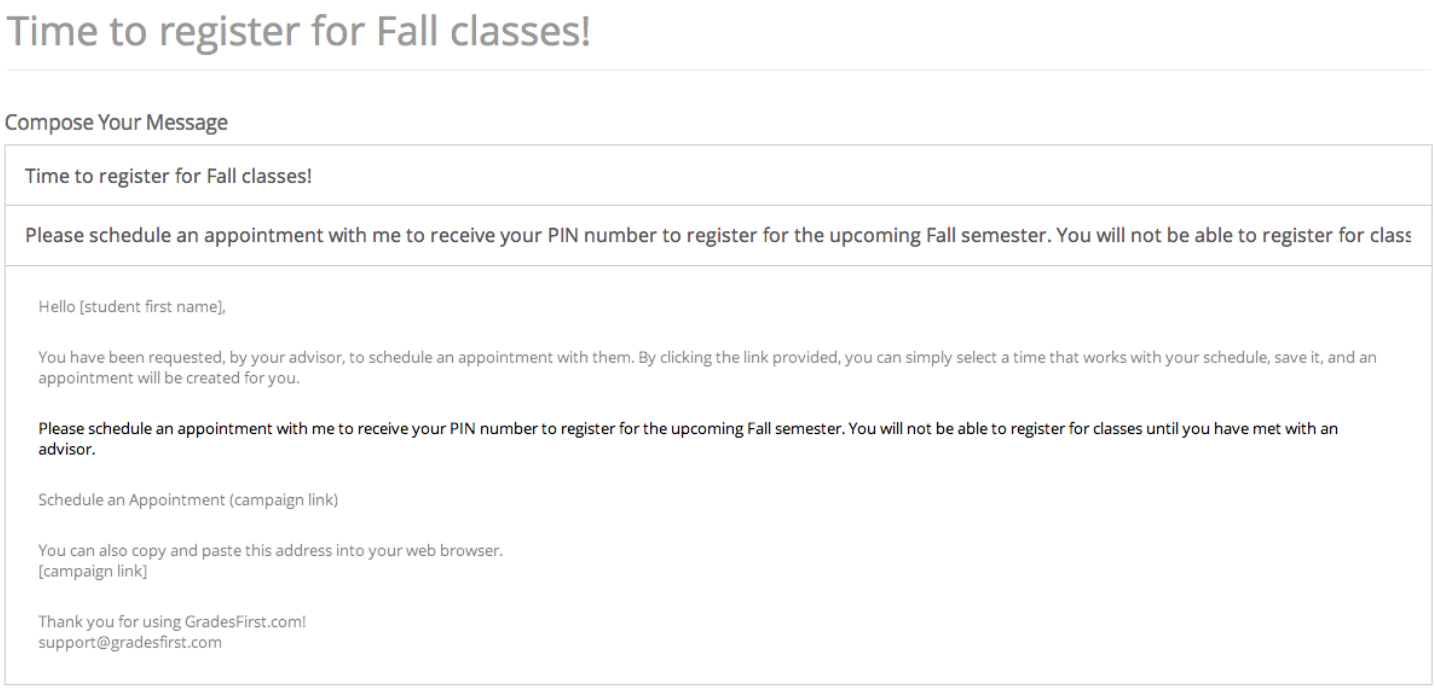
Advanced Search: Provides users with advanced search filters to find, and select, students. When you select students from a tab, click Continue to move to the next page. Next you can review what the email message will say and look like.

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 your school does not use Campaign Availabilities you can check the box to Include Appointment Availabilities to show available advisors. This section will default to search for campaign availabilities first.



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.

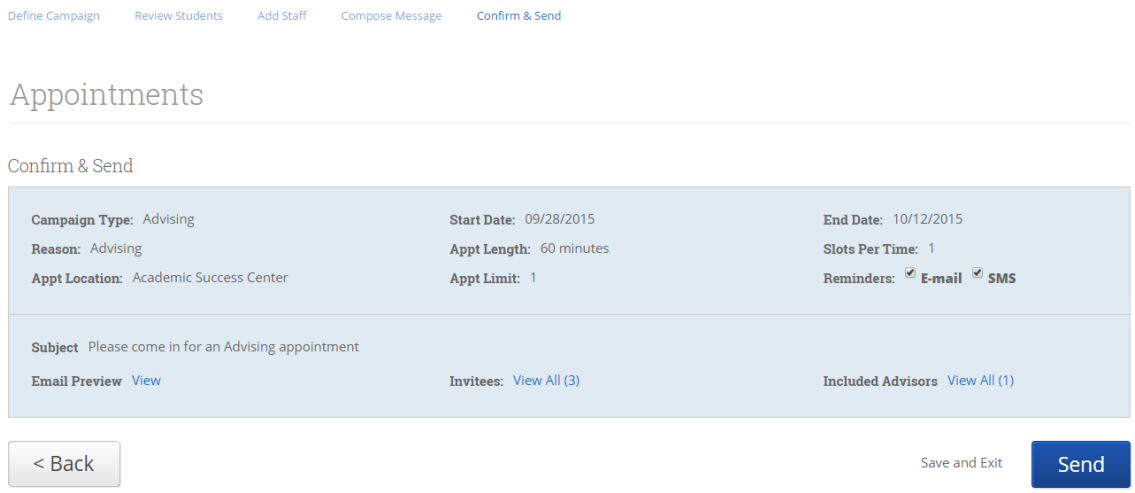


Email Subject: The topic will be the subject of the email going to the student.

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

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

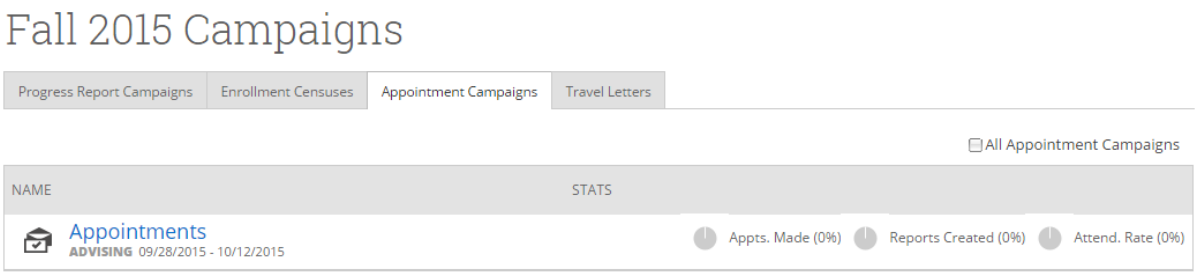
Step 5: Confirm and Send- Please make sure that you review your selected options before you start the campaign. Click Send when you are ready to email the invites to the selected students.



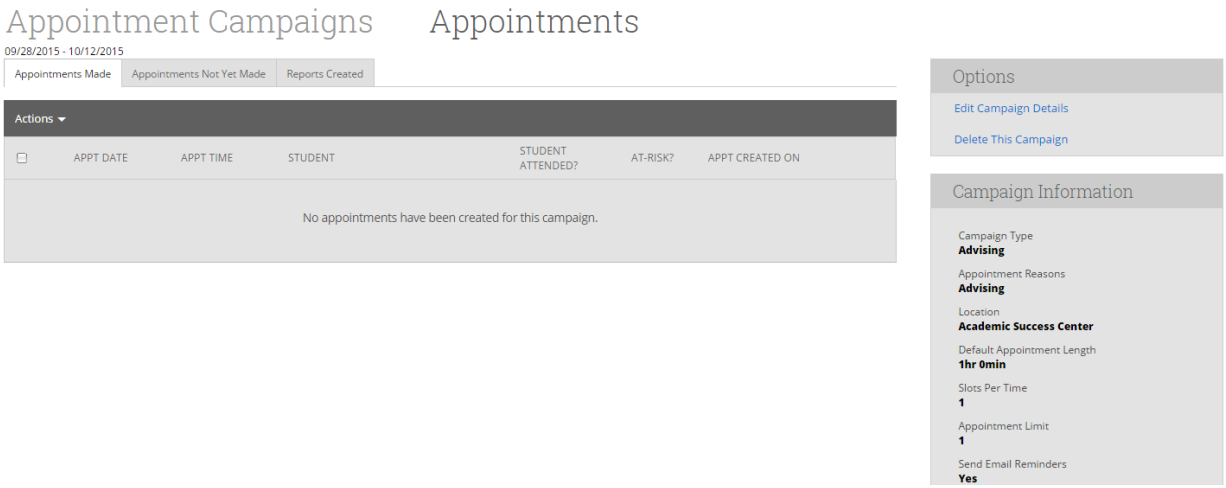
Review the campaign details one more time and then click Send.

Managing Your Campaign

The site gives you several tools to help manage your Appointment Campaign after you create and send it.



Appointments Made-This tab will let you see which students have made appointments. Not only can you view those students, but you can also Send a Message, Add Note, and/or Add Tag for those students.



Appointments Not Yet Made-This tab will display those students who have not yet made their appointment(s)

Resend Appointment Request- This option will let you resend the appointment campaign email to selected students. This is great, for instance, if a student accidentally deletes the original email.

Appointment Campaign Options

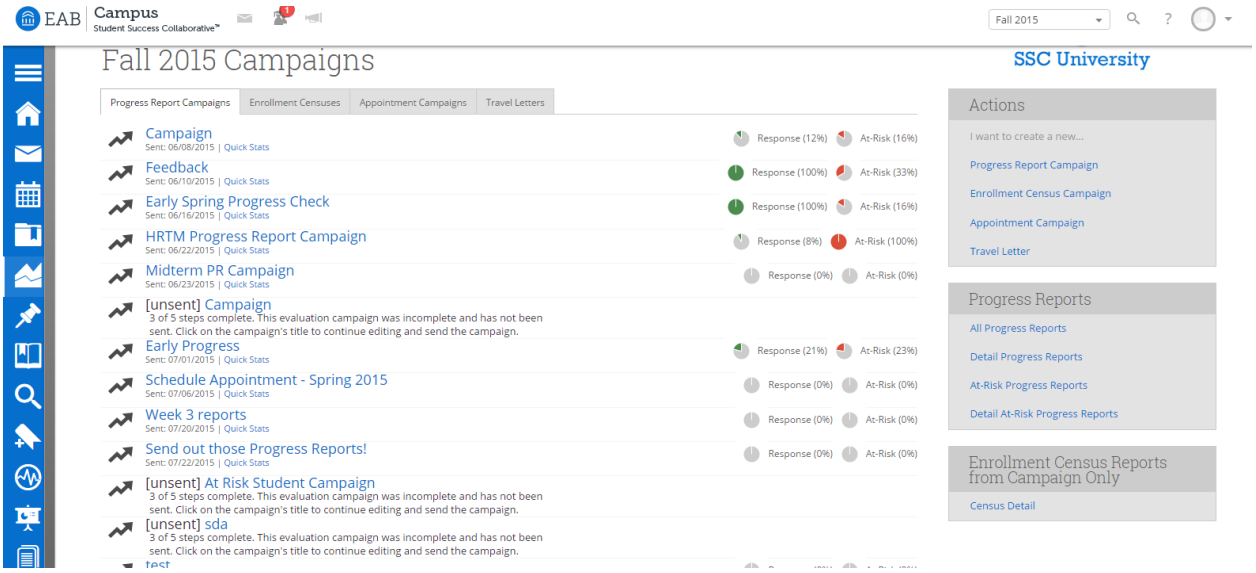
Edit Campaign Details- With this option, you can edit anything about the appointment campaign. When those changes have been saved, they will automatically apply to all students who still are required to make an appointment. Students who have already created their appointment(s) will not be affected by the changes.

Delete This Campaign- You can use this option to delete an existing campaign. However, deleting this campaign will NOT remove any student appointments that have already been scheduled.

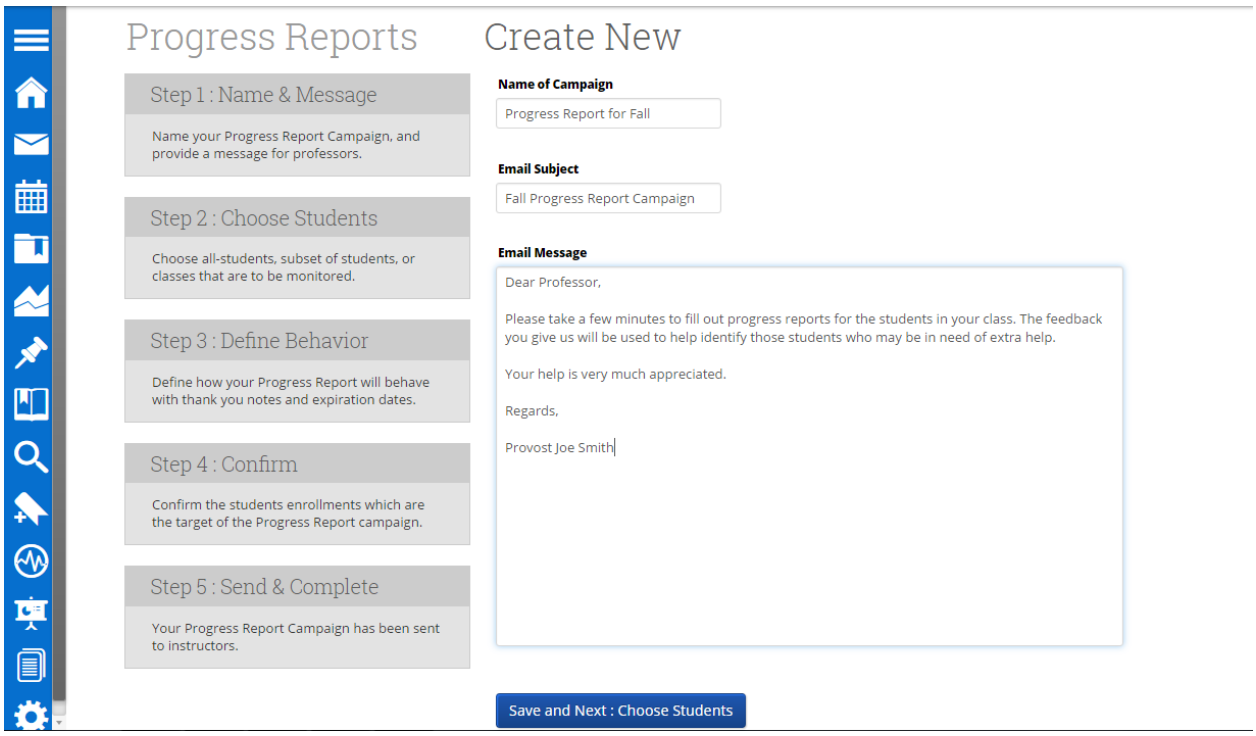
Once you select students, you will go to a page where you can review your selection. You will have the option to continue adding other students or move forward in creating the campaign. Click continue to choose the staff that will be included in the campaign.

Progress Report Campaigns

Progress Report Campaigns allow you to gather feedback from faculty to help determine which students may need intervention. To get started, click on the Progress Report Campaigns tab. Then under Actions – I want to create a new… click on Progress Report Campaigns.



To create a new progress report campaign follow the steps listed below.



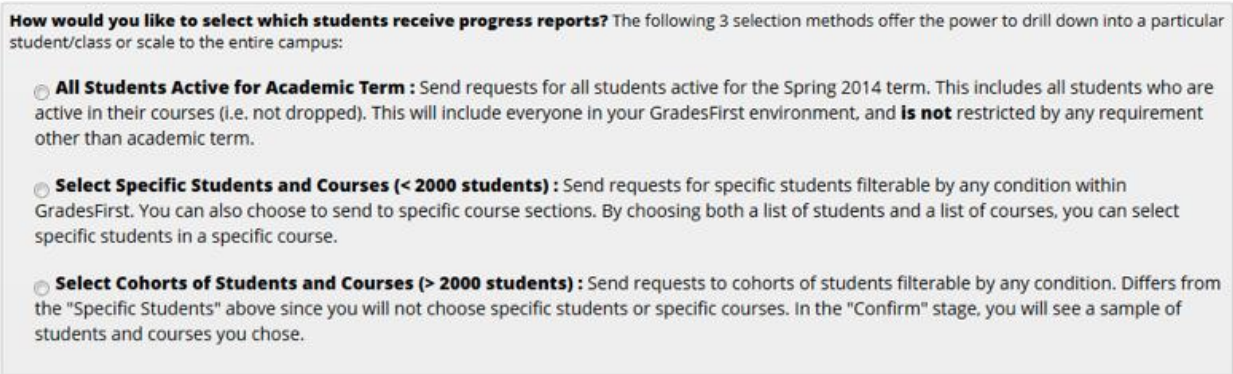
Step 1: Name & Message -Name your campaign, define the subject of your email, and write your message.

Name of Campaign: This is the name of your campaign and will be visible on the Campaign tab.

Email Subject: This is where you will define the subject of the email your professors will see.

Email Message: This is where you will define the body of the email that will be sent to your professors. A brief message summarizing what you are asking your professors to do is usually best. It is always a good idea to give your professors a "heads up" notification/email so they know exactly what a progress report is and what your expectations are.

Step 2: Choose Students or Courses- Choosing which students/course sections that will be included in your progress report campaign is perhaps the most import step of the creation process. You can select specific groups of students or entire cohorts.


How would you like to select which students receive progress reports? The following 3 selection methods offer the power to drill down into a particular student/class or scale to the entire campus:

All Students Active for Academic Term : Send requests for all students active for the Spring 2014 term. This includes all students who are active in their courses (i.e. not dropped). This will include everyone in your GradesFirst environment, and **is not** restricted by any requirement other than academic term.

Select Specific Students and Courses (< 2000 students) : Send requests for specific students filterable by any condition within GradesFirst. You can also choose to send to specific course sections. By choosing both a list of students and a list of courses, you can select specific students in a specific course.

Select Cohorts of Students and Courses (> 2000 students) : Send requests to cohorts of students filterable by any condition. Differs from the "Specific Students" above since you will not choose specific students or specific courses. In the "Confirm" stage, you will see a sample of students and courses you chose.

All Students Active for Academic Term- This should be used when sending a progress report campaign for all students. This option is best used if you wish to send a campaign for all students that are enrolled in the current term.

Select Specific Students and Courses (<2000 students)- This option should be used when sending a progress report campaign for a selective group (or cohort) of less than 2000 students. For example, all students on the football or Women's Tennis team. When you click this option, the bottom half of the page opens up giving you a filter for both students and classes.

Filter Students- In the Filter Students section, you can select students by criteria.

Filter Course Sections- You can use the Course Sections filter either independently of, or in conjunction with, the Student filter. For example, I could choose to run my campaign for only Math courses for my Football and Women's Tennis students. I would just need to search for and select all the Math courses and then click the Next: Define Behavior button.

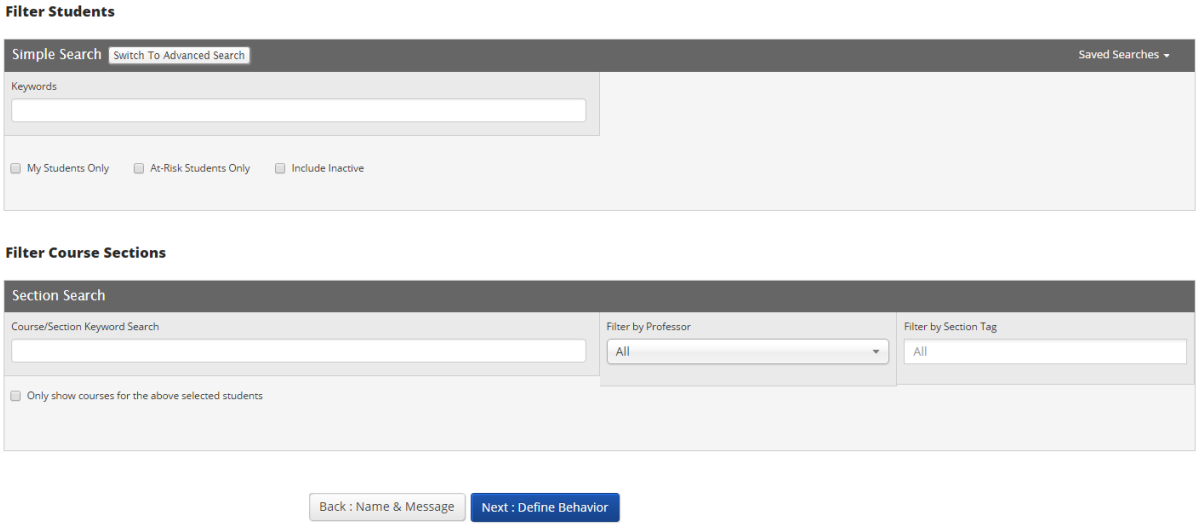
When using the Course Section filter in conjunction with the Student filter, we have a checkbox option called **Only show courses for the above selected students**. When checked, this option will only display courses that are currently being taken by your selected students. Users could then select only Math courses for the student athletes in the campaign. Narrowing down the course list this way is a lot easier than searching your entire course catalog for all Math courses.

The course filter can be used independently of the student filter to create a campaign for ANY student in certain courses. To do this, do not select ANY students via the student filter and only search for and select the appropriate courses via the Course Section filter.

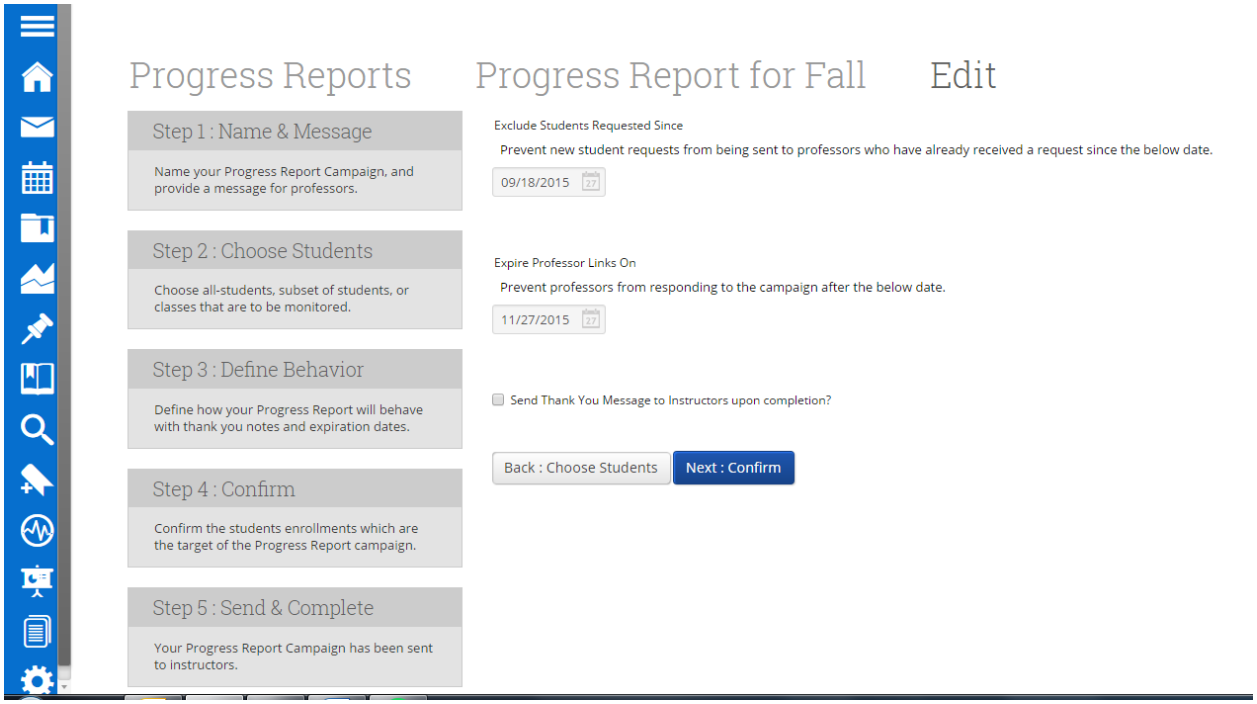
Once all of your students and courses have been selected, click the Next: Define Behavior button to move to the next step.

Select Cohorts of Students and Courses (>2000 students)- This is the third, and last, method of selecting which students should be included in your progress

report campaign. This option should be used when sending a campaign for a selective group (or cohort) greater than 2000 students. For example, all freshman and sophomores. Checking this option opens up the filters shown below.



Step 3: Define Behavior- These next options are more administrative in nature. They enable the user to define parameters around this campaign to help prevent professors from being sent multiple campaign emails to when the campaign should expire and lastly, should the professors receive a "Thank you" email when they complete their evaluations.



Exclude Students Requested Since: This date is used to ensure duplicate progress report requests are not sent to the same professors for the same students in the event a second campaign is sent. For example, if a progress report is created and sent on 11/1, and you upload your latest schedule changes on 11/5, therefore adding (and removing) students to classes. With an updated roster in SSC, you may want to send out another progress report campaign to ensure those newly added students are also evaluated. In theory, you would not want the professors to have to re-evaluate all students again. So to prevent this, we have added the ability to exclude those students already evaluated from appearing in this second campaign. All that needs to be done, in this example, is when you create your second campaign, enter the date of

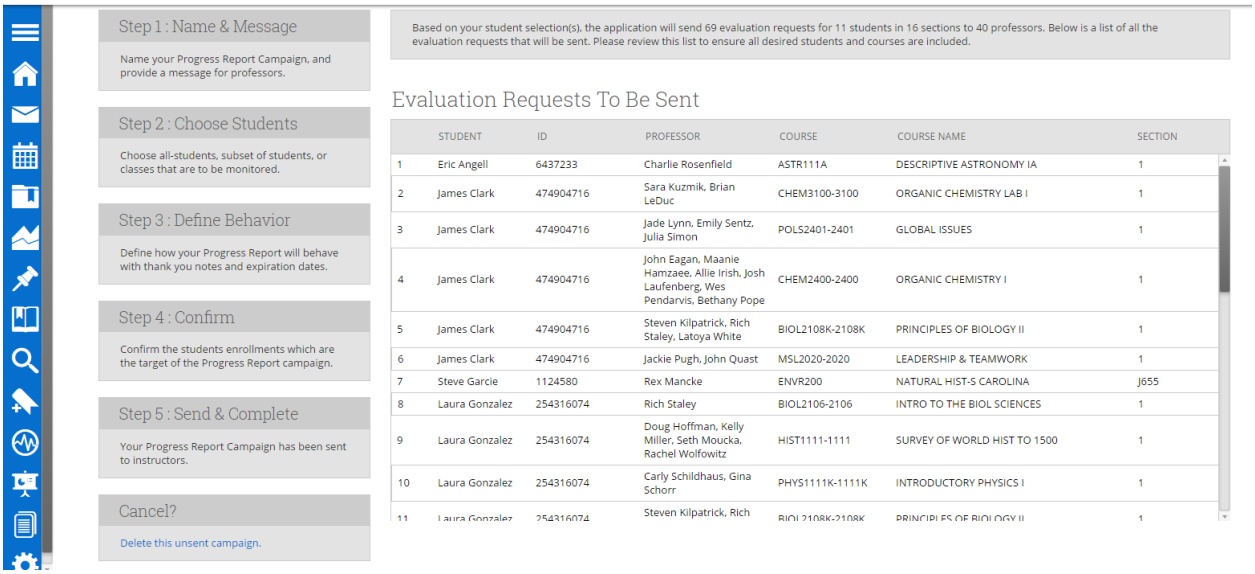
11/1, which tells SSC to exclude the students who have already been evaluated from the professors list.

Expire Professor Links On: This is essentially your progress report campaign expiration date. Simply select the date you wish for any unfiled professor evaluations to expire on. If a professor tries to access the campaign after that date, they will be notified that the "link has expired."

Send Thank You Message to Instructors upon Completion? Check this box if you wish for SSC to automatically send a "Thank you" email to each professor that completes their evaluations. When checking this box, you will be able to define both the subject and message of the email. And as each professor completes their evaluations, they will automatically receive your thank you email.

Click **Next**: Confirm to move to the next step.

Step 4: Confirm-This final page will give you a detailed count of how many students, professors and course sections will be included in your campaign. Also, a complete list of your included students will also be displayed



	STUDENT	ID	PROFESSOR	COURSE	COURSE NAME	SECTION
1	Eric Angell	6437233	Charlie Rosenfield	ASTR111A	DESCRIPTIVE ASTRONOMY IA	1
2	James Clark	474904716	Sara Kuzmik, Brian LeDuc	CHEM3100-3100	ORGANIC CHEMISTRY LAB I	1
3	James Clark	474904716	Jade Lynn, Emily Sentz, Julia Simon	POLS2401-2401	GLOBAL ISSUES	1
4	James Clark	474904716	John Eagan, Maanie Hamzaee, Allie Irish, Josh Laufenberg, Wes Pendarvis, Bethany Pope	CHEM2400-2400	ORGANIC CHEMISTRY I	1
5	James Clark	474904716	Steven Kilpatrick, Rich Staley, Latoya White	BIOL2108K-2108K	PRINCIPLES OF BIOLOGY II	1
6	James Clark	474904716	Jackie Pugh, John Quast	MSL2020-2020	LEADERSHIP & TEAMWORK	1
7	Steve Garcie	1124580	Rex Mancke	ENVR200	NATURAL HIST-S CAROLINA	J655
8	Laura Gonzalez	254316074	Rich Staley	BIOL2106-2106	INTRO TO THE BIOL SCIENCES	1
9	Laura Gonzalez	254316074	Doug Hoffman, Kelly Miller, Seth Moucka, Rachel Wolfowitz	HIST1111-1111	SURVEY OF WORLD HIST TO 1500	1
10	Laura Gonzalez	254316074	Carly Schildhaus, Gina Schorr	PHYS1111K-1111K	INTRODUCTORY PHYSICS I	1
11	Laura Gonzalez	254316074	Steven Kilpatrick, Rich	BIOL2108K-2108K	PRINCIPLES OF BIOLOGY II	1

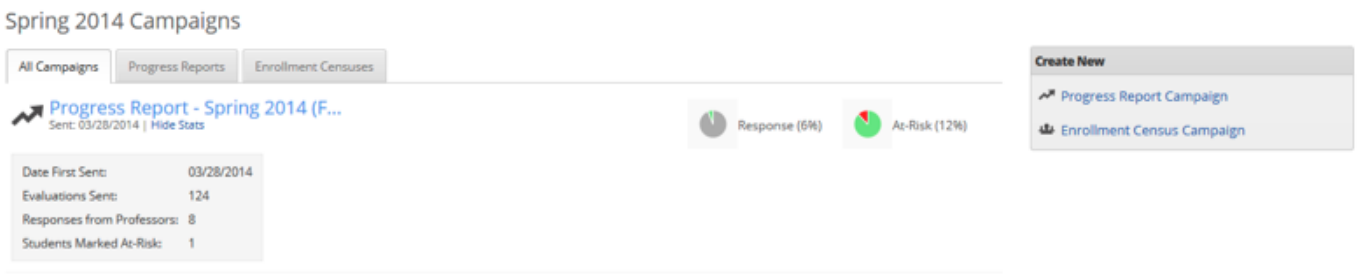
Summary at the top- This above summary will detail exactly how many students, course sections, and professors that are included in your campaign.

Evaluation Requests to be Sent- We also added the ability to preview the list of students who are to be included in your campaign.

What happens if I don't see any students in my list? Depending on how large your campaign is, this grid may populate instantaneously or it may take several hours. But in either case, you will not be able to click 'Next: Send & Complete' until your students populate in this grid. If this process takes a while, you do not have to wait on this page while your campaign is being built. Users can continue using the site when your list and do other things in SSC.

If everything looks good, click the **Next: Send & Complete** button to complete and send your progress report campaign.

Quick Stats/Hide Stats- This option, when clicked, displays the same data and statistics for the campaign.



Date First Sent: The date your campaign was sent to your professors, NOT the creation date of the campaign.

Evaluations Sent: The total number of individual evaluations in your campaign. For instance, if your campaign consists of 5 courses, 25 students in each course, the total evaluations sent would be 125.

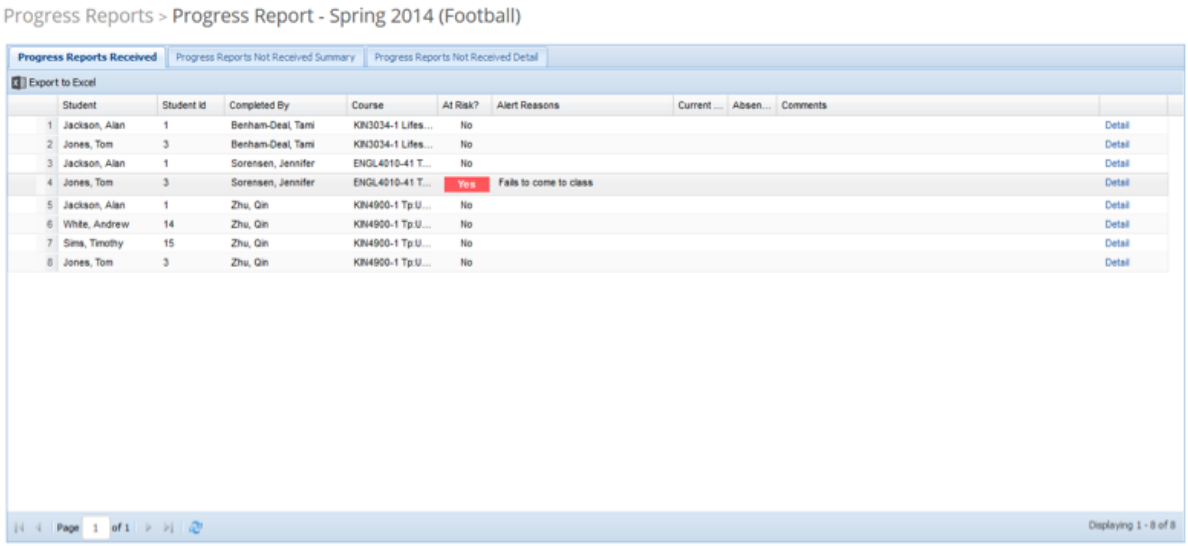
Responses from Professors: The total number of evaluations your professors have submitted responses for. For instance, if 2 professors have submitted 5 students each, the total responses would be 10.

Students Marked At-Risk: This number represents how many students, of the Responses from Professors, have been marked at-risk. For instance, in the example above, 4 of the 10 students evaluated were marked at-risk.
Total Responses: The pie charts represent details related to the campaign. Here is a breakdown.

Responses: This value indicates what percent of total evaluations have been submitted so far.

At-Risk: This percent is calculated by how many students have been marked at-risk divided by total responses by professors.

Progress Report Campaign Details & Progress Reports Received- This tab displays all the feedback that has been submitted by your professors.



Progress Reports Not Received Summary- The second tab displays all professors who have not responded or finished with your progress report campaign. Here, you can manage and track the list of professors who have not yet completed their evaluations. This tab shows information by professor.

Progress Reports > Progress Report - Spring 2014 (Football)

Progress Reports Received | **Progress Reports Not Received Summary** | Progress Reports Not Received Detail

Resend Selected Requests | Resend All Requests | Send a Message | Export to Excel

	Professor	Total Requests	Reports Recei...	First Notice	Most Recent Notice	Expires On	Total Notices
1	Andrews, Gerard	8	0	03/28/2014	03/28/2014	05/27/2014	1
2	Benham-Deal, Tami	4	2	03/28/2014	03/28/2014	05/27/2014	1
3	Canterna, Ronald	4	0	03/28/2014	03/28/2014	05/27/2014	1
4	Clark, Suzanne	4	0	03/28/2014	03/28/2014	05/27/2014	1
5	Culhane, Scott	5	0	03/28/2014	03/28/2014	05/27/2014	1
6	Dellenback, Paul	4	0	03/28/2014	03/28/2014	05/27/2014	1
7	Downs, William	4	0	03/28/2014	03/28/2014	05/27/2014	1
8	Gladney, George	5	0	03/28/2014	03/28/2014	05/27/2014	1
9	Godby, Robert	4	0	03/28/2014	03/28/2014	05/27/2014	1
10	Haefner, John	8	0	03/28/2014	03/28/2014	05/27/2014	1
11	Harkin, Alison	4	0	03/28/2014	03/28/2014	05/27/2014	1
12	Holles, Joseph	4	0	03/28/2014	03/28/2014	05/27/2014	1
13	Ingersoll, Casey	4	0	03/28/2014	03/28/2014	05/27/2014	1
14	Laurent, Sean	4	0	03/28/2014	03/28/2014	05/27/2014	1
15	Mills, Kenneth	4	0	03/28/2014	03/28/2014	05/27/2014	1
16	Molina, Adrian	4	0	03/28/2014	03/28/2014	05/27/2014	1
17	Pedri, Mark	4	0	03/28/2014	03/28/2014	05/27/2014	1
18	Price, Cynthia	5	0	03/28/2014	03/28/2014	05/27/2014	1
19	Rosa, Jose	5	0	03/28/2014	03/28/2014	05/27/2014	1
20	Scarcliff, Jamie	4	0	03/28/2014	03/28/2014	05/27/2014	1
21	Sorensen, Jennifer	4	2	03/28/2014	03/28/2014	05/27/2014	1

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Resend Requests: This option enables you to resend the campaign request email to select professors. This works well for sending out second (and even third) reminders. It can also be used for those professors who have lost their original campaign email.

Resend All Requests: Similar to the Resend Requests option this will resend the campaign request emails to professors, but it will do it for all professors (as the name implies).

Send a Message: Use this option to send a message to selected professors.

Export to Excel: Want to view all this information in a nice an easy to read format? Use the 'Export to Excel' option.

Please see the definitions for some of the columns below

Total Requests: This column represents how many total students a professor has been asked to evaluate.

Reports Received: Will display how many students a professor has already evaluated.

Total Notices: Represents how many times you have 'Resent Requests' to each professor.

This is the tab is used to view, and monitor, which professors have yet to submit evaluations. Users can use this tab to "work" the list of professors by simply sending them an email reminder (Send a Message) to please complete your evaluations or a more formal request (Resend Request) whose email contains an actual link to each professors campaign entry page. Other information displayed on this tab will let you gauge how responsive your professors have been in completing their evaluations. Lastly, if a professor does not appear on this list, that means they have already completed their progress report campaign.

Progress Reports Not Received Detail - In many ways, this tab works almost exactly like its predecessor (Progress Reports Not Received Summary) with the except that this tab is more of a student centric view. This provides a list of which students have not been evaluated..

The options on this page are identical to those on the previous tab in name and function. An area of possible confusion can be "Who receives the email when I check a student's name and click either Resend Requests or Send Message?" In both cases, the professor will receive said email.

Progress Reports > Progress Report - Spring 2014 (Football)

Progress Reports Received | Progress Reports Not Received Summary | **Progress Reports Not Received Detail**

Resend Selected Requests | Resend All Requests | Send a Message | Export to Excel

	Student	Student Id	Professor	Course #	Course	Section	First Notice	Most Recent Notice	Total Notices
1	Norwood, Joe	12	Andrews, Gerard	PATB2220	Pathogenic Micr	10	03/28/2014	03/28/2014	1
2	Konte, Cyrus	11	Andrews, Gerard	PATB2220	Pathogenic Micr	1	03/28/2014	03/28/2014	1
3	Fanning, Tory	10	Andrews, Gerard	PATB2220	Pathogenic Micr	10	03/28/2014	03/28/2014	1
4	DePriest, Travis	9	Andrews, Gerard	PATB2220	Pathogenic Micr	10	03/28/2014	03/28/2014	1
5	Norwood, Joe	12	Andrews, Gerard	PATB2220	Pathogenic Micr	1	03/28/2014	03/28/2014	1
6	Konte, Cyrus	11	Andrews, Gerard	PATB2220	Pathogenic Micr	10	03/28/2014	03/28/2014	1
7	Fanning, Tory	10	Andrews, Gerard	PATB2220	Pathogenic Micr	1	03/28/2014	03/28/2014	1
8	DePriest, Travis	9	Andrews, Gerard	PATB2220	Pathogenic Micr	1	03/28/2014	03/28/2014	1
9	John, Charles	2	Benham-Deal, Tami	KIN3034	Lifespan Motor Dev	1	03/28/2014	03/28/2014	1
10	Henry, Davis	4	Benham-Deal, Tami	KIN3034	Lifespan Motor Dev	1	03/28/2014	03/28/2014	1
11	Konte, Cyrus	11	Canterna, Ronald	PHYS1050	Concepts of Phys	40	03/28/2014	03/28/2014	1
12	Norwood, Joe	12	Canterna, Ronald	PHYS1050	Concepts of Phys	40	03/28/2014	03/28/2014	1
13	Fanning, Tory	10	Canterna, Ronald	PHYS1050	Concepts of Phys	40	03/28/2014	03/28/2014	1
14	DePriest, Travis	9	Canterna, Ronald	PHYS1050	Concepts of Phys	40	03/28/2014	03/28/2014	1
15	Norwood, Joe	12	Clark, Suzanne	PHCY4450	Pathophysiology	1	03/28/2014	03/28/2014	1
16	Fanning, Tory	10	Clark, Suzanne	PHCY4450	Pathophysiology	1	03/28/2014	03/28/2014	1
17	DePriest, Travis	9	Clark, Suzanne	PHCY4450	Pathophysiology	1	03/28/2014	03/28/2014	1
18	Konte, Cyrus	11	Clark, Suzanne	PHCY4450	Pathophysiology	1	03/28/2014	03/28/2014	1
19	Kelly, Scott	25	Culhane, Scott	CRMJ1001	Intro to Criminal Justice	1	03/28/2014	03/28/2014	1
20	Vogler, Parker	23	Culhane, Scott	CRMJ1001	Intro to Criminal Justice	1	03/28/2014	03/28/2014	1
21	Perry, Nathan	21	Culhane, Scott	CRMJ1001	Intro to Criminal Justice	1	03/28/2014	03/28/2014	1

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Progress Reports Campaign Reports- Share how your professors evaluated your students during a Progress Report campaign. Users can print progress reports from one of two locations; the Campaign or Reports tab.

Student Progress Reports- This report, as displayed below will provide you with an overview of your progress reports within the date range you specify. This report will show any and all students who have been evaluated by their professors, depending on your search criteria.

Student Progress Reports

Send a Message

	Student name	Category list	Course	Is at risk	Number of a	Anticipated Grade	Comment	Evaluation created	Created at
1	Ban, Ivan	Football	HRTM364-2-CONF	Yes	5	D+	Needs to pay atten	Sox, Charlie	4/7/2011
2	Ban, Ivan	Football	HRTM450-1-HOSP	No				Sox, Charlie	4/7/2011
3	Nains, Val	Women's Basketba	HRTM364-2-CONF	No				Sox, Charlie	4/7/2011
4	Nains, Val	Women's Basketba	HRTM450-1-HOSP	No				Sox, Charlie	4/7/2011
5	Tray, Will	Men's Soccer	HRTM364-2-CONF	Yes	4	F	Doesn't complete a	Sox, Charlie	4/7/2011

Detailed Student Progress Reports-This report functions the exact same way as the above report, however more detailed information will be displayed with each student. Students Flagged At-Risk

This progress report automatically limits the output to ONLY those students who were evaluated as At-Risk during the progress report process. Students who were not evaluated as at-risk will NOT appear on this report. Like every other report in SSC, you can use the Advanced Filter the report on only a select group of students if desired (e.g. Show me all Football players who received an At-Risk evaluation).

Student Progress Reports Flagged At-Risk And/Or Critical

Send a Message

	Student name	Category list	Course	Is at risk	Number of at	Anticipated Grade	Comment	Evaluation created	Created at
1	Ban, Ivan	Football	HRTM364-2-CONF	Yes	5	D+	Needs to pay atten	Sox, Charlie	4/7/2011
2	Tray, Will	Men's Soccer	HRTM364-2-CONF	Yes	4	F	Doesn't complete a	Sox, Charlie	4/7/2011
3	Augstana, Andre	Football	STAT110-5-INTRO-	Yes	3	D+	Doesn't pay attentic	Beard, Ed	4/5/2011

Detailed Students Flagged At-Risk- This report functions the exact same way as the above report, however more detailed information will be displayed with each student.

At-Risk Progress Reports and Tutor Appointment- This report shows a list of students who have been reported At-Risk in a course and any tutor appointments for that course. This report shows if students who are marked At-Risk are being processed

effectively with tutor appointments. Also, with Dropped Dates, Tutor Appointment Dates, and Grades, the report shows effectiveness of those actions.

At-Risk Progress Reports and Tutor Appointment

Create Tutor Appointment | Send a Message | Tag | Add Note

	Student Name	E-mail Address	Major	Categories	Section	Course No.	Course	Dropped?	Midterm Grade	Final Grade	Date Submitted	At Risk?	Nu
1	Jones, Tom	tj@gradesfirst.c...	Biology	Football	41	ENGL4010	Technical Writin...	No	C		3/28/2014	Yes	
2	Battle, Bryan	battle@gradesfi...	Computer Progr...	Football	1	COJO4310	Publ Relat Tech	No	B		3/25/2014	Yes	

Progress Report Campaign Reports- This report will display all students who were a part of a progress report campaign via a specific date range.

Progress Report Campaign Reports

Send a Message | Tag | Add Note

	Student Name	Primary	Class	Section	Course No.	Course	Name	Created At	Response	At Risk?	Grade	Comment	Nu
1	Jackson, Alan	1	Sophomore	41	ENGL4010	Technical Writin...	Progress Report...	3/28/2014	Yes	No			
2	John, Charles	2	Sophomore	41	ENGL4010	Technical Writin...	Progress Report...	3/28/2014	No				
3	Jones, Tom	3	Sophomore	41	ENGL4010	Technical Writin...	Progress Report...	3/28/2014	Yes	Yes			
4	Henry, Davis	4	Sophomore	41	ENGL4010	Technical Writin...	Progress Report...	3/28/2014	No				

2.5 Risk Model

Purpose

The risk model is used to help prioritize advisor and staff interaction with students based on their likelihood to graduate and support advisors in quickly identify at risk students

The model estimates the likelihood that current students will graduate by comparing them to historical students at your institution with similar academic and demographic characteristics.

Creation of the Predictive Model Using Historical Data

Our data scientists use the academic and demographic data of your historical students to create a predictive model specific to your campus. Then current students are 'scored' or applied against your campus's predictive model on a scale from 0 - unlikely to graduate - to 1 - most likely to graduate. We work with your institutional leadership team to translate ranges of those scores to red, yellow, and green colors.

As our Data Science team creates a model, they test many different academic and demographic data factors for their predictive quality. Some of these data points are available directly in your SIS, others are derived by our Data Science team using proprietary methods. The data points used in your model include courses student's took, grades earned, majors declared, the way they earned credit over time, in addition to more static facts, like whether they were a transfer student or their high school GPA. These data points have different weight in the model, and the weight vary over the progress of the student through their degree.

Skills Scores

Our analytic research and work with member information has shown that students tend to receive similar grades in particular groups of courses, and we call the reasons behind these grade patterns "skills". Individual courses can be associated with multiple skills, and courses most associated with a particular skill won't necessarily belong to the same or similar academic discipline. Skills provide the predictive model information about students' aggregate coursework not available through individual course grades or GPAs.

The risk model analysis displays an individual current student's estimated skills as a percentile compared to all students who graduated in that student's current major(s). We have created the following lists of courses most associated with each skill to help us identify names for the skills, as well as optional descriptions, for display in the platform.

Model Quality

The data science team looks at both the accuracy and calibration of your institutional model by comparing your customized model to a baseline model. The baseline model is based purely on accumulated credits and cumulative GPA. Your institutional model adds more data points, sophistication and nuance of how it evaluates those data points, and therefore performs better than the baseline in terms of two metrics that we use to evaluate model quality: Kappa and AUC.

We also look at both accuracy and calibration. Your institutional model is more predictive because there is a bigger spread between the predicted grad rates between the bottom and top quartile (looking from top to bottom), and it is better calibrated because there is less difference between the predicted and actual grad rate.

Conclusion

Our data science team is confident that this model will help your advisors accurately prioritize interaction with students based on their likelihood to graduate and identify students who are at risk.

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Institution Reports

Institution Reports provide insights into historical patterns of student performance at your institution, with a special focus on factors impacting graduation. They can be used by deans and program leaders to look for opportunities to impact student success, either through direct intervention with students or by changing curricula or advising programs.

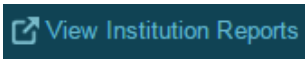
To build the reports, SSC acquires up to 10 years of historical data, cleanses it, and loads it into the SSC platform, where the reports can be configured based on institution preferences; for example, whether transfer students should be included.
Use this guide to learn how to locate and navigate between the different reports, the insights included within each report, common data definitions, and FAQ. Each report has been created with a specific purpose, meaning that Institution Reports may differ in format and data from other reports you receive.

If you have questions that aren't answered in this part of the document or online help, please contact your program leader(s) or SSC Dedicated Consultant. For technical issues with the reports, please contact EAB Tech Support at EABTechSupport@eab.com. We want you to get the most value possible from these reports, and welcome your feedback on improvements that will make them more useful and more usable.

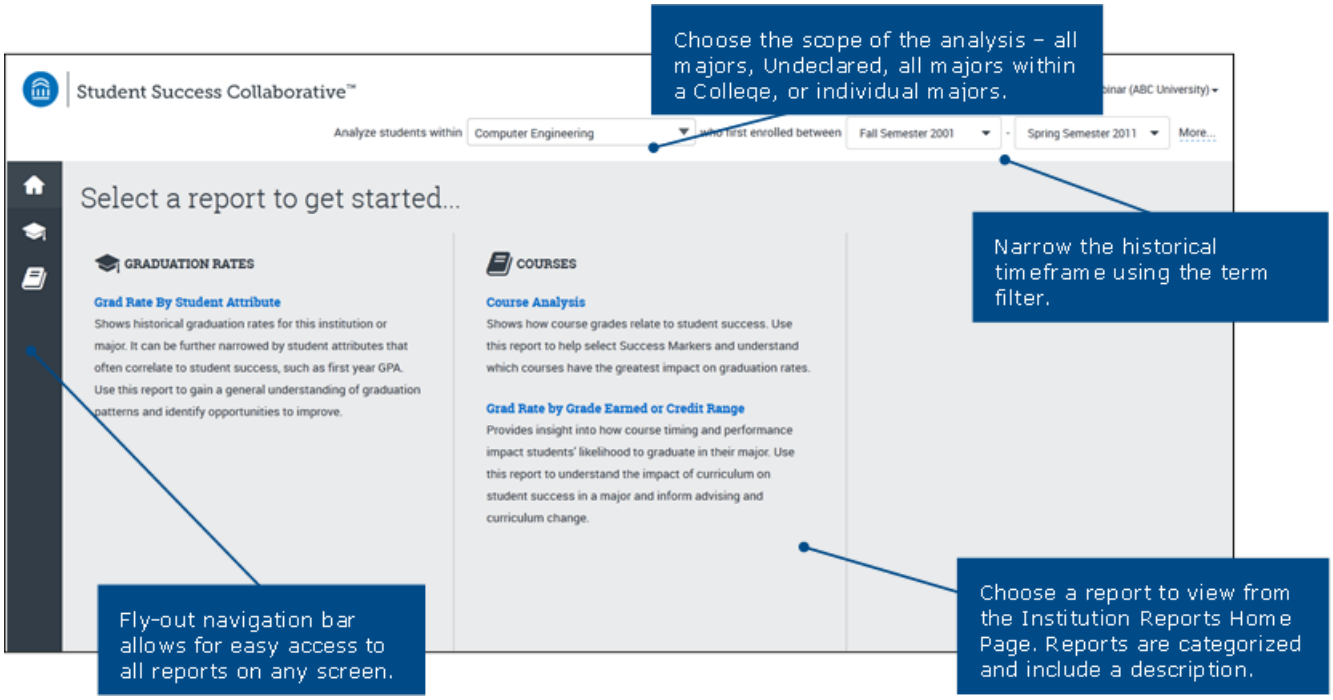
Predictive Workbook Tab	Institution Report	Main Differences
Graduation by Student Attribute	Grad Rate by Student Attribute	New hover shows additional breakdown by first declared major
Trends by Student Attribute	Grad Rate by Student Attribute (Trends)	Multiple attributes may still be selected, but their trends are shown on separate charts
Major Switching Patterns	Major Change Analysis	Name changed; terminology changes, including "feeder" to "previous major"
Summary of Top Courses	Course Analysis	Name changed
Analyze a Course, Compare 2 Courses, Heat Map	Grad Rate by Grade Earned & Credit Range	Replaced by "Grade Earned" view in Grad Rate by Grade Earned & Credit Range
Course & Exam Performance	Course & Standardized Exams	Name changed

Home Page Navigation

To Access Institution Reports: Currently, the SSC advising platform and Institution Reports are separate applications. To access the Institution Reports, log into your institution's SSC advising platform and click the link in the upper right hand corner to "View Institution Reports." The link will open the Institution Reports homepage in a separate tab of your internet browser. The timeout period, meaning the amount of time you can idle in the Institution Reports before being automatically logged out, is the same as the SSC advising platform – 60 minutes.



Choosing a Report: Once logged into the Institution Reports, you will be directed to the homepage where you can select different reports to view within three main categories (currently Graduation Rates, Courses, and Major Switching). Throughout the application,

you can easily navigate to different reports by clicking within the fly-out navigation bar to the left.

Refine Your Analysis: To narrow the population of students in the reports, select the drop down box on the top left and choose the college or major of interest. In addition, users can refine the historical timeframe for the analysis by choosing the appropriate terms in the drop downs to the right. By default, the report will pull for all majors at the institution between the largest set of historical data available from your institution.