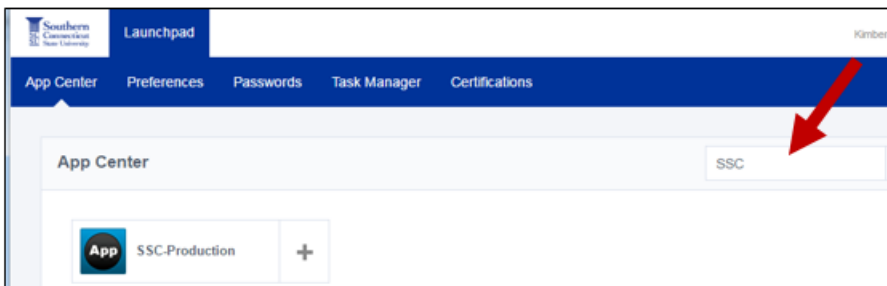


SSC: Overview

Prerequisite(s): Active directory account (login.southernct.edu)
 Advisor role in Banner (SIAINST) to activate SSC Advisor role (granted by Registrar’s Office)
 Outlook Exchange calendar.

1 Get the App

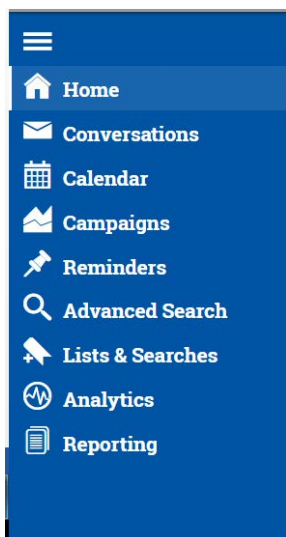


Login to Southern’s Launchpad at Login.Southernct.edu
 Click on the App Center.
 In the ‘Search Apps’ field type SSC.
 Click the plus (+) on the SSC app.
 Click Launchpad to return to main page.



NOTE: IF YOU WOULD LIKE TO LOAD A PRACTICE ENVIRONMENT, USE THE EAB APP. THE PRACTICE ENVIRONMENT IS INDICATED UNDER THE SOUTHERN LOGO WITHIN THE APPLICATION.

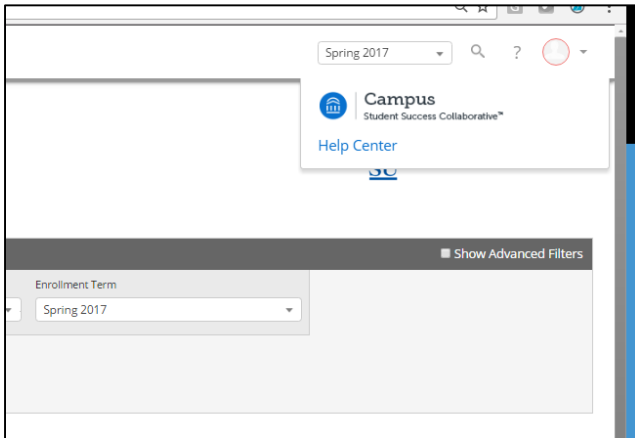
2 The Landing Page: Advisor Home



- Navigation Toolbar
- Home: Always brings you back to the Advisor Home.
- Conversations: A list of messages sent/received from within the SSC platform.
- Calendar: Your calendar (see: SSC: Scheduling Appointments document)
- Campaigns: (see: SSC: Scheduling Appointments)
- Advanced Search (see section on Advanced Search below)

SSC: Overview

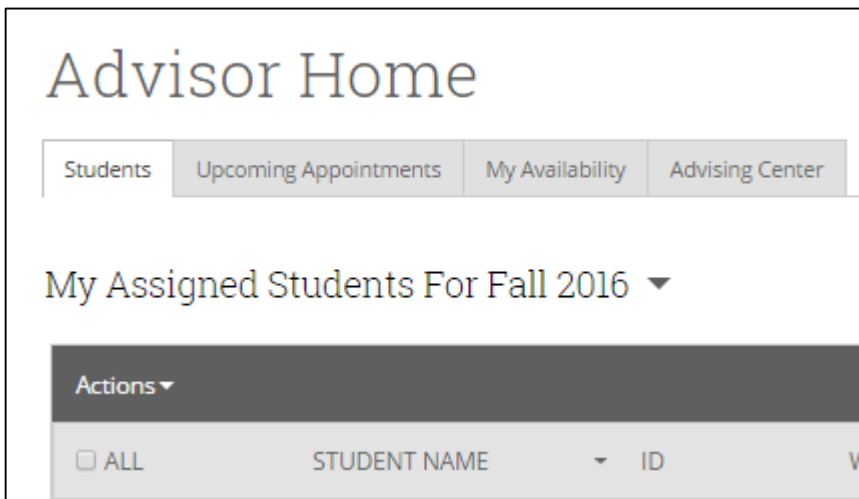
Help Center



There are many videos, articles, and documentation available in the Help Center.

To access the Help Center, click on the question mark (?) in the upper right corner of the screen.

Advisor Home



Includes a list of students assigned to you as their advisor in Banner (SGAADVR).

All department secretaries have access to make updates in Banner. SSC data refreshes overnight.

SSC: Overview

3 Searching

Quick Search

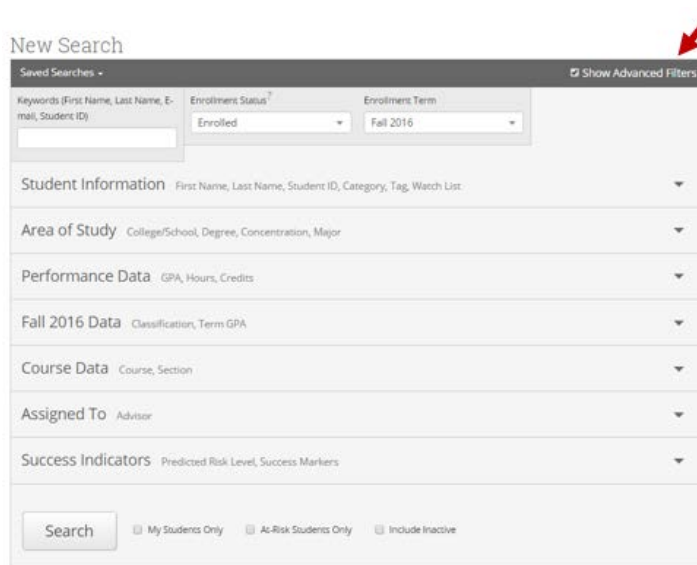


To quickly find a student, click on the magnifying glass in the top right corner of the screen. Begin typing either the student's ID or First and Last Name. When correct student appears, click on the name.

Advanced Search



Click the Advanced Search icon on the navigation toolbar (on the left of screen).



Keywords (First Name, Last Name, Email, ID)
Enrollment Status and Term

Click the 'Show Advanced Filters' checkbox.

Student Information: First Name; Last Name
or range: From Last Name to Last Name

Student ID

WatchList (more later)

Area of Study: Major / Concentration
Begin typing the major (not major code); select when the major appears. If you indicate Major first, the options of concentrations will be filtered to those applicable for the major selected.

Performance Data: GPA range, Earned Credits range

Term Data: Term GPA, Class

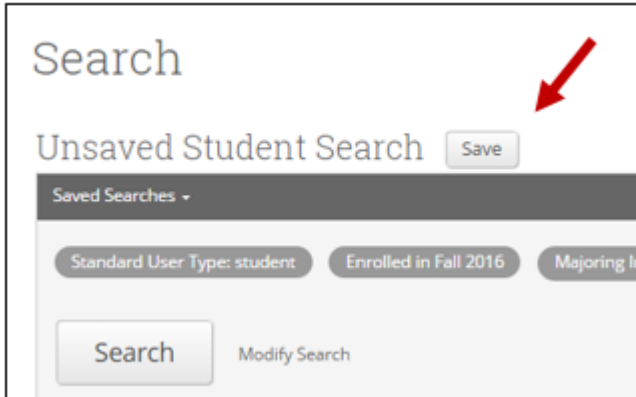
Course Data: by roster

Assigned To: by assigned advisor. Begin typing name of advisor (last name, first name)

Success Indicators: markers and predicted risk level (more later)

Click the 'Search' button to perform the search.

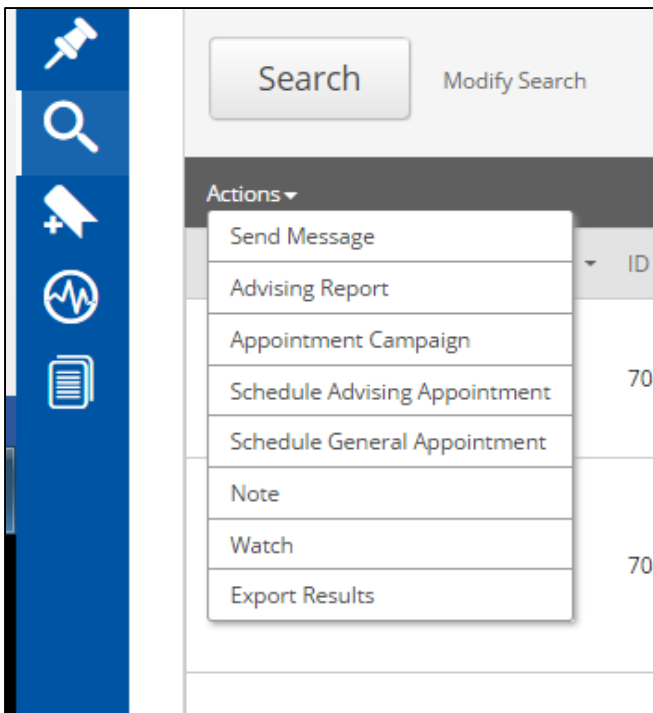
SSC: Overview



Save Search parameters

For parameters that you will be using often, you can save the parameters. After performing the search, click the 'Save' button.

4 Actions Drop-down Menu



Action drop-down menu provide useful links. Action drop-downs are available on your list of 'My Assigned Students' as well as on Search results.

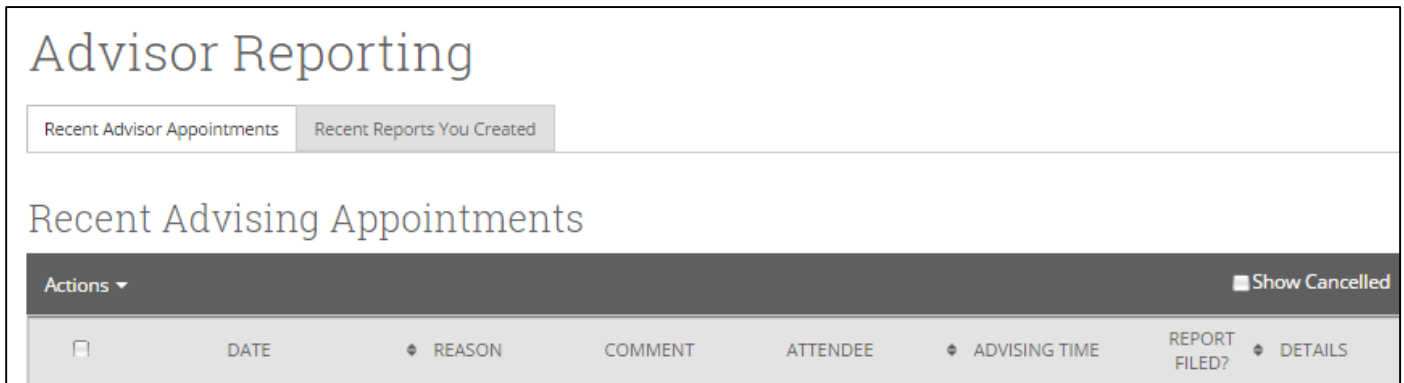
SSC: Overview

5 Reports and Notes

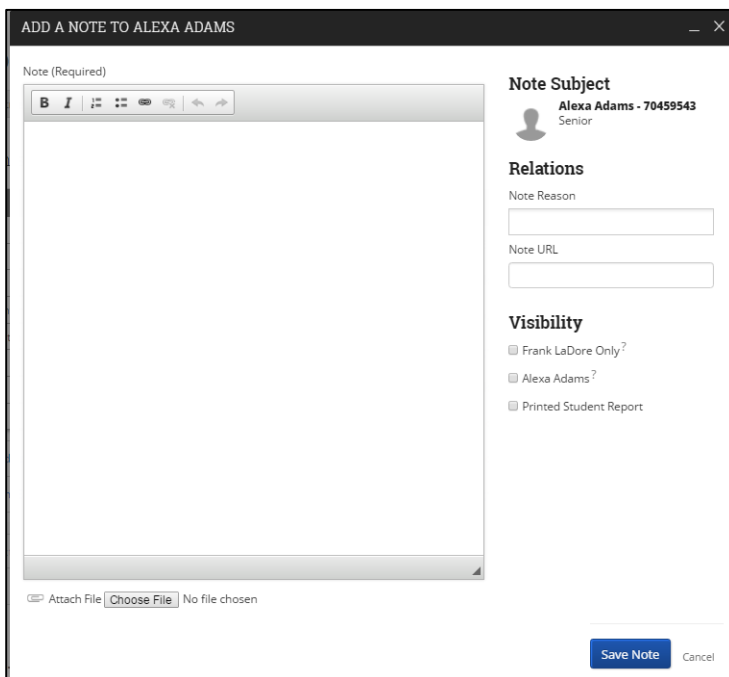
Advisor Reporting:

Visible on the bottom of the Advisor Home landing page.

Advisor Reporting provides a list of your recent advising appointments. It is suggested that you create an Advising Report to summarize any advising appointment. Advisors can edit their own reports.



Add a Note:



You can add a Note to a student's record.

Notes can be added for things like phone calls or emails. General (non-advisor meeting) notes.

Visibility:

To allow the student to view the note (when students are activated in SSC), click the checkbox next to the student's name.

STUDENTS HAVE THE RIGHT TO REQUEST A COPY OF THEIR UNIVERSITY RECORD AT ANY TIME. IN ADDITION, ALL RECORDS ARE SUBJECT TO SUBPOENA. PLEASE BE MINDFUL IN WHAT YOU INCLUDE IN A NOTE.

By default, notes are visible to all advisors. To keep a note visible to you only, click the checkbox next to your name.

NOTES CANNOT BE EDITED. YOU CAN ADD NEW NOTES,

BUT YOU CANNOT EDIT NOR DELETE NOTES. PLEASE BE CAREFUL.

Documents can also be attached to a note.