

UNC Advising

Student Success Collaborative Campus

Advisor Guide



Information Management
& Technology

Authored by:
Mike Hofmann
2016-2017

Table of Contents

Click on a section to navigate.

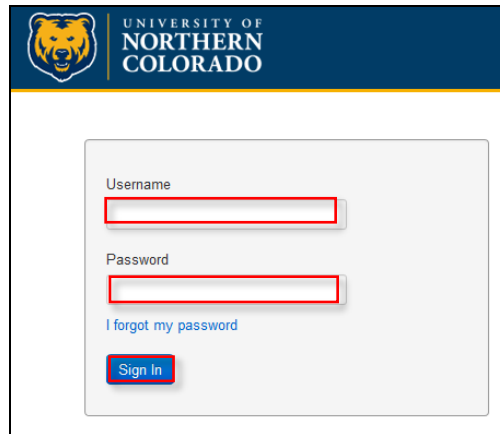
Getting Started	2
Advisor Home	3
Creating Time Availability	3
Starting an Appointment from the Advising Queue or Advising Center	5
Creating Advising Reports or Group Advising Reports	8
Marking a student as a “no-show”	9
Conversations	10
Calendar	11
Adding Events and Scheduling Appointments from Calendar	11
Syncing Outlook Calendar	13
Disable syncing with Outlook Calendar.....	16
Scheduling Appointments	17
Canceling Appointments.....	20
Campaigns	22
Creating a Campaign	22
Reminders	27
Search	28
Creating a Saved Search.....	28
Sending a Message from a Search	28
Lists	30
Creating a Watch List from a Search.....	31
Creating a Watch List from an External Data File.....	33
Adding a Student to Watch List.....	36
Troubleshooting SSC Campus Issues	37

SSC Campus Test & Production Portals

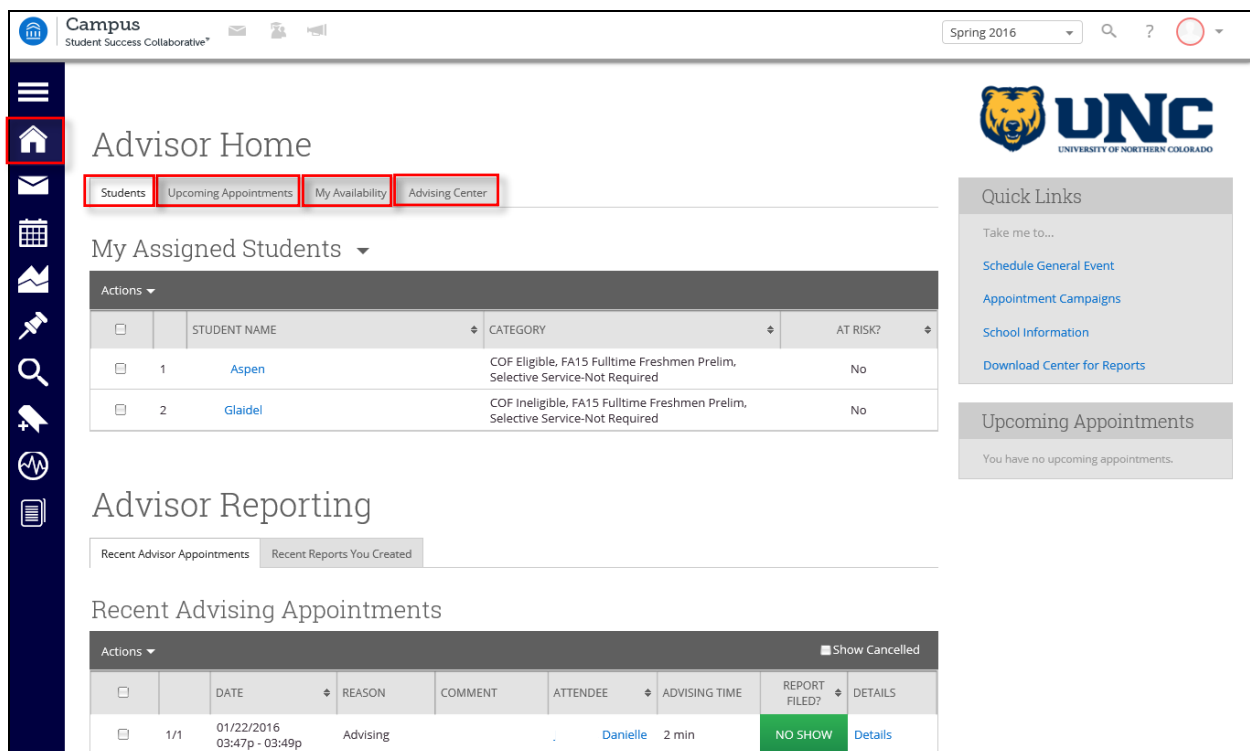
Use the SSC Campus testing environment for testing features of SSC Campus application. To start using the SSC Campus testing:

1. Go to SSC Campus testing URL: <https://unco-training.gradesfirst.com/>
2. Enter your Username; firstname.lastname
3. Enter your Password
4. Click **Sign In**

Note: Live SSC Campus production URL: <https://unco.campus.eab.com/>



Once you log in, Campus will default to your Advisor Home page. Your Advisor Home page is where you can see all of your assigned students as well as quickly access upcoming appointments, review your availability and navigate to other features within the application.



My Assigned Students

Actions	STUDENT NAME	CATEGORY	AT RISK?
<input type="checkbox"/>	1 Aspen	COF Eligible, FA15 Fulltime Freshmen Prelim, Selective Service-Not Required	No
<input type="checkbox"/>	2 Glaidel	COF Ineligible, FA15 Fulltime Freshmen Prelim, Selective Service-Not Required	No

Advisor Reporting

Recent Advisor Appointments Recent Reports You Created

Recent Advising Appointments

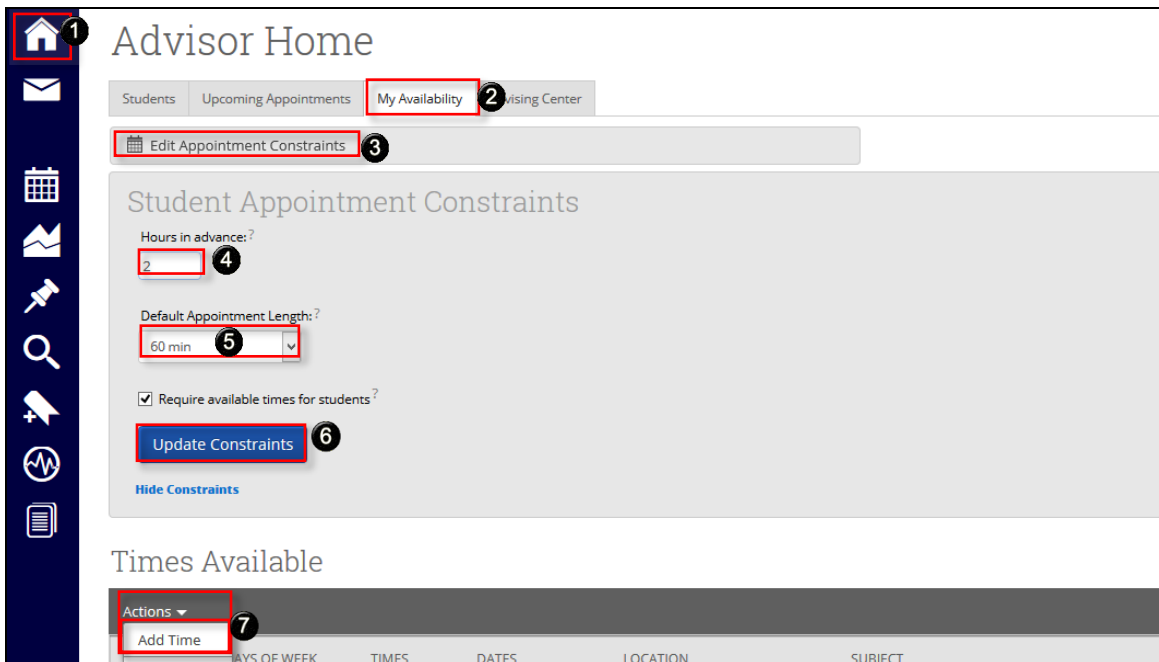
Actions	DATE	REASON	COMMENT	ATTENDEE	ADVISING TIME	REPORT FILED?	DETAILS
<input type="checkbox"/>	1/1 01/22/2016 03:47p - 03:49p	Advising		Danielle	2 min	NO SHOW	Details



Advisor Home

Features of the Advisor Home page you'll likely use often are the My Availability and Upcoming Appointments sections. To update your appointment constraints and create "Time Availability" follow these steps as an exercise:

1. Click on
2. Click **My Availability**
3. Click on **Edit Appointment Constraints**
4. Enter the **Hours in advance** (*functions as a time buffer prior to scheduled appointment*)
5. Enter the **Default Appointment Length** (*length of time you generally advise for*)
6. Click **Update Constraints**
7. **To create "Time Availability"** click on **Actions** dropdown arrow and select **Add Time**



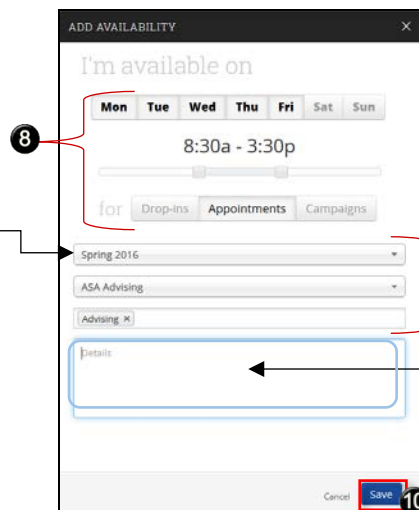
When you click on Add Time the Add Availability window opens. Customize your availability:

8. Click on the days **Mon-Fri**, select times **available**, and click **Appointments**
9. Select a **Range of Dates**, select your **Location**, and **Advising**
10. Click **Save**

The **Duration** field gives you the option to select "Forever", "Spring 2016" or "Range of Dates."

"**Range of Dates**" allows you to schedule a single day or specific range of days. For example, you could schedule two weeks of availability for a special group advising campaign.

"**Spring 2016**" dates span from 01/11/2016-05/06/2016.



The **Details** text box is a good place to enter additional details about the exact location of your time availability. This information displays in the email notification a student receives when an appointment is scheduled. For best practices, enter the location of your time availability.

In your Times Available section verify the days, times, dates, location and subject selected are correct.

Times Available

Actions ▾						
SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	SUBJECT	
<input type="radio"/>	Mon, Tue, Wed, Thu, Fri	8:30a-3:30p	Spring 2016	ASA Advising	Advising For Appointments	Inactive/Edit

In the **Upcoming Appointments** tab you can view all of your upcoming appointments as illustrated below.

Advisor Home

[Students](#)
[Upcoming Appointments](#)
[My Availability](#)
[Advising Center](#)
[Advising Requests](#)

Upcoming Advising Appointments

Actions ▾								Show Cancelled
<input type="checkbox"/>		DATE	ATTENDEE	REASON	COMMENT	REPORT FILED?	DETAILS	
<input type="checkbox"/>	1/1	01/08/2016 10:00a - 11:00a	Ryan	Advising		Not Yet.	Details	
<input type="checkbox"/>	1/1	01/12/2016 01:00p - 02:00p	Ryan	Advising		Not Yet.	Details	
<input type="checkbox"/>	1/1	01/14/2016 09:00a - 09:30a	Chad	Advising	Chad Ruff: HELP!	Not Yet.	Details	
<input type="checkbox"/>	1/1	01/19/2016 10:00a - 10:30a		Advising		Not Yet.	Details	

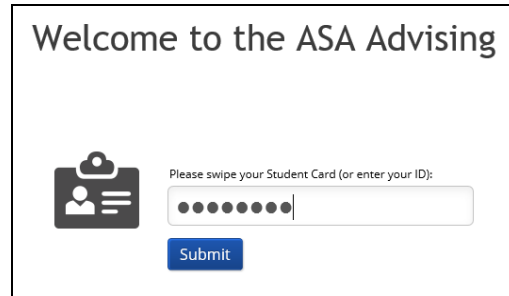
Starting an Appointment from the Advising Queue

To release a student from the Advising Queue an advisor needs to start the student's appointment from the Advising Queue or the Advising Center.

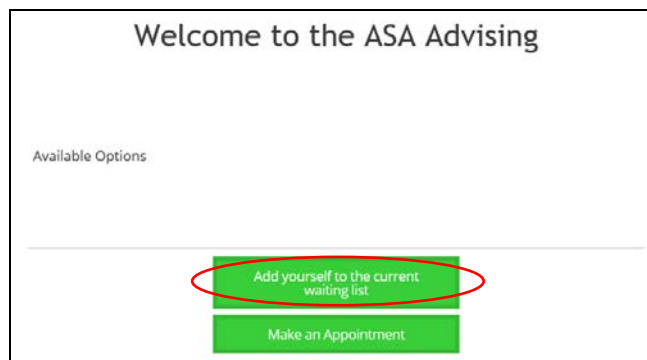
To start, let's look at this from the perspective of the student using the Kiosk Center. Students add themselves to the Advising Queue by adding themselves to a waiting list. (*Note: Students can also be added to the waiting list by the Front Office Staff.*)

At the Advising Kiosk the student follows these steps:

1. Student swipes ID card or enters their Bear number at the Kiosk and clicks Submit.

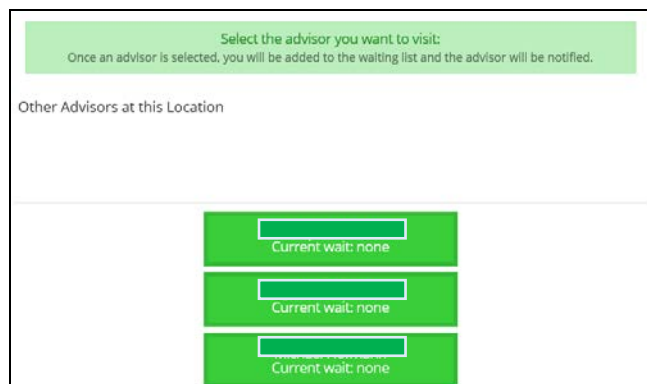


2. The student will then click "**Add yourself to the current waiting list.**"



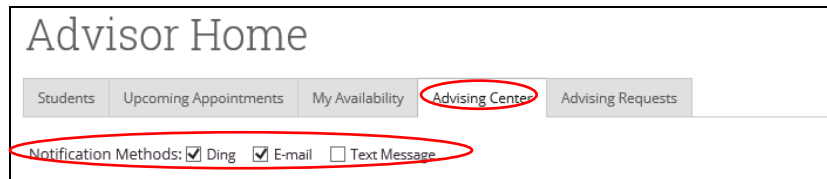
*Note: As of 02.05.16 the **Make an Appointment** function for students is not enabled. This option will not be available at the ASA Advising location.*

3. Student selects an advisor or clicks First Available Advisor.





When the student adds themselves to a waiting list the application adds them to the Advising Queue. Notifications are then sent to the advisors that have drop-in time available.

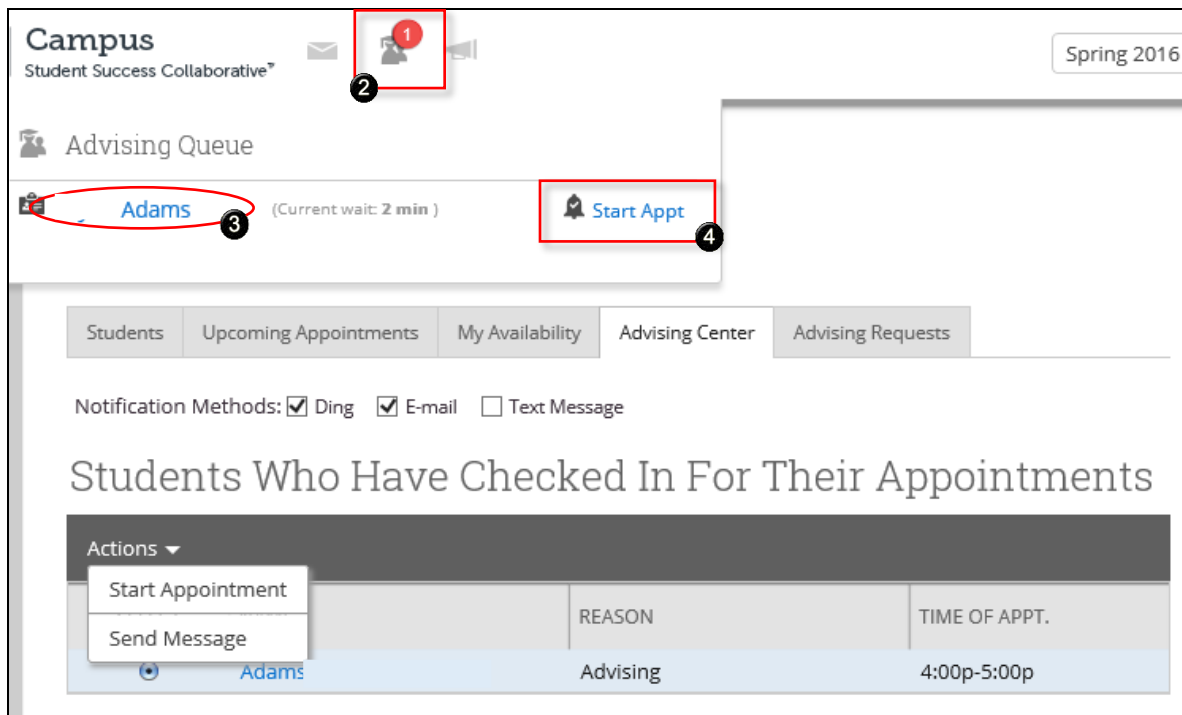
**Note: Notifications for the Advising Queue are configured by individual advisors in their Advising Center tab. You can choose notifications by Ding, E-mail and/or Text Message.*



To view the Advising Queue and Start an Appointment:

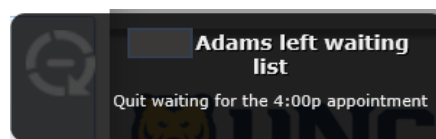
1. Select 
2. Click on the Advising Queue icon 
3. Open the student profile by right clicking the student's name and select **Open in a new window** (Allows you to quickly review the student's profile in a separate window.)
4. Click **Start Appt**

Alternatively, access your Advising Center >Select Name >Actions >Start Appointment



Two things happen simultaneously when you click **Start Appt**.

First, a notification that the student left the waiting list appears in the upper right of the application.



Secondarily, the **Create An Advising Report** template opens for the session.

Note: You must enter the Arrival and Departure times (and enter any other information about the advising appointment) and Save to finalize removing the student from the waiting list. If the advising report is closed or cancelled it will add them back to the waiting list.

CREATE AN ADVISING REPORT

Appointment Details

An appointment will be created after you submit this report.

Reason:

Course:

Date of visit:

Location:

Attendee

Michael

Arrived: Departed:

This person attended

Adams

Arrived: Departed:

This person attended

Report Details For Tyler Adams

Assignments Discussed

Objectives of the Session

Study Skills Used

Goals for Next Session

Student arrived on time and was ready to begin our session.
 Yes No N/A

Student was prepared (attended class, read lesson, had notes, etc.)?
 Yes No N/A

Student asked for explanation of material not understood?
 Yes No N/A

Student responded positively to instruction (as you suggested)?
 Yes No N/A

Student was aware of future assignments?
 Yes No N/A

Student shows a better understanding of the material since our last session.
 Yes No N/A

Appointment Summary And Reminders

Summary

Suggested time:

Suggested date:

This will be saved on the report as a suggestion. No appointment will be created.

Attach File

Creating Advising Reports

To create an Advising Report:

1. Click on the Home icon and scroll down to the Advisor Reporting section
2. Check the box (for *Group Advising Reports* check multiple boxes of students that attended)
3. Click on the **Actions** dropdown and select **Add Advising Report**

Note: If the appointment was not scheduled in Campus, it will not be listed under Recent Advising Appointments. However, you can still create an Advising Report from the Students Profile.

Actions	DATE	REASON	COMMENT	ATTENDEE	ADVISING TIME	REPORT FILED	DETAILS
Issue Alert							
Mark No-Show	02/04/2016 10:15a - 11:30a	Advising			15 min	NO SHOW	Details
<input checked="" type="checkbox"/>	02/25/2016 10:00a - 11:00a	Advising			-	Not Yet.	Details

The Create an Advising Report interface displays.

4. Enter the Departed Time for all Attendees (if a no-show, uncheck “this person attended”)
5. Write details in the Summary section and initial
6. Click **Save this Report**

Appointment Details

Appointment: 02/25/2016 10:00a-11:00a - Advising

Reason: Advising

Course:

Date of visit:

Location: ASA Advising

Attendee

Michael

Arrived: 10:00 AM, Departed: 11:00 AM

This person attended

Attendee

Smith

Arrived: 10:00 AM, Departed: 11:00 AM

This person attended

Appointment Summary And Reminders

Summary

Type in comments about the advising appointment and initial...

Suggested time:

Suggested date:

This will be saved on the report as a suggestion. No appointment will be created.

Attach File

Marking a Student as a “No-Show”

To mark a student as a “no-show” follow these steps:

1. Click on the Home icon and scroll down the page to the Advisor Reporting section
2. Check the box next to the student
3. Click on the **Actions** dropdown and select **Mark No-Show**

Advisor Reporting

Recent Advising Appointments

Actions	DATE	REASON	COMMENT	ATTENDEE	ADVISING TIME	REPORT FILED?	DETAILS
<input type="checkbox"/> 1/1	03/04/2016 11:15a - 11:30a	Advising			15 min	NO SHOW	Details
<input type="checkbox"/> 1/1	02/25/2016 10:00a - 11:00a	Advising			60 min	Report Details	Details
<input checked="" type="checkbox"/> 2/1	02/25/2016 08:00a - 09:00a	Advising			-	Not Yet.	Details

The Create an Advising Report interface displays.

4. Uncheck “**This person attended**” box
5. Write notes in the Summary section if needed
6. Click **Save this Report**

CREATE AN ADVISING REPORT

Appointment Details

Appointment: 02/25/2016 10:00a-11:00a - Advisi

Reason: Advising

Course:

Date of visit:

Location: ASA Advising

Attendee

Michael

Arrived: 10:00 AM Departed: 11:00 AM

This person attended

Attendee

Smith

Arrived: 10:00 AM Departed: 11:00 AM

This person attended

Appointment Summary And Reminders

Summary

This student did not show up to this pre-scheduled appointment. MH

Suggested time: Suggested date:

This will be saved on the report as a suggestion. No appointment will be created.

Attach File Browse...

Save this Report



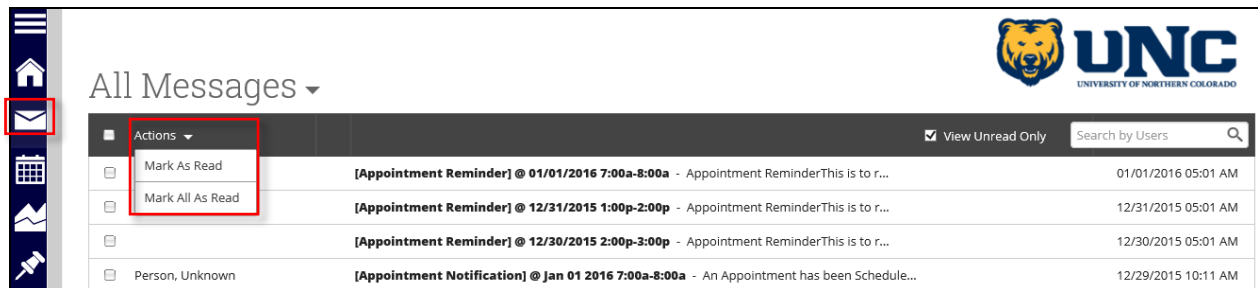
Conversations

The conversations section shows you the actions you have executed and reminder notifications as well as other communications within SSC Campus.

To view your messages:

1. Click on 

Note: In the Actions dropdown you can select messages to mark as Read or Unread.

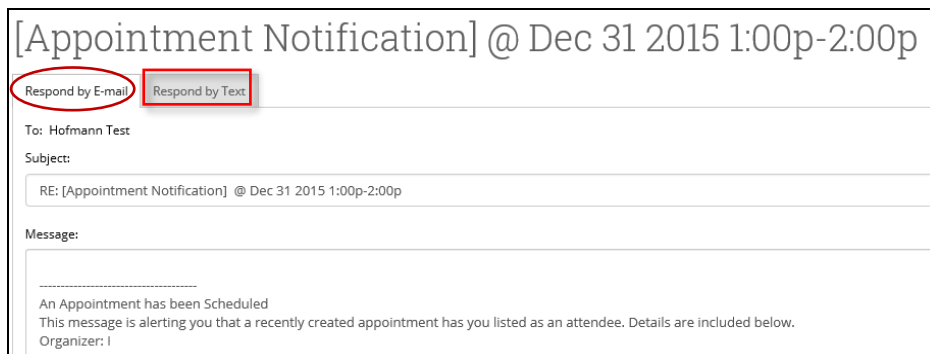


The screenshot displays the 'All Messages' section of the SSC Campus interface. On the left is a navigation sidebar with icons for home, messages, calendar, and a pushpin. The main area shows a list of messages under the heading 'All Messages'. An 'Actions' dropdown menu is open over the first message, showing 'Mark As Read' and 'Mark All As Read' options. The messages listed are:

Message Title	Time	Date
[Appointment Reminder] @ 01/01/2016 7:00a-8:00a	- Appointment ReminderThis is to r...	01/01/2016 05:01 AM
[Appointment Reminder] @ 12/31/2015 1:00p-2:00p	- Appointment ReminderThis is to r...	12/31/2015 05:01 AM
[Appointment Reminder] @ 12/30/2015 2:00p-3:00p	- Appointment ReminderThis is to r...	12/30/2015 05:01 AM
Person, Unknown	[Appointment Notification] @ Jan 01 2016 7:00a-8:00a	- An Appointment has been Schedule... 12/29/2015 10:11 AM

After you click on the message and click reply you can respond with an **e-mail or text message**. If the person has not opted-in to text messaging they will receive an e-mail instead.

Note: As of 03.23.16 text messaging is not enabled yet.



The screenshot shows the reply interface for an appointment notification. At the top, the subject is '[Appointment Notification] @ Dec 31 2015 1:00p-2:00p'. Below this are two buttons: 'Respond by E-mail' (circled in red) and 'Respond by Text' (highlighted with a red box). The message details are as follows:

To: Hofmann Test
Subject: RE: [Appointment Notification] @ Dec 31 2015 1:00p-2:00p
Message: An Appointment has been Scheduled
This message is alerting you that a recently created appointment has you listed as an attendee. Details are included below.
Organizer: I

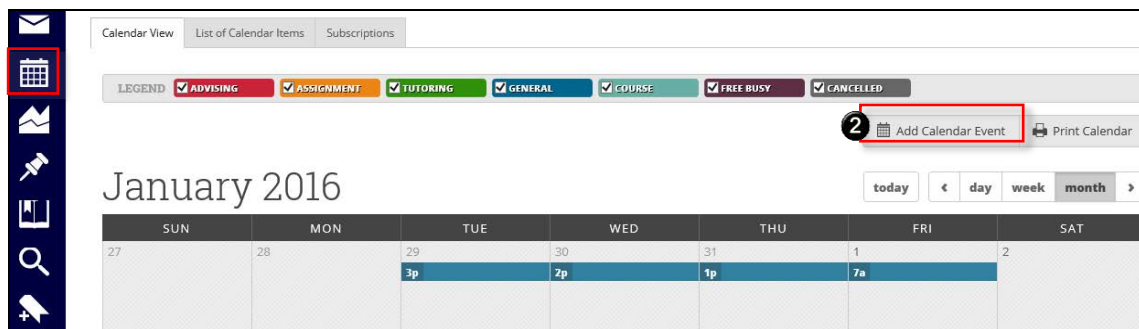


Calendar

The calendar section enables you to review your calendar, view your calendar as a list as well as add events to the calendar. My Calendar defaults to the calendar view where you can view your existing appointments and schedule new appointments.

To add an appointment from the calendar view:

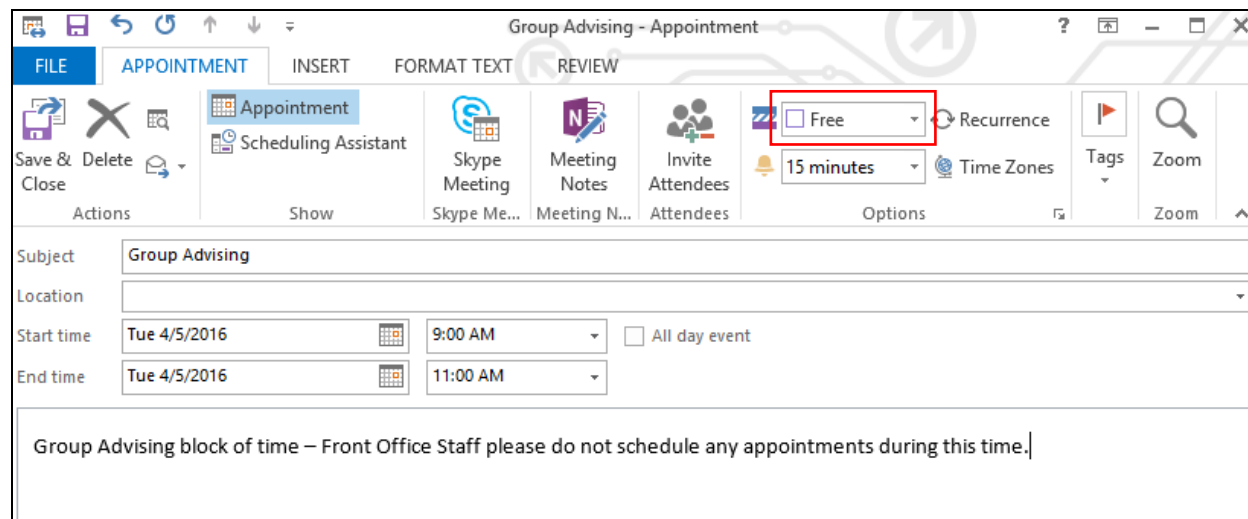
1. Click on 
2. Click on **Add Calendar Event**



Adding an appointment from the calendar view continues on next page...

Syncing SSC Campus with Outlook Calendar

IMPORTANT NOTE: Prior to syncing your Outlook calendar with your Campus calendar be sure to change any blocked time you plan on scheduling as Appointments or Campaigns in Campus (such as pre-planned Group Advising) to **“Free”** in your Outlook calendar.



Syncing your Outlook calendar with Campus allows you to see all your appointments in either calendar in real-time.

When you sync your Campus calendar with Outlook the scheduled time marked as **“Free”** will show as empty (not show) in your Campus calendar until an advising appointment is scheduled from within Campus for a specified time slot. For instance, if you send a campaign and students schedule appointments, they will fill your campus calendar only if there is nothing on the calendar for that time slot. If you have appointments marked as **“Busy”** in your Outlook calendar during the same time slot, it will prevent the appointment from being scheduled.

When blocks of scheduled time in Outlook are marked as **“Busy”** (not **“Free”**) students **will not** be able to schedule a Campus appointment. Also, you will not be able to schedule an appointment in your Campus calendar during a time slot if it is marked as **“Busy”** in your Outlook calendar.

To ensure you are able to schedule appointments in Campus (whether for campaigns or regular appointment scheduling) make sure the Outlook calendar has time slots marked as **“Free”** for any anticipated appointment scheduling. Also, if there are no appointment entries in your Outlook calendar there will be no conflicts with your Campus calendar.

IMPORTANT NOTE: In addition, be aware that if you want to delete a SSC Campus scheduled appointment, you must delete it in Campus, not Outlook. If you try to delete an appointment that you created in Campus within your Outlook calendar you may break the real-time sync between applications.

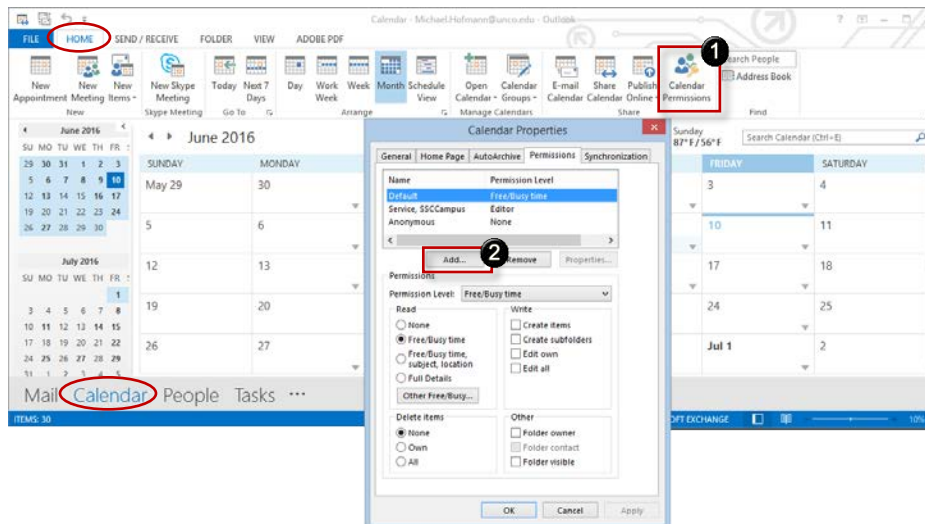
Syncing SSC Campus with Outlook Calendar

Syncing Outlook and SSC Campus calendars is a two-step process. First, your Outlook calendar permissions must be configured to communicate with SSC Campus. Second, SSC Campus calendar Exchange must be synced. These steps must be completed in sequence.

“First Steps” in Outlook Calendar

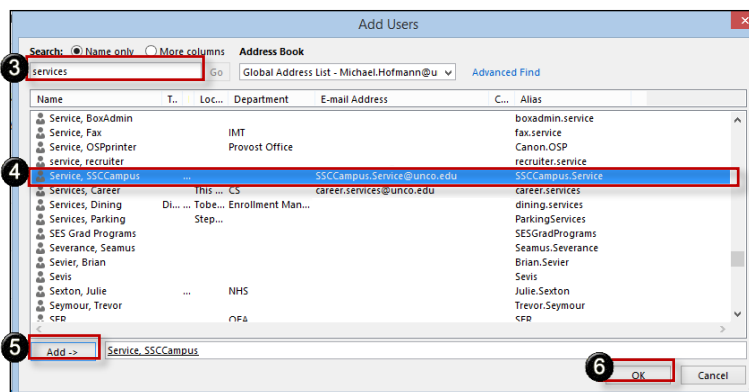
To configure Outlook Calendar Permissions for SSC Campus:

1. Go to your Outlook Calendar Home tab and click on **Calendar Permissions**
2. Click **Add...** in the *Calendar Properties* window



When you click “Add” the *Add Users* window displays.

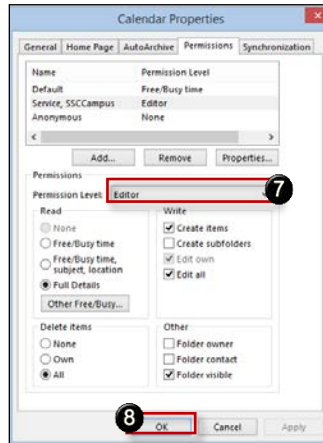
3. In the search field type in “service”
4. Select **Service, SSC Campus**
5. Click **Add**
6. Click **OK**



When you click “OK” the *Calendar Properties* window displays again.

7. Select Permission Level: **Editor**

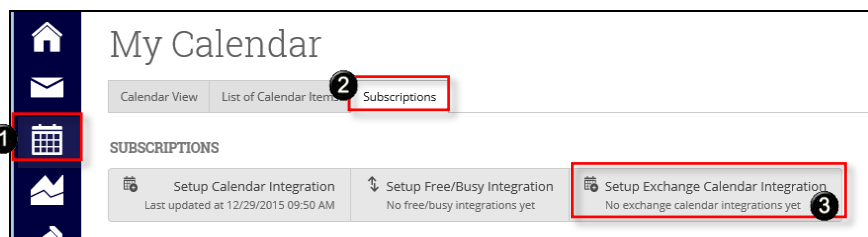
8. Click **OK**



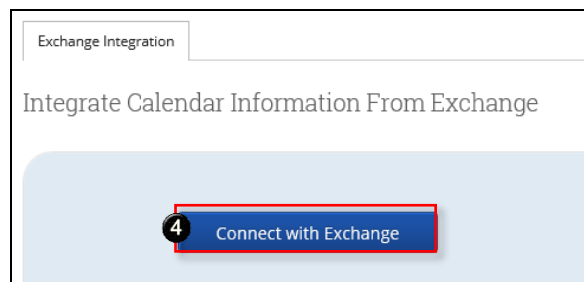
“Second Steps” in SSC Campus

To finalize syncing SSC Campus with your UNC Outlook calendar:

1. Click on 
2. Click **Subscriptions**
3. Select **Setup Exchange Calendar Integration**

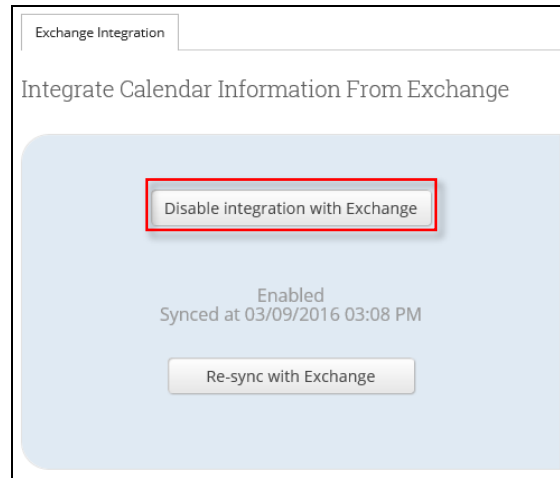


4. Click **Connect with Exchange**



Your Campus and Outlook calendar should complete syncing after a few minutes.

To Disconnect SSC Campus and your Outlook calendar follow steps 1-3 from above and then click on **“Disable integration with Exchange.”**

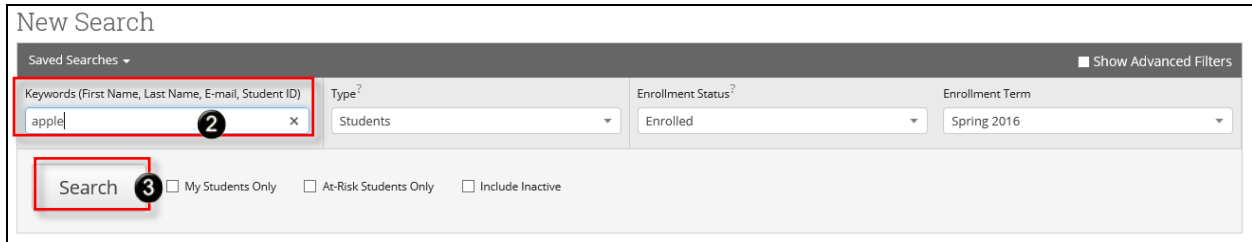


Note: If your Campus calendar and Outlook calendar do not disconnect please report the issue in the SharePoint tracker. EAB will have to investigate the issue and resolve it.

Scheduling Appointments

To schedule a new appointment:

1. Click on 
2. Enter the student's name
3. Click **Search**



New Search

Saved Searches ▾ Show Advanced Filters

Keywords (First Name, Last Name, E-mail, Student ID) × 2

Type ▾

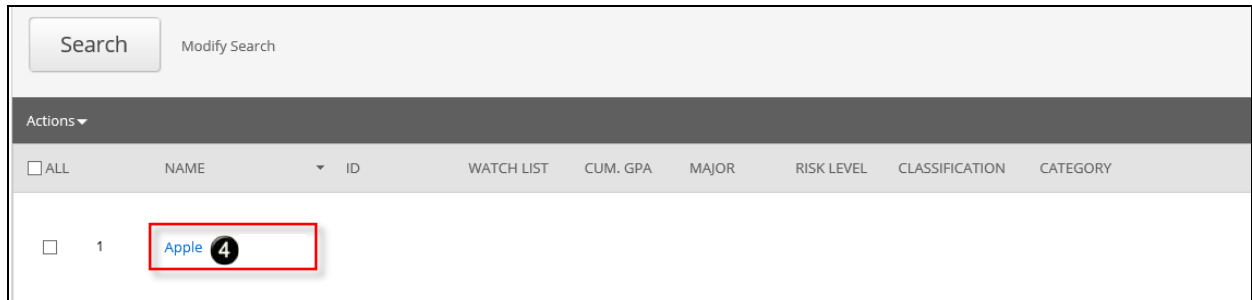
Enrollment Status × ▾

Enrollment Term ▾

3 My Students Only At-Risk Students Only Include Inactive

The search results display.

4. Click on directly on the student name

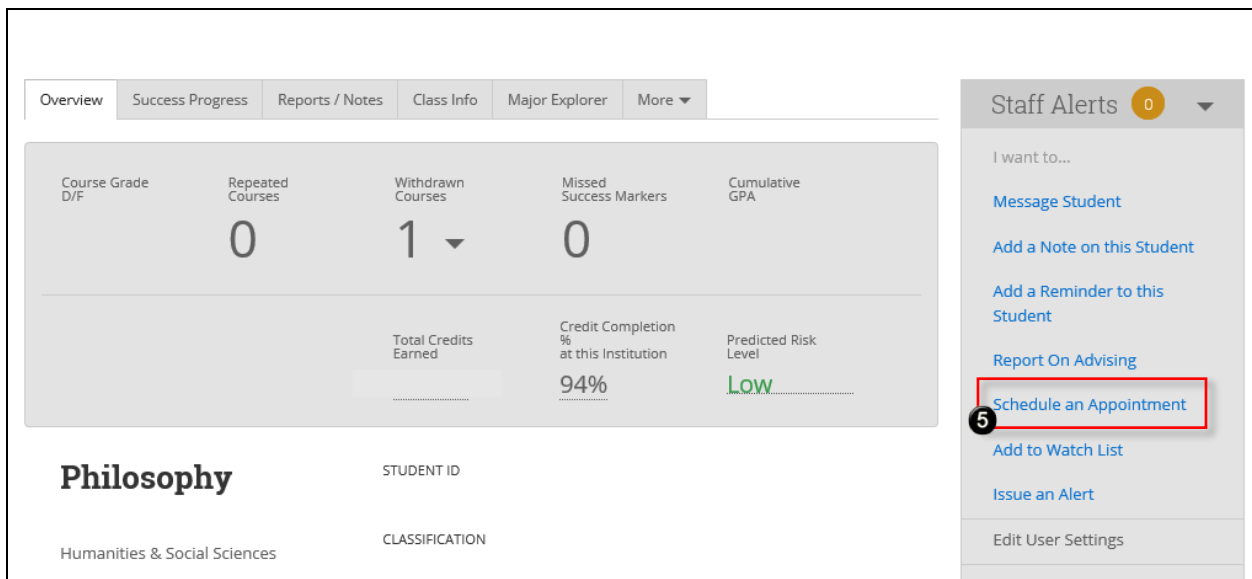


Actions ▾

<input type="checkbox"/> ALL	NAME	ID	WATCH LIST	CUM. GPA	MAJOR	RISK LEVEL	CLASSIFICATION	CATEGORY
<input type="checkbox"/>	1	Apple						

The student profile window opens.

5. Click on **Schedule Appointment**



Overview **Success Progress** Reports / Notes Class Info Major Explorer More ▾

Course Grade D/F: 0

Repeated Courses: 1 ▾

Missed Success Markers: 0

Total Credits Earned: _____

Credit Completion % at this Institution: 94%

Predicted Risk Level: **LOW**

Philosophy STUDENT ID

Humanities & Social Sciences CLASSIFICATION

Staff Alerts 0 ▾

I want to...

- [Message Student](#)
- [Add a Note on this Student](#)
- [Add a Reminder to this Student](#)
- [Report On Advising](#)
- [Schedule an Appointment](#)** 5
- [Add to Watch List](#)
- [Issue an Alert](#)
- [Edit User Settings](#)
- [Impersonate User](#)

The **Schedule Appointment** interface displays.

6. Select **Advising Appointment** for the Type field
7. Choose **Advising** in the Reason(s) field
8. Select **ASA Advising** (or your location) for Location
9. Select a **Date** for the appointment
10. Select an **Advisor** (yourself or another advisor)
11. **Check the box** for selected day and time
12. Click **Save Appointment**

Schedule Appointment

Filters

Type: Advising Appointment **6**

Reason(s): x Advising **7**

Comments:

Location: ASA Advising **8**

Select a Date:

February 2016

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

9

Reminders

Send an email reminder?

Send a text reminder?

People Attending (2)

(Student)	X
Advisor	X

Add an Attendee:

SELECT	ADVISOR	AVAILABLE TIMES
<input type="radio"/>		mon-fri 1:00pm-5:00pm (Spring 2016) Drop-In Availability: mon-wed 8:00am-12:00pm (Spring 2016)
<input checked="" type="radio"/> 10		mon-fri 9:00am-5:00pm mon-fri 8:00am-5:00pm Campaigns Only: mon-fri 1:30pm-3:30pm (February 1, 2016 - February 5, 2016) Campaigns Only: mon-fri 9:00am-12:00pm Drop-In Availability: mon, wed, fri 9:00am-12:00pm (February 1, 2016 - February 12, 2016) Drop-In Availability: tue, thu 1:30pm-2:30pm Drop-In Availability: mon-fri 9:30am-5:00pm Drop-In Availability: mon, fri 10:00am-12:00pm (Spring 2016)
<input type="radio"/>		mon, wed, fri 8:00am-12:00pm (Spring 2016) tue, thu 8:00am-5:00pm (Spring 2016)

Choose A Time To Meet

Length: 60 min Availabilities:

TIME SLOT	01/31 (SUN)	02/01 (MON)	02/02 (TUE)	02/03 (WED)	02/04 (THU)	02/05 (FRI)	02/06 (SAT)
6:00a-7:00a							
7:00a-8:00a							
8:00a-9:00a							
9:00a-10:00a		DROP-IN		DROP-IN		DROP-IN	
10:00a-11:00a		DROP-IN	CONFLICTS	DROP-IN	CONFLICTS	DROP-IN	CONFLICTS
11:00a-12:00p		DROP-IN	CONFLICTS	DROP-IN	CONFLICTS	DROP-IN	CONFLICTS
12:00p-1:00p		DROP-IN	CONFLICTS	DROP-IN	CONFLICTS	DROP-IN	CONFLICTS
1:00p-2:00p		DROP-IN	CONFLICTS	DROP-IN	CONFLICTS	DROP-IN	CONFLICTS
2:00p-3:00p		DROP-IN	CONFLICTS	CONFLICTS	DROP-IN	CONFLICTS	CONFLICTS
3:00p-4:00p		DROP-IN	CONFLICTS	CONFLICTS	CONFLICTS	DROP-IN	CONFLICTS
4:00p-5:00p		DROP-IN	CONFLICTS	DROP-IN	CONFLICTS	DROP-IN	CONFLICTS

11

Repeat This Appointment?

Does not repeat

12 Save Appointment Cancel

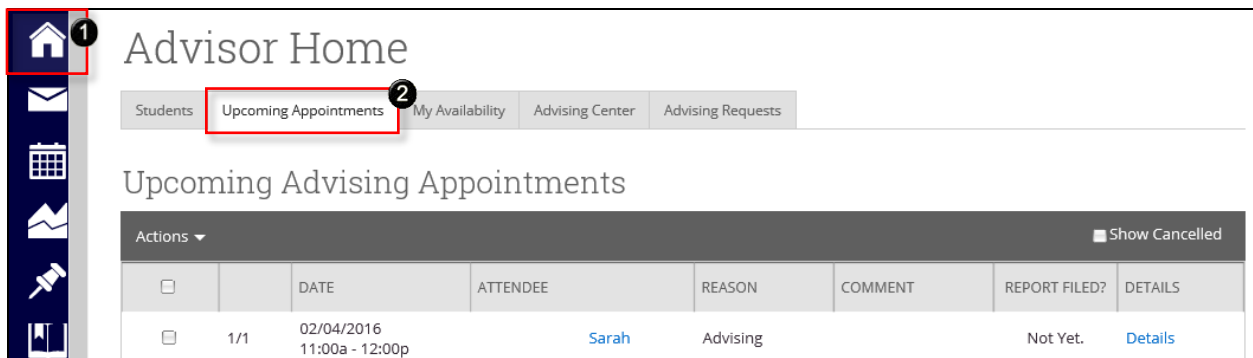
***Note:** If you need to schedule an appointment in 15 min or 30 min increments utilize the time "Length" dropdown menu. For example, if the appointment is from 9:15 – 10:15 change the length of the appointment to 15 min increments. Then check all the boxes in the calendar that span over the entire length of the appointment and click Save Appointment.

After you click **Save Appointment** an email notification will be sent to all attendees that are scheduled for the appointment. Also, at 5 AM on the day of the appointment all attendees will receive another email reminder.

As an advisor you can view all of your appointments from the Advisor Home module.

To review your appointments:

1. Select 
2. Click on **Upcoming Appointments**



Advisor Home

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


Upcoming Advising Appointments

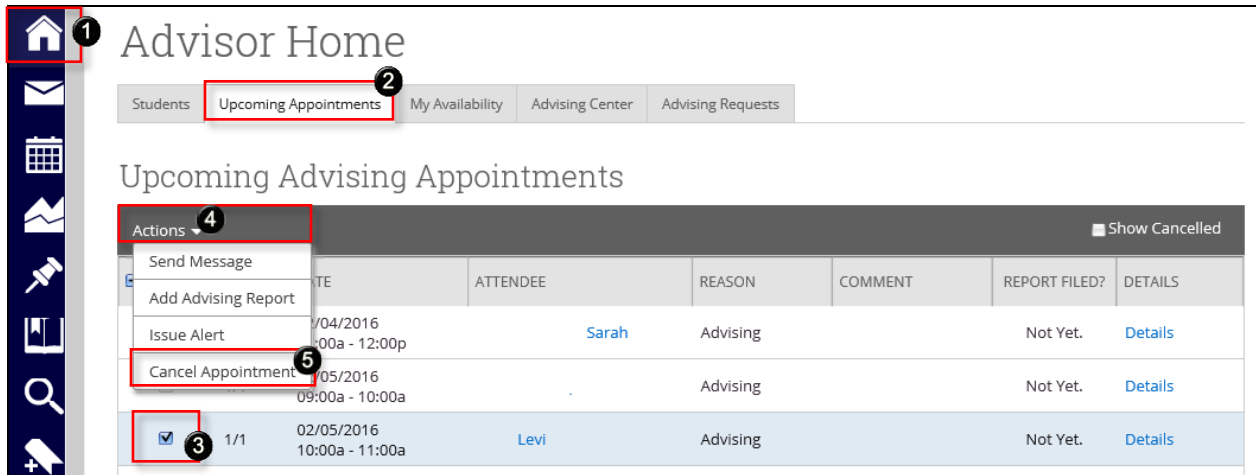
Actions Show Cancelled

		DATE	ATTENDEE	REASON	COMMENT	REPORT FILED?	DETAILS
<input type="checkbox"/>	1/1	02/04/2016 11:00a - 12:00p	Sarah	Advising		Not Yet.	Details

Canceling Appointments

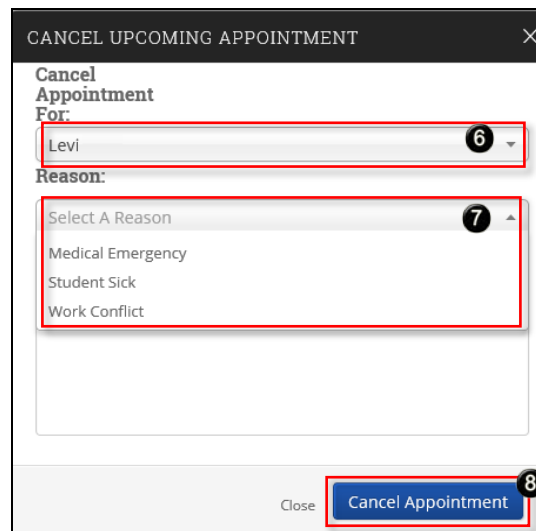
If you need to cancel an appointment:

1. Select 
2. Click on **Upcoming Appointments**
3. **Check the box** next to the Advising Appointment you are canceling
4. Click the **Actions dropdown**
5. Select **Cancel Appointment**



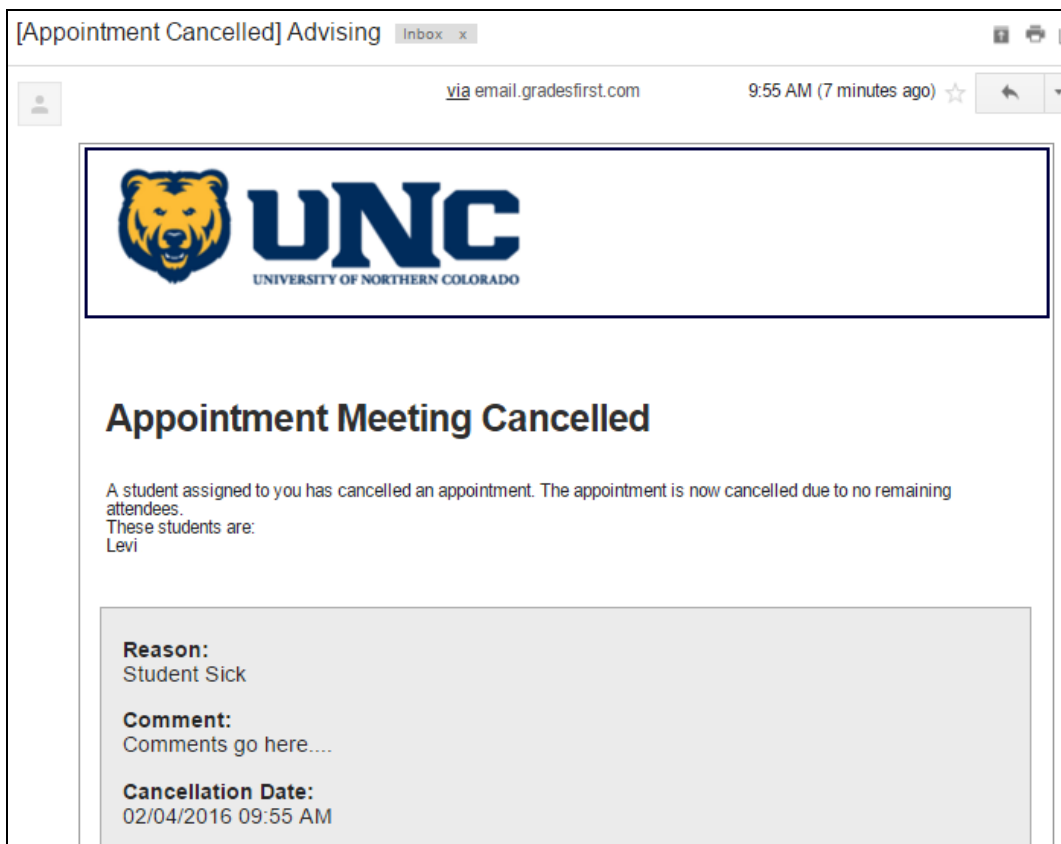
The Cancel Upcoming Appointment panel opens.

6. Select **the name** of the person who needs to cancel the appointment
7. Select a Reason and add Comments if needed
8. Click **Cancel Appointment**



When you click Cancel Appointment the appointment will drop from your Upcoming Appointments. Also, an email is immediately sent to all attendees notifying them of the cancellation of the appointment.

Below is a sample of the appointment cancellation notification email.



Campaigns

The campaign feature allows you to customize and send multiple direct emails to students who need advising.

To create a new campaign:

1. Click on 
2. Click on the **Appointment Campaigns** tab
3. Click on **Appointment Campaign**

The new invitation campaign window opens.

4. Name the campaign and fill in all the information fields to define the campaign
5. Click **Continue**

Note: Advisors must create "Time Availability" for the service they are providing at their location prior to creating a campaign. If not, you won't be able to select that location and/or advisor(s).

Slots Per Time field allows you to create group advising sessions.

For example, if you are scheduling a group advising appointment where you intend to have 10 students attend – in the **Slots Per Time** field you would select 10.

Once you click continue it will prompt you to add students to your campaign. In this example, schedule the advising appointment for students who are “seeking business” as a major.

6. Click on the dropdown arrow for Area of Study
7. In the Major field select **XLA (Seeking Business)**
8. Click **Search**

Add Students To Campaign

Advanced Search

Saved Searches ▾

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

Enrollment Status?

Enrollment Term

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

Area of Study College/School, Degree, Concentration, Major 6

College/School (In Any of These)?

Concentration (In Any of These)?

Degree (In Any of These)?

Major (In Any of these)? 7

✕ XLA (Seeking Business) +

Performance Data GPA, Hours, Credits

Spring 2016 Data Classification, Course, Section, Section Tag, Term GPA

Assigned To Advisor, Tutor, Coach

Success Indicators Risk, Success Markers

8 Search My Students Only At-Risk Students Only Include Inactive

The search results display and allow you to select. Select all for this example:

9. Check the **ALL** box (all the other boxes in your list will be automatically checked)
10. Click **Continue**

Actions ▾

9 ALL

STUDENT NAME ID

<input checked="" type="checkbox"/>	1	
<input checked="" type="checkbox"/>	2	
<input checked="" type="checkbox"/>	3	
<input checked="" type="checkbox"/>	4	
<input checked="" type="checkbox"/>	5	
<input checked="" type="checkbox"/>	6	
<input checked="" type="checkbox"/>	7	

Previous 1 Next

< Back 10 Continue >

A new page opens for composing your message.

14. Enter the subject line information
15. Enter additional message, instructions and/or notes (*displays in the body of the email*)
16. Click **Continue**

Seeking Business Campaign Spring 2016

Compose Your Message

Future Business Majors Advising **14**

Please schedule your advising appointment.

Instructions or Notes **15**

Please schedule your advising appointment.

Hello [student first name],

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

Schedule an Appointment (campaign link)

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

Thank you!

Please schedule your advising appointment.

Hello **Student**,

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

[Schedule Advising Appointment](#)

You can also copy and paste this address into your web browser:
<https://www.campus-training.web.com/ASMSZ-BJ40X>

Any Additional Questions?
Please contact the Administrator at your school for additional information or to answer questions about the nature of this email.

Why am I receiving this?
Your school uses iSIS to increase student success and this email was sent as a courtesy to you. If you have any questions regarding the validity or security of this email, please contact your Advising Center, the Administrator at your school, or iSIS Support. We will be happy to answer any questions!

Choose A Day

Choose A Time

Comments

Is there anything specific you would like to discuss?
Comments...

You will be sent an email reminder to the morning of your appointment.

< Back

Save and Exit **16** Continue

The confirmation preview displays. You can review the email message, double check the invitees and view the advisor(s) that are attached to your campaign.

If you need to make adjustments click the < Back button. If not, proceed:

17. Click **Send**

Seeking Business Campaign Spring 2016

Confirm & Send

Campaign Type: Advising Start Date: 01/11/2016 End Date: 01/29/2016

Reason: Advising Appt Length: 60 minutes Slots Per Time: 1

Appt Location: ASA Advising Appt Limit: 1 Reminders: E-mail SMS

Subject: Future Business Majors Advising

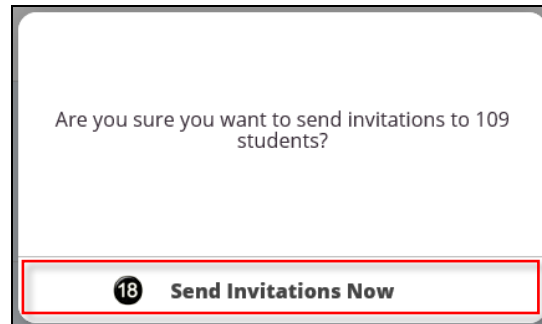
[Email Preview View](#) [Invitees: View All \(109\)](#) [Included Advisors: View All \(3\)](#)

< Back

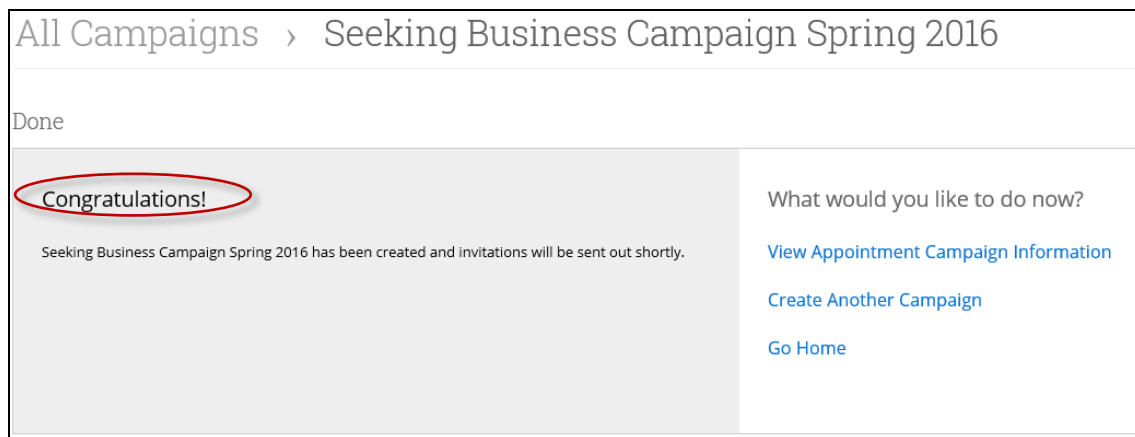
Save and Exit **17** Send

The final confirmation window appears.

18. Click **Send Invitations Now**



The "**Congratulations!**" message confirms that the invitations will be sent. You've completed creating a campaign.



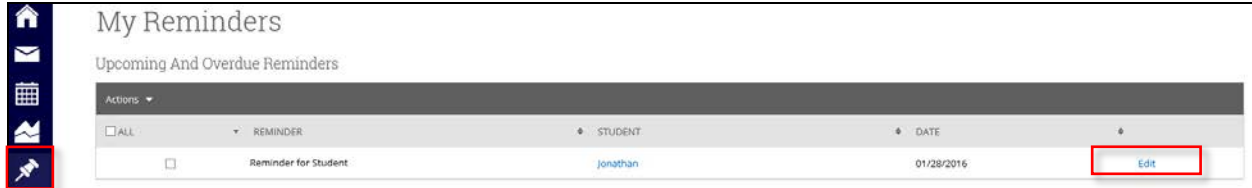


Reminders

The Reminders tab allows you to quickly access all of the reminders you've created for yourself and/or others.

To review your reminders:

1. Click on 
2. To see more info click on **Edit**



The edit reminder window opens.

Note: This was a reminder for the student to schedule another advising appointment before January 28th, 2016.

Click on **Cancel** or **Save Reminder**

EDIT REMINDER

Reminder

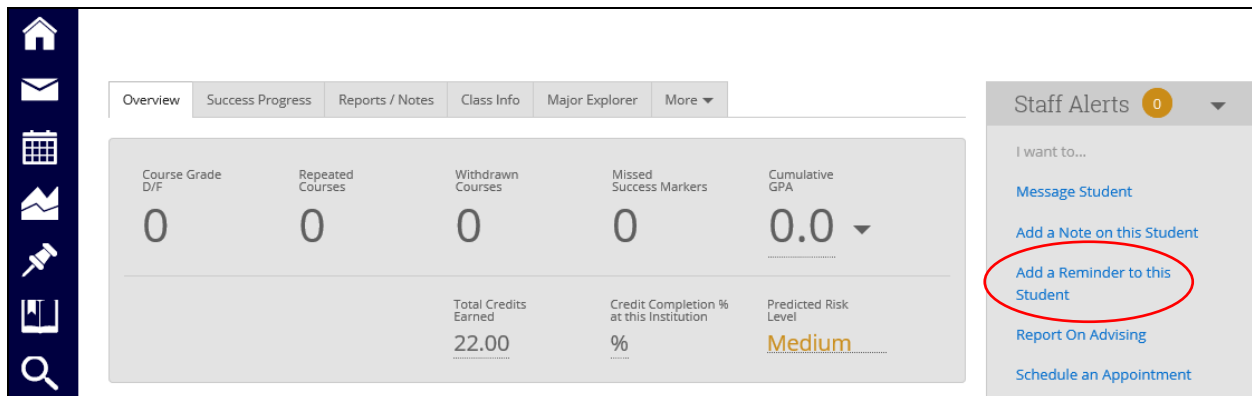
Reminder for Student

Due Date

01/28/2016

Save Reminder Cancel


*Note: Reminders can be created from the student profile page. Click **Add a Reminder to this Student**, name the reminder, set the due date and save. The reminder will then be listed in your Reminders section.*



Search

The Search module allows you to search for students in the SSC Campus platform. Searches that you run frequently can be saved as lists that you select in the future.

To search using Advanced Search:

1. Click on 
2. Check the box next to **Show Advanced Filters**
3. Click the dropdown arrows to select and enter criteria
4. Click **Search**

Global Term Filter does not impact search criteria anymore.

You must enter the "Term" you intend to search in the "Enrollment Term" field now.

The search results display as an Unsaved Student Search. To create a **Saved Search**, click on **Save** and **Name**. Saved Search Lists are *dynamic* and will drop and add students to your saved search list as their information changes overtime. Access your saved lists in the list section.

If more than one person, **select all** by checking the **ALL** box or check each individual(s) box.

5. Then click on **Actions**
6. Select the additional task (**Send Message, Advising Report, Appointment Campaign, Schedule an Advising Appointment, create a Watch list, etc.**)

Unsaved Student Search Save

Standard User Type: student | Enrolled in: Spring 2016 | Majoring In: XLA (Software Engineering)

Search Modify Search

5 Actions

- Send Message
- Advising Report
- Appointment Campaign
- Schedule Advising Appointment
- Schedule General Appointment
- Note
- Mass Print
- Watch
- Export Results

ID	WATCH LIST	CUM. GPA	MAJOR	RISK LEVEL	CLASSIFICATION	CATEGORY	ACTIONS
			XLA (Software Engineering)		Freshman		
			XLA (Software Engineering)		Sophomore		
			XLA (Software Engineering)		Other		
			XLA (Software Engineering)		Freshman		
			XLA (Software Engineering)		Freshman		

6

Sending a Message from a Search

For example, you can *send a quick message* after selecting all the recipients in your list by:

1. Clicking on **Actions** and select **Send Message**.

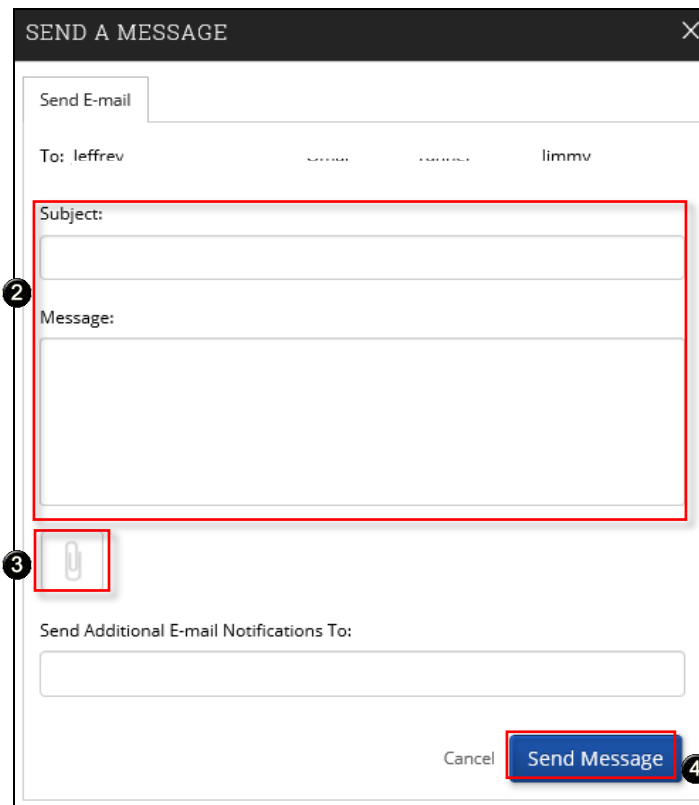


The message window opens.

2. Enter the subject and your message
3. Attach any file(s) if necessary
4. Click **Send Message**

Your message will be sent immediately.

Note: The message recipients will not see any other recipients on the list.



Lists

The **Lists** module displays all of your saved search lists or watch lists that you may need to quickly access.


Watch Lists

A “Watch List” can be referred to as “static” or “fixed” lists. Watch lists do not automatically update. The population that comprises the list when you created it will stay the same unless you manually add or remove a student from the list.

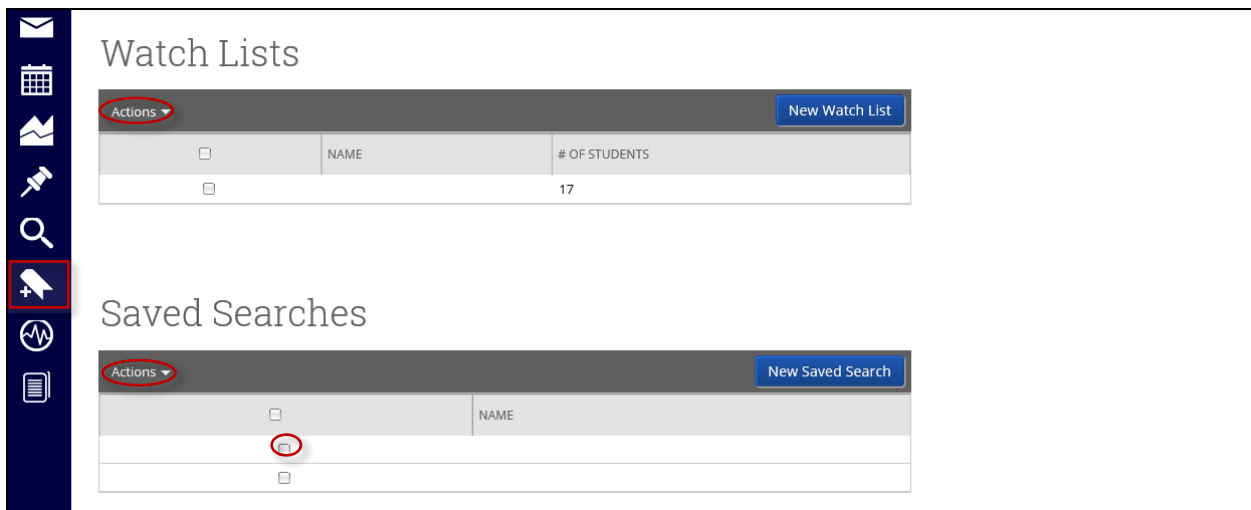
Saved Searches

A “Saved Search” list can be referred to as a “dynamic” list and updates automatically over time. For instance, the student population in a Saved Search with specific criteria, such as juniors in the economics major will constantly update. So, if a student in the population graduates or transfers out of that major they would drop from that Saved Search list. On the other hand, if a student changes their major to economics and is a junior, they would be added to the list.

To access your lists:

1. Click on 

Note: You can delete a list by checking the box next to the list name and selecting Actions >Delete >Yes.



The screenshot displays the Lists module interface. On the left is a vertical navigation bar with icons for mail, calendar, home, pin, search, lists (highlighted with a red box), heart rate, and document. The main content area is divided into two sections: "Watch Lists" and "Saved Searches".

Watch Lists Section:

- Header: "Watch Lists" with a "New Watch List" button.
- Table with columns: "NAME" and "# OF STUDENTS".
- Row 1: (checked), NAME, # OF STUDENTS: 17.
- Row 2: (unchecked), NAME, # OF STUDENTS.

Saved Searches Section:


- Header: "Saved Searches" with a "New Saved Search" button.
- Table with columns: "NAME".
- Row 1: (checked), NAME.
- Row 2: (unchecked), NAME.

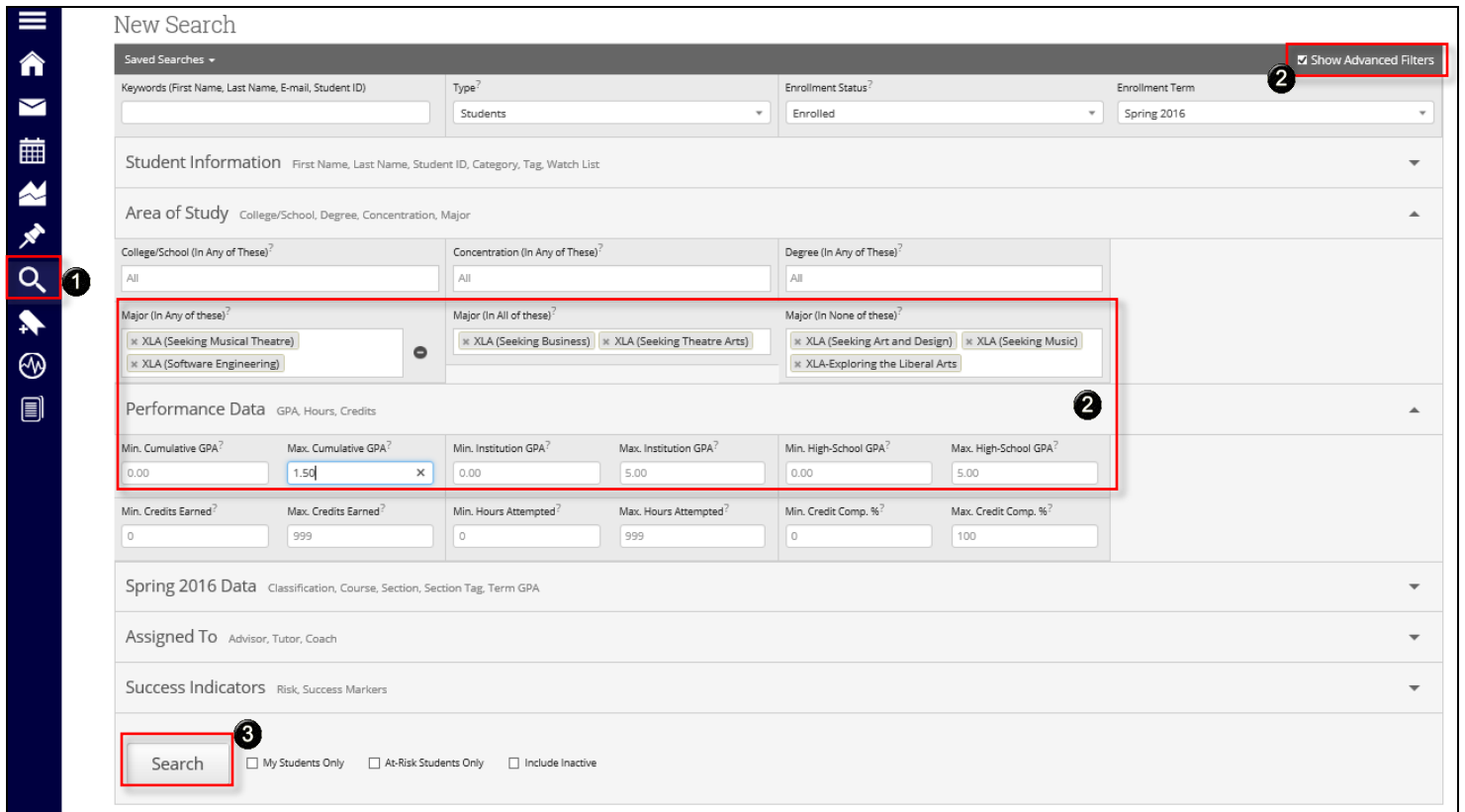
Red circles in the original image highlight the "Actions" dropdown menu in both sections and the checked checkboxes in the "Saved Searches" table.

Also, an additional way to generate a watch list or saved search list is by using the Advanced Search functionality on Page 26. This will allow you to refine your search criteria and generate customizable lists.

Creating a Watch List from a Search

For example, you can create a watch list from an advanced search by following these steps:

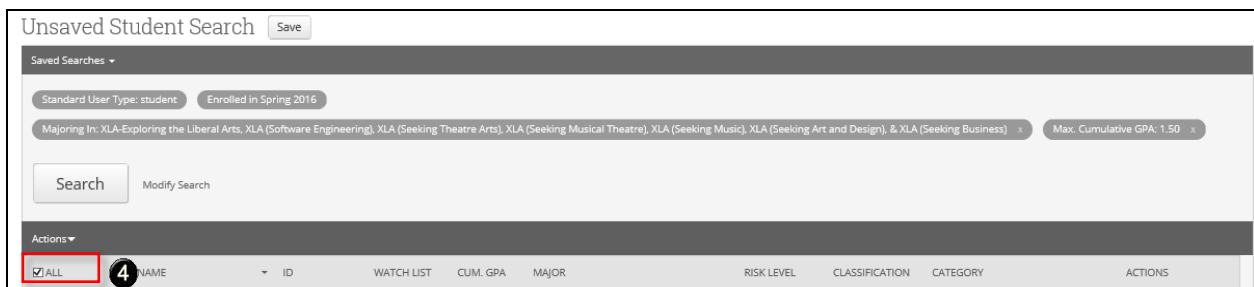
1. Click  icon
2. Check the **Show Advanced Search** box and **enter your criteria** (in this example we are searching for all XLAs with a GPA below 1.5)
3. Click **Search**



The screenshot shows the 'New Search' interface. A vertical sidebar on the left contains navigation icons, with a magnifying glass icon highlighted by a red box and the number '1'. The main form has several sections: 'Saved Searches' with a 'Show Advanced Filters' checkbox (annotated with '2'), 'Keywords', 'Type' (set to 'Students'), 'Enrollment Status' (set to 'Enrolled'), and 'Enrollment Term' (set to 'Spring 2016'). Below these are sections for 'Student Information', 'Area of Study', and 'Performance Data'. The 'Performance Data' section has a red box around the 'Max. Cumulative GPA' field, which is set to '1.50' (annotated with '2'). At the bottom, a 'Search' button is highlighted with a red box and the number '3', along with checkboxes for 'My Students Only', 'At-Risk Students Only', and 'Include Inactive'.

The search will run and generate the student list.

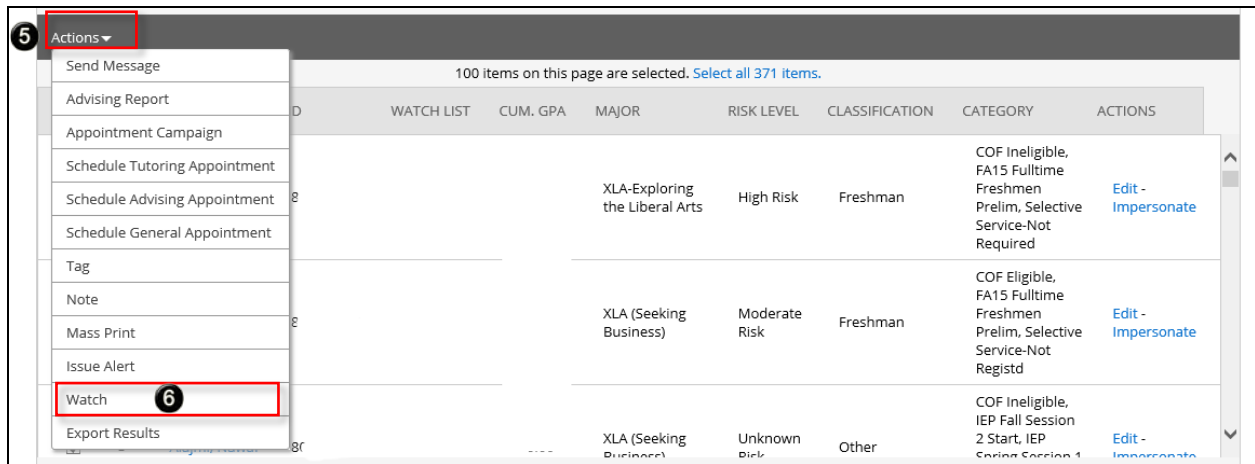
4. Check the **ALL** box to select entire search results list



The screenshot shows the 'Unsaved Student Search' results page. It displays search criteria: 'Standard User Type: student', 'Enrolled in Spring 2016', and 'Majoring in: XLA-Exploring the Liberal Arts, XLA (Software Engineering), XLA (Seeking Theatre Arts), XLA (Seeking Musical Theatre), XLA (Seeking Music), XLA (Seeking Art and Design), & XLA (Seeking Business)'. The 'Max. Cumulative GPA' is set to '1.50'. A 'Search' button and a 'Modify Search' link are visible. At the bottom, an 'Actions' section has a red box around the 'ALL' checkbox, which is checked (annotated with '4'). The table below has columns for NAME, ID, WATCH LIST, CUM. GPA, MAJOR, RISK LEVEL, CLASSIFICATION, CATEGORY, and ACTIONS.

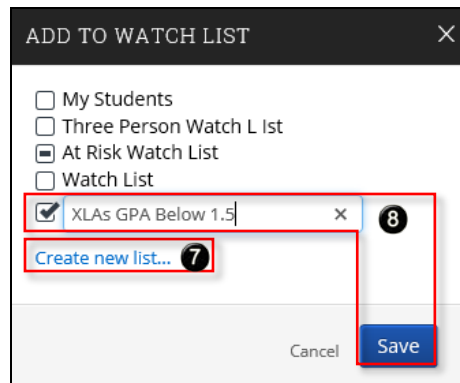
To save as a watch list:

5. Click the **Actions** dropdown menu
6. Select **Watch**



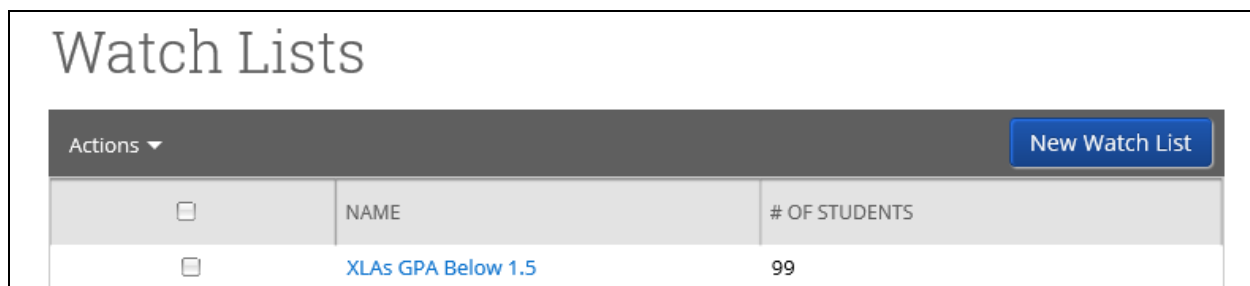
The Add To Watch List window opens.

7. Click **Create new list...**
8. Name your watch list and click **Save**



The new watch list you created will now be listed in the lists module.


To view your lists click on the  icon.

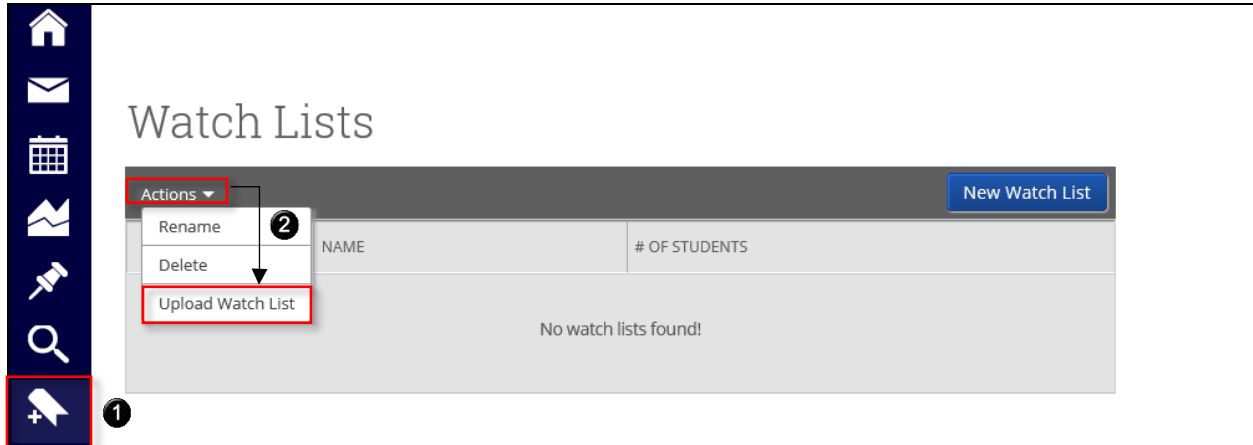


Note: **Watch Lists are static and do not auto update. However, **Search Lists are dynamic**, meaning as your Search List criteria are met or not, the students in the list get added or dropped.*

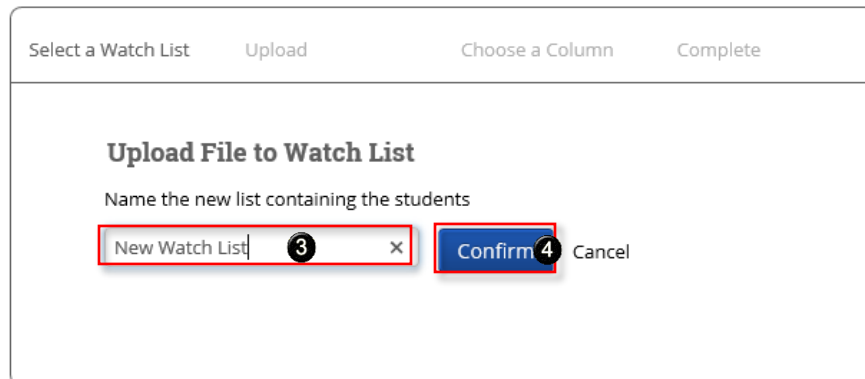
Creating a Watch List from an External Data File

To create a Watch List from an External Data File, follow these steps:

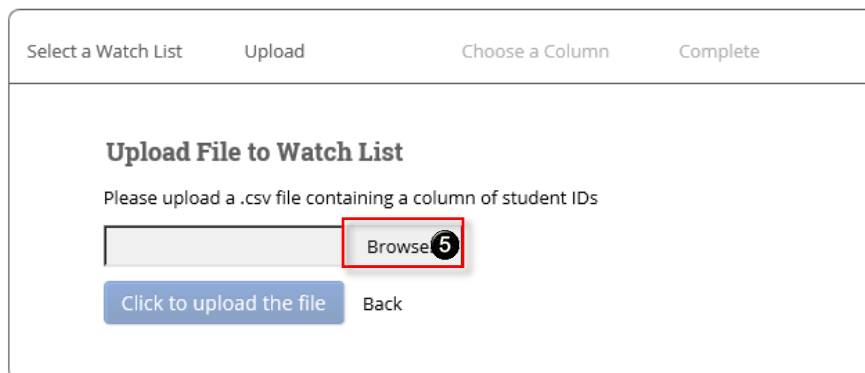
1. Click on 
2. Click on **Actions** and Select **Upload Watch List**



3. Select **New Watch List** in the search field and **name** the new list
4. Click **Confirm**

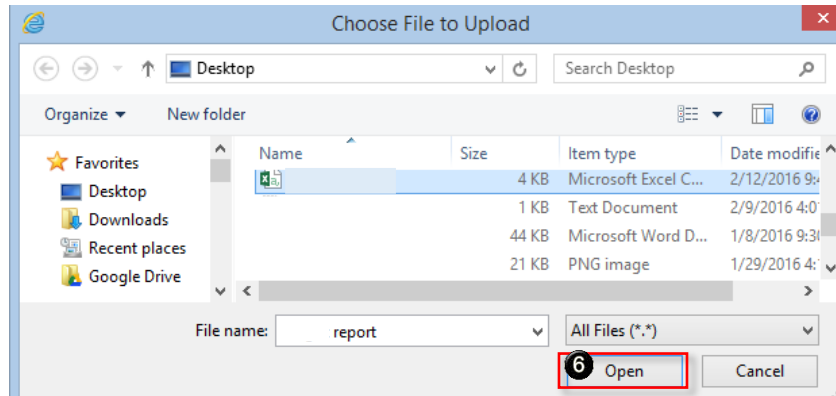


5. Click **Browse...**

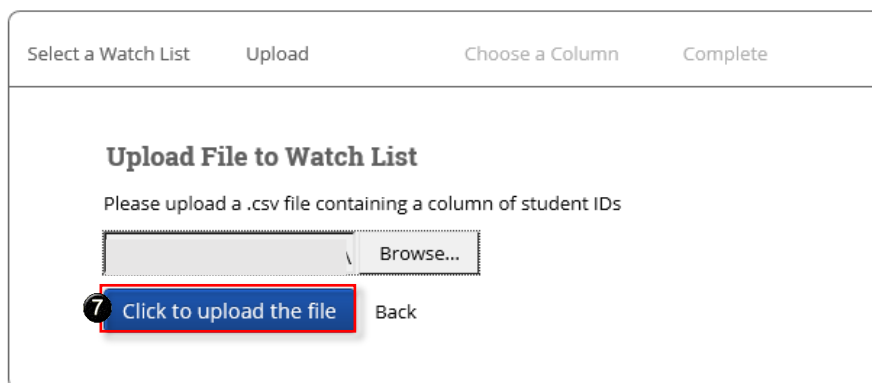


6. Navigate to the file on your computer, select the file and Click **Open**

Note: The file must be a **.csv** and contain a column of valid Bear numbers.

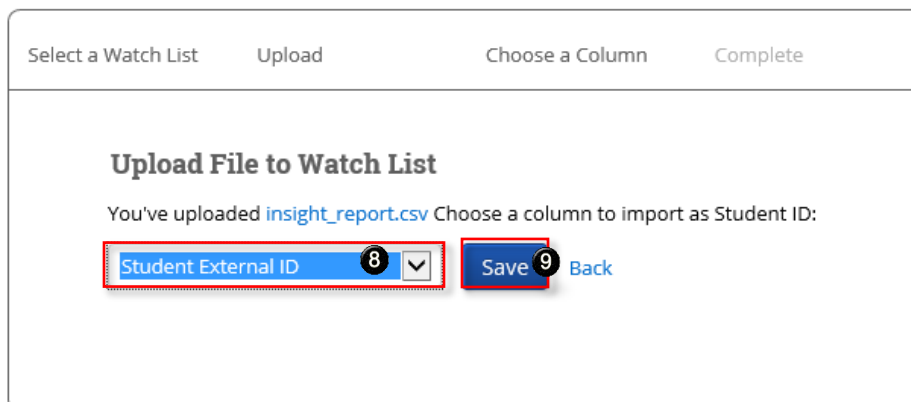


7. Select **“Click to upload the file”**

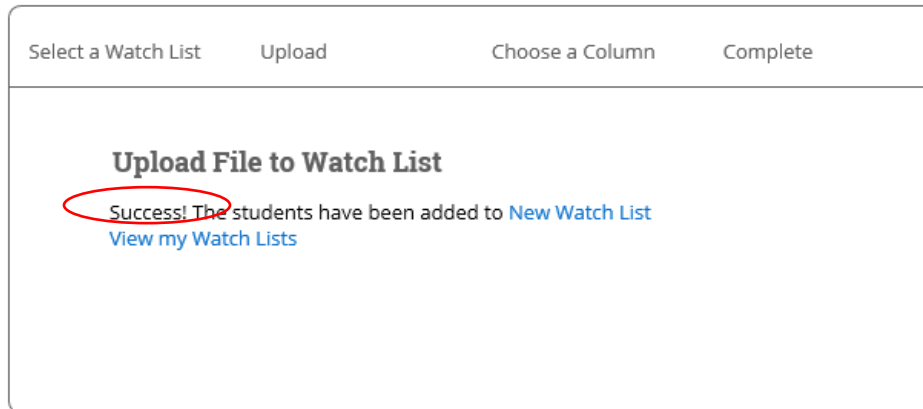


8. Select **Student External ID** in the file you uploaded from the dropdown menu

9. Click **Save**



A notification window appears confirming that you successfully uploaded the file.



10. Click on  to verify your new Watch List


The screenshot shows the 'Watch Lists' interface. At the top left is the title 'Watch Lists'. Below it is a dark grey bar with 'Actions' on the left and a blue button labeled 'New Watch List' on the right. Below this bar is a table with three columns: a checkbox column, a 'NAME' column, and a '# OF STUDENTS' column. The table has one row with a checked checkbox, the name 'New Watch List', and the number '27'. This row is circled in red.

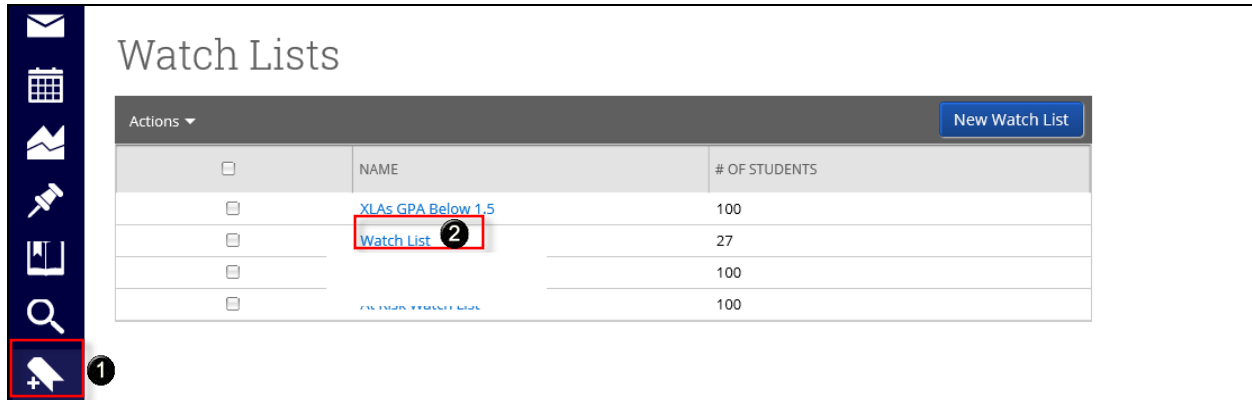
<input type="checkbox"/>	NAME	# OF STUDENTS
<input checked="" type="checkbox"/>	New Watch List	27

Note: The file may take a few minutes to upload depending on how many students are in the list.

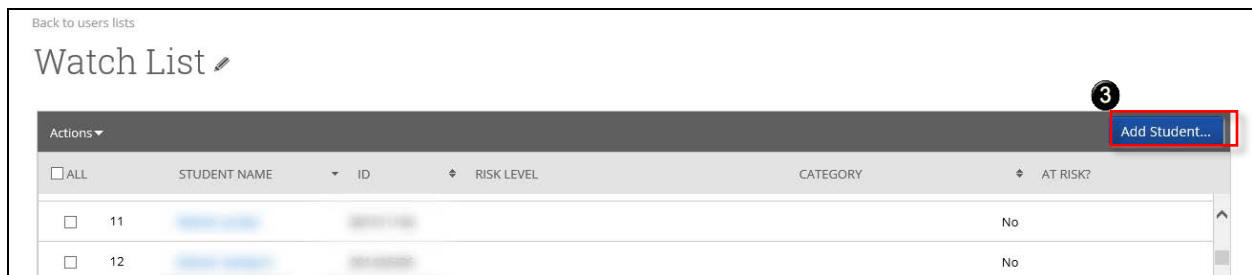
Adding a Student to a Watch List

To add a student to a Watch List:

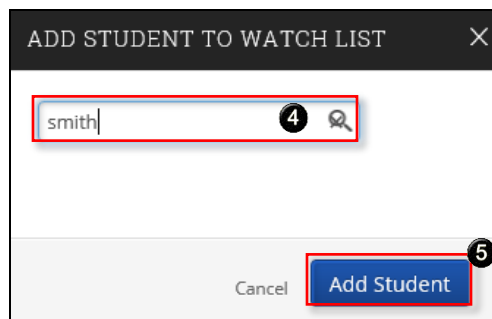
1. Click on 
2. Click directly on the name of the watch list you need to update



3. Click **Add Student...**



4. In the search field enter the students name and select
5. Click **Add Student**



The student you selected is now added to the list.



Troubleshooting SSC Campus Issues

From time to time you may find using SSC Campus results in an error message or some other issue.

If you run into any sort of issue please document the following:

- Student name and last 4 digits of their Bear number
- Date and time
- Operating System and Web Browser type
 - Try using <http://supportdetails.com/> (this will give you the type of Operating System and Web Browser your computer is using)
- Screenshot of the issue/error message, including the URL
- Post this information in the SharePoint tracker- <https://share.unco.edu/ssc/default.aspx>
 - Note: If you do not have access to SharePoint you will need to request it