SSC Campus Glossary

Alert – serves to draw attention to a student who may potentially be at risk or who has an appointment or who needs to tend to an action or item.

Appointments – scheduled meetings with students created by users with appropriate permissions.

Advising Appointment – an appointment to meet with an advisor or an academic support person.

General Appointment – an appointment that can be considered an obligatory event for a particular student. Examples might include: football practice, honors society meeting or lunch. General appointments provide information about student schedule to avoid conflicts.

Tutoring Appointment – an appointment to meet with a tutor or a writing expert.

Campaigns – targeted outreach to a defined group.

Card Readers – device to swipe NIU OneCards to log student attendance at an appointment or event.

Cases – record of what actions transpired to help a student. Cases may be assigned to a particular advisor/professional.

Categories – a specific way to group similar students together. Categories are pulled from predefined groups in MyNIU. Categories might include “honors student,” “junior,” or “transfer student.”

Engagement Team – groups of various NIU professionals to assist with the NIU implementation of SSC Campus.
Training & Development Engagement Team – subcommittee focused on creating and implementing training and development materials for SSC Campus

Workflow Engagement Team – Subcommittee focused on functionality and business practices

Enrollment Census – student attendance in a particular course

Conversations – communications from one user to another within the SSC environment. Conversations include emails, texts, calls, etc.

Degree Paths – defined 4-year paths for a specific major

EAB – Education Advisory Board, the organization that owns and operates

Kiosks – computers, tablets, iPads utilized for student self-service. Students can check-in for an appointment or schedule an appointment at a kiosk

Locations – office or department registered in SSC Campus at which a student can receive advising, tutoring, or general academic support

Mass Print - allows you to print the Student Development report or calendar for several students at a time.


Non-students – active users within SSC Campus who are not students such as advisors, tutors, professors, coaches, front desk staff, academic support staff, etc.

Notes - a tool to attach additional commentary to a students’ profile page. Notes differ from Advising Reports in that they describe information about that student that may have transpired outside of the appointment
Permissions/Configurations - set of actions which control the functionality of SSC Campus as well as define what users can access based on their assigned role

Phases - refer to the staggered roll out schedule set for implementing the SSC platform at NIU. Each phase refers to a specific academic semester

Progress Reports – way a professor can indicate how a specific student is doing in their class (may also be referred to as “Early Alert”)

Reasons – indicates the topic or focus of an appointment with a student

Academic Coaching - appointment focused on providing student with academic coaching and support services

Freshman Warning/Academic Probation - appointment dealing with academic concerns for students on academic probation.

First-semester freshmen at NIU who earn a cumulative GPA of 1.60 to 1.99 for all work completed at NIU will be placed on freshman warning. A student who does not earn a minimum cumulative 2.00 GPA by the end of their second enrollment at NIU will be placed on academic probation. First-semester freshmen whose GPA falls below 1.60 for all work attempted at NIU will be placed on probation and all other undergraduate students failing to maintain a minimum cumulative GPA of 2.00 for all work attempted at NIU will also be placed on probation.

Students placed on freshman warning or probation are required to schedule an appointment with the dean (or the dean’s delegate) of their major college to discuss their academic status. Students placed on freshman warning or probation who have no college affiliation are required to schedule an appointment with the Vice Provost (or the Vice Provost’s delegate).

Add/Drop a Course - appointment focused on assisting students adding and/or dropping a class during the add drop period.

Add/drop procedures include adding a class, dropping a class, and changing to a different section of the same course. For 16-week
courses, students may make changes to their schedules during the first week of the semester through MyNIU.

Courses may be dropped during the second week of the semester by permission of the student's major college, or the Academic Advising Center for students with no major college affiliation. Courses may be added to a student's schedule during the second week of the term by permission of the department offering the course.

Sixteen-week courses which are dropped by the end of the second week of classes will not appear on a student's record. Beginning with the third week of classes of a fall or spring term, all course load reductions become withdrawals, with the exception of last-half semester courses. Other deadlines may apply for 14-week, summer, and dynamic (non-standard) courses. Refer to MyNIU for course specific deadlines.


The Academic Requirement Report is used to track a student’s progress in completing university and program academic requirements.

Change/Declare Major - appointment in which the Change of Major declaration form is completed

Change/Declare Minor - appointment in which the Add of Minor declaration form is completed

Concurrent Enrollment/Student Agreement - appointment in which the Concurrent Enrollment/Student Agreement form is completed.

Concurrent enrollment is when a student is enrolled at another institution during the same term that he/she is enrolled at NIU. If the student is enrolled in more than two courses at NIU during the fall and spring terms, the student will need approval to enroll at another institution in order to transfer that coursework to NIU.
If the student is enrolled in more than one course at NIU during the summer term, the student will need approval to enroll at another institution to transfer that course work to NIU. Students must apply for concurrent enrollment approval at their major college office.

**Course Substitutions, Adjustments, Waivers** - appointment focused on the identification of applicable course substitutions, adjustments and or waivers

**Dismissal** - appointment addresses student’s dismissal from university and steps needed to be reinstated

**Early Alert/Progress Reports** - appointment addresses student’s identification by a professor or instructor as someone who is academically underperforming or failing to attend a specific course

**Encumbrances/Holds on Student Accounts** - appointment addresses a hold on student’s MyNIU account

An encumbrance is a hold placed on student’s account which prohibits students from registering and/or obtaining official transcripts. Common holds include: Wellness Promotions, Health Services (Immunizations), Student Financial (Bursar’s balance of more than $500), Admissions (final official transcripts), Orientation, Advising, etc.

**Graduation Check** - appointment reviews student status towards meeting university/program requirements

**Major Exploration** - appointment investigates student’s major and/or career interests assisting in the appropriate major selection and major declaration process.

**Milestones** - appointment addresses the need to or the achievement of a University/Program defined milestone. Milestones can be defined by completion of one condition or all conditions associated with that milestone

**Non-Enrollment (student is eligible to register but has not)** - indicates outreach to discuss student’s non-enrollment status as well as to offer information and assistance to register for classes
Orientation - appointment portion provided Orientation advising

Overload - appointment to approve course overload (19 or greater enrolled hours)

Petition to Waive University Graduation Requirements - appointment to review/approve petition to waive University graduation requirements

Reinstatement - appointment indicating decision to reinstate student to the university

Retained on Academic Probation (REAP) – appointment with a student who went through the dismissal review process and was retained by their college and placed on final academic probation for the upcoming term

Satisfactory Academic Progress (SAP) - appointment addresses SAP status and provides student with academic advisor signature portion on student’s SAP appeal form

Schedule Planning - appointment portion provides academic advising and schedule planning for student’s next term.

Third Attempt - appointment to complete 3rd attempt form

Withdrawal, Course - appointment to complete course withdraw via MyNIU

Withdrawal, Late Course - appointment to complete late course withdraw request pending approval and with academic jeopardy

Withdrawal, Late University - appointment to complete University Withdrawal paperwork with academic jeopardy and pending approval.

Withdrawal, University - appointment to complete university withdraw paperwork

Other - appointment or conversation related to anything not listed above
Reports – electronic form within SSC Campus which documents discussions with and instructions for students

Advising Report - documents critical information about advising appointments, such as dates, times, reasons, locations, and summaries about the appointment

Tutoring Reports - documents critical information about tutoring sessions, such as dates, times, reasons, locations, and summaries about the session

Roles – every user within SSC Campus is assigned a “role.” Roles dictate access levels within SSC Campus

Administrator – person(s) responsible for permissions, configurations, data transfers, access, etc.

Site Administrator - person(s) responsible for permissions, configurations, access, etc. for a particular location

Advisor Director – person(s) who serve as the advising dean for a college of the Academic Advising Center

Advisor – person(s) who are academic advisors

Front Desk – person(s) who oversee the scheduling of appointments

Tutor Manager – person(s) who supervise tutors and oversee the tutoring/writing assistance process

Tutor – person(s) who provide students with additional out-of-class assistance with course content and concepts

Professor – person(s) who teach/instruct NIU courses

Retention Services – person(s) who work within the Office of Student Academic Success
Academic Support – person(s) who work for an NIU office, department or center which provides students with additional academic assistance, direction, or support (e.g. Chance, Honors, etc.)

SAASS – person(s) employed by Student Athlete Academic Support Services and provide student athletes with additional academic assistance, direction, or support

Coaches – person(s) who oversee NIU athletic teams and coach/mentor student athletes

Services - resources offered at campus locations which utilize SSC Campus

SSC Campus - a web-based tool from the Education Advisory Board (EAB) that combines technology, research, case management, and predictive analytics to positively inflect degree completion for NIU students.

SSC Foundation - the legacy SSC system. SSC Foundation is no longer in use at NIU.

SSC Guide – a direct-to-student mobile platform designed to support academic progress—reaching the right student with the right message at the right time to promote good habits and facilitate connection to the right resources. Guide helps institutions tackle common student obstacles by delivering personalized guidance at scale, maximizing the impact of existing investments. NIU does not currently utilize SSC Guide.

Study Hall – required study table for student athletes

Success Markers - 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.

Tags - used to apply an extra layer of grouping to students. Tags are similar to categories; however, tags are NOT predefined groupings in MyNIU. Tags are not currently used in the SSC Campus platform.
Watch List - 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.