Introducing the Advising Application

Overview

**Education Advisory Board’s Student Success Collaborative**
Combines technology, research, and predictive analytics to help institutions positively inflect degree completion outcomes for at-risk students.

**The Advising Application**
The advising application is the tool EAB’s Student Success Collaborative uses to inflect student outcomes. The application is designed around a three-stage model: triage, assess, and intervene.

- **Triage:** using work lists, student status, and other risk identifiers, users can proactively find students in need of help instead of waiting for students to come to them or reactively reaching out after the student is actually failing.
- **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 user to suggest solutions.
- **Intervene:** the student profile gives the user several ways to reach out to the student and note these interventions, as well as set reminders for follow up with the student.

**This Document**
This reference is meant to give instructions on how to perform actions in the advising application to effectively use the system to intervene with at-risk students. This includes:

- Initial steps to log in to the system
- Assessing student performance and risk through the profile
- Understanding statuses and notifications
- Recording interventions with students
- Understanding and creating student work lists

**Initial Steps**
The university administrator will send users the email with the initial log in information. Users will then begin their first log in to the advising application. Currently, Internet Explorer 9 and Firefox 16 are supported browsers when used with Windows 7. To set up an account:

1. Open the link that is included with the initial log in information.
2. Select a trusted image from the options provided.
3. Create a password. Passwords must be between 8 and 25 characters and have all 4 of the following: upper case letters, lower case letters, numbers, and special characters ($@*#). It cannot use 3 or more characters of your user name.

Once users have selected a trusted image and password, to log in to the advising application:
1. Open the log-in page, https://ssc.advisory.com
2. Enter user name and click Continue.
3. Verify the trusted image and click Yes.
4. Enter the password and click Sign In.

Users will then be signed in to the advising application. If the user has questions about common log-in issues, they should consult the sign-in FAQs on the log in page.

Your institution may also skip these steps by using single sign-on, which allows users to sign in using their university login information. For more information about using single sign-on, your institutional administrator should talk to your consultant.