Student Success Collaborative
Quick Reference Manual

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What is SSC Campus?

The Student Success Collaborative Campus (SSC Campus) is a web-based tool from the Education Advisory Board (EAB) to help coordinate, target, and report on advising, tutoring, and other student success services at Northern Illinois University. Coordinated and targeted approaches to supporting students are key for retaining and graduating students, thus increasing student success.

SSC Campus can help the NIU community in the following ways:

- For faculty & staff, SSC Campus helps coordinate and target student success services such as academic advising, tutoring, and other academic support initiatives across campus

- For administrators, SSC Campus provides predictive analytics to identify trends regarding student progress and degree switching patterns on the major, college, and institution

- For students, SSC Campus offers a streamlined platform for making advising and tutoring appointments, communicating with staff, and getting other academic support

This Quick Reference Manual has been designed to give you easy access to a variety of tools and capabilities within SSC Campus. In it you will find job aids to help you navigate the system, terminology and definitions specific to SSC Campus, contact information for people who can assist you with questions you may have, and general information about the platform.

Access, Training & Help

Access:

All SSC Campus users will undergo NIU FERPA Training prior to receiving an account and login information. Users are also expected to participate in SSC Campus training.

Persons interested in obtaining a login for SSC Campus should request access via email. The email message should include:
- requestor's name
- title/position
- department
- emplID
- email address
- phone number
- brief description detailing how the SSC Campus account will be used

Emails should be sent to BOTH dana@niu.edu and abyrd@niu.edu

SSC Campus accounts are typically created within 3-5 business days. Requestors will then receive an activation email with initial login instructions.

Roles:

Each person who has an SSC Campus account will be assigned a "role." Roles are assigned based upon the job/position each person holds.   Roles also dictate functionality for each user and ensure that appropriate data and information is accessible.

As with MyNIU, users are reminded to reserve the use of SSC Campus for legitimate business purposes.
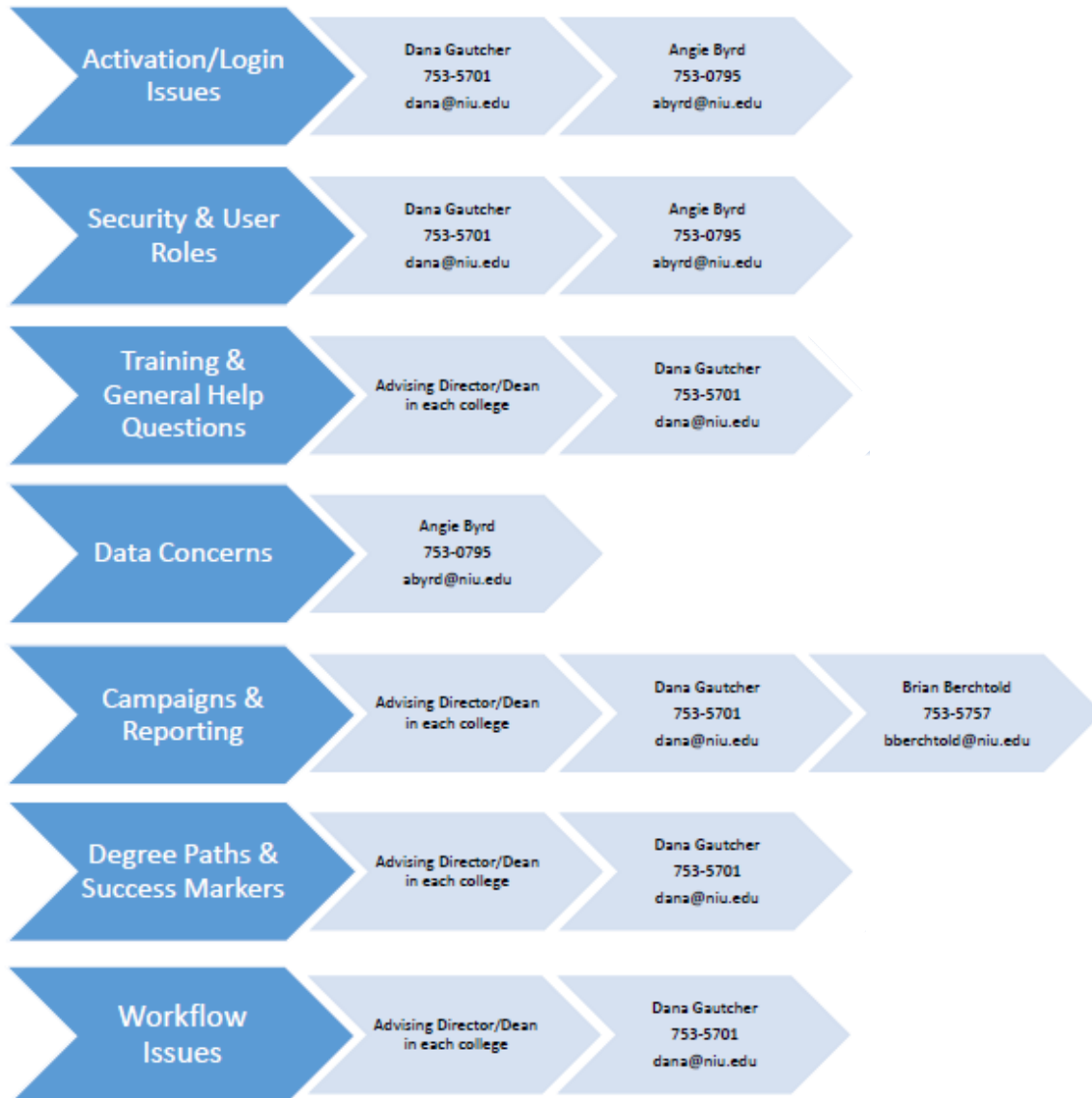
Training:

Training will be offered in several formats and made available throughout the year.

NIU training materials will include:
- online training modules
- electronic manual
- glossary of terms
- face-to-face, hands-on workshops

Help:

Additional assistance is available as follows:

Activation/Login Issues	Dana Gautcher 753-5701 dana@niu.edu	Angie Byrd 753-0795 abyrd@niu.edu	
Security & User Roles	Dana Gautcher 753-5701 dana@niu.edu	Angie Byrd 753-0795 abyrd@niu.edu	
Training & General Help Questions	Advising Director/Dean in each college	Dana Gautcher 753-5701 dana@niu.edu	
Data Concerns	Angie Byrd 753-0795 abyrd@niu.edu		
Campaigns & Reporting	Advising Director/Dean in each college	Dana Gautcher 753-5701 dana@niu.edu	Brian Berchtold 753-5757 bberchtold@niu.edu
Degree Paths & Success Markers	Advising Director/Dean in each college	Dana Gautcher 753-5701 dana@niu.edu	
Workflow Issues	Advising Director/Dean in each college	Dana Gautcher 753-5701 dana@niu.edu	

Background and History

Northern Illinois University is part of the Educational Advisory Board's Student Success Collaborative which aims to improve student success, retention, and graduation rates on college campuses.

EAB's Student Success Collaborative (SSC) combines technology, analytics, consulting, and best practice research to help colleges and universities use data and analytics to measurably improve student outcomes. SSC members are squarely focused on driving impact from insight, recognizing that data (or even insight) without a plan to operationalize that insight is a wasted effort. Typical member improvements include 4-8% increases in persistence and retention.

At the center of SSC is a proprietary predictive model that identifies at-risk students as well as an analytics engine that isolates systemic barriers to degree completion. To extend the reach and impact of these analytics, SSC wires the entire campus with a coordinated care network that helps institutions manage student risk from identification to resolution, closing the loop on support interactions. SSC enables institutions to drive impact from insight, and provides administrators with customized change management strategies to support institutional transformation. SSC helps Colleges and Universities:

- Access and Capitalize on Unprecedented Visibility into Student Risk: With real time, in-semester data on student behavior complementing core academic analytics, SSC provides institutions with an unmatched view of student risk
- Scale the Student Success Enterprise: With sophisticated analytics and best in class case management to power targeted campaigns, SSC helps institutions reach and support key student segments at scale
- Orchestrate Coordinated Care: With a cross-campus referral system and real-time student engagement data, SSC enables personalized care pathways and closed-loop support recommendations
- Measure Intervention Effectiveness: With visibility into student behavior and outcomes, SSC can help you measure and optimize existing student success investment

Terms and Definitions

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.

Modules, Training – online training courses focused on a specific aspects of SSC
https://www.eab.com/technology/student-success-collaborative/members/training-modules

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.

ARR Issue (Academic Requirement Report) - appointment dealing with MyNIU ARR generated report questions/concerns.

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.

> **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

> **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/Athletics** – 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.

Logging In
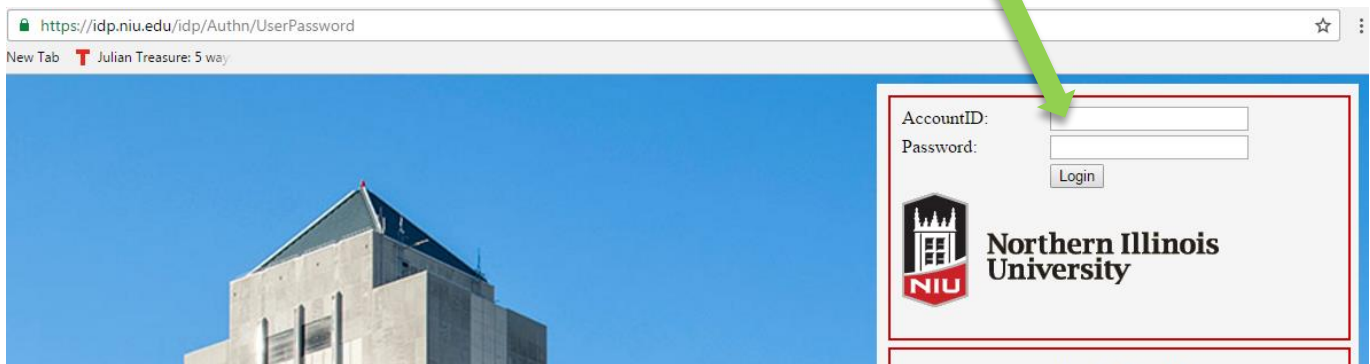
1. To log on to the Student Success Collaborative (SSC) please visit:

   https://niuhuskies.campus.eab.com/session/new

   or

   http://www.advisingcenter.niu.edu/advising/workshops-events/student-success-collaborative/index.shtml
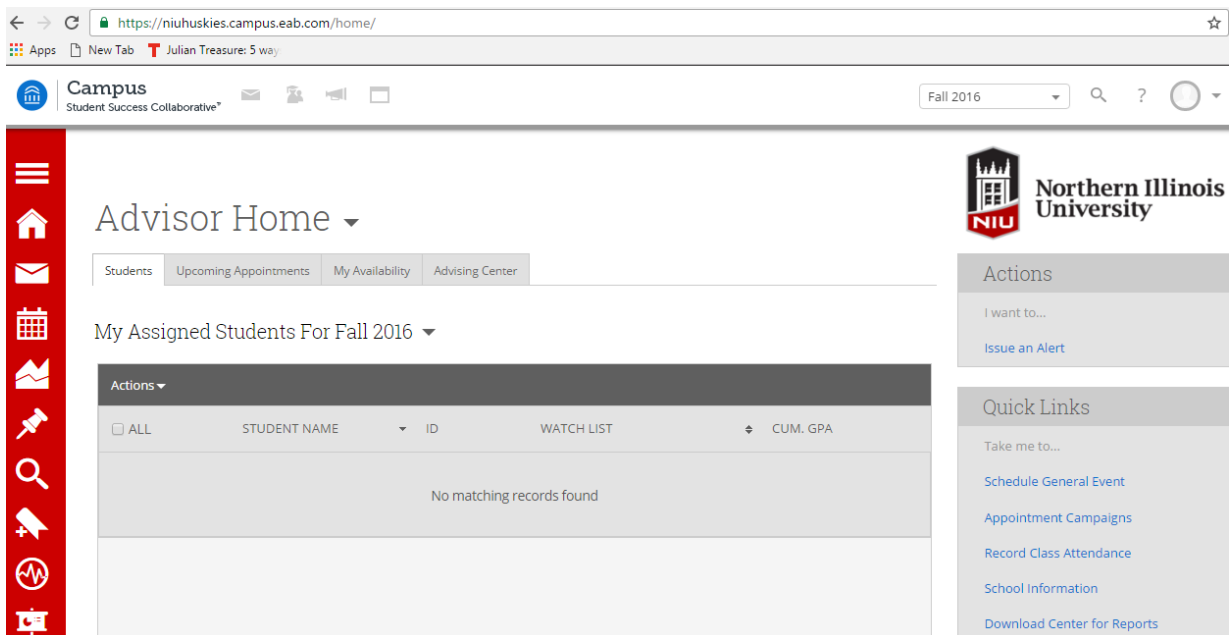
2. You will then be asked to give you NIU account ID and password. This is the ID and password that you use to access you NIU computer.
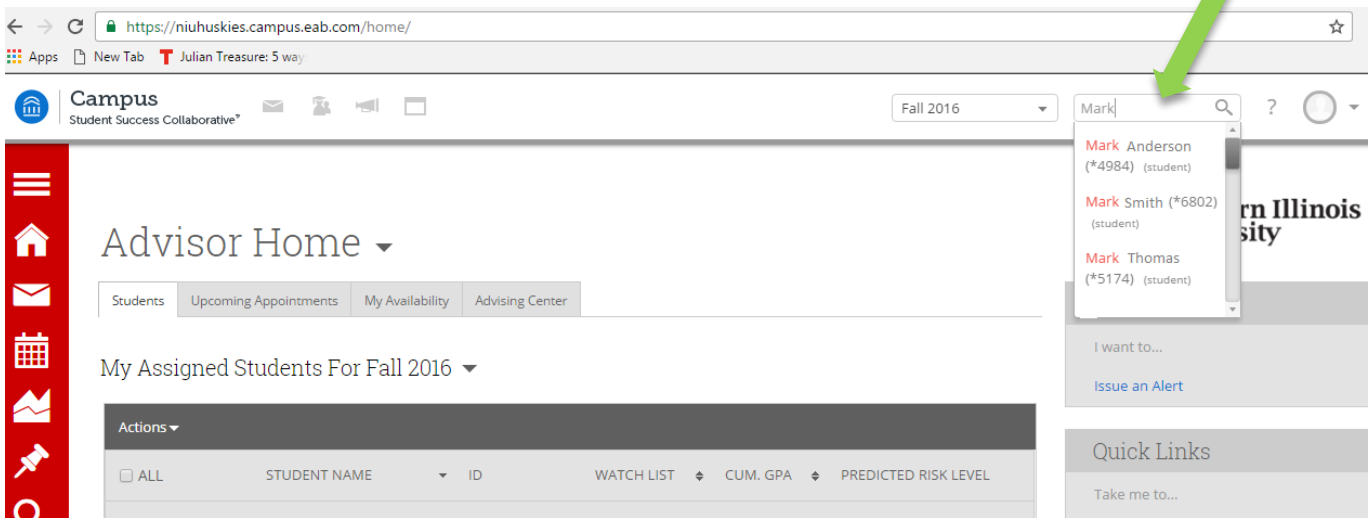
3. Once you log in, you will be directed to the main screen for the SSC

How to Locate an Individual Student
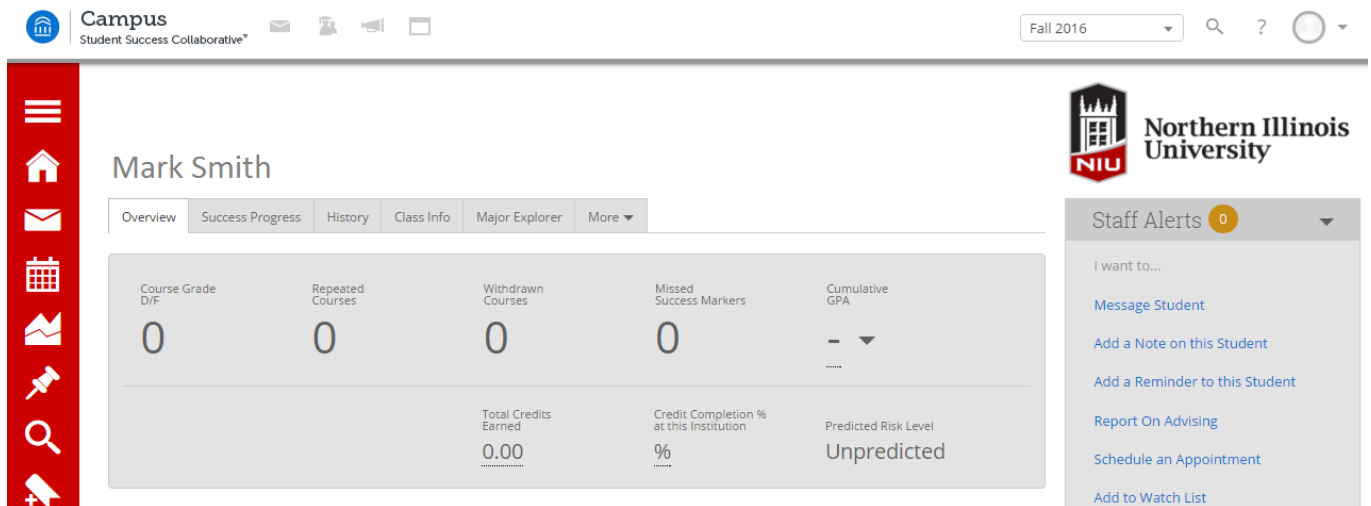
1. To search for a particular student, you will want to make sure you are logged into the SSC.

2. Select the magnifying glass to search for a student by their name or ZID.

3. Once you found your student, select them and their main student profile page will be displayed.

How to Review an Advising Report

1. Search the student that you would like to view their advising report.

2. Once you have their main student profile displayed, select the history tab.

3. From the history tab, scroll to **All History**. From there you can ask for the search to be narrowed to a specific type of contact or you can expand to show the students entire history.

4. To view a detailed report, click on **Advising Appointment** and then **View Advising Report**.
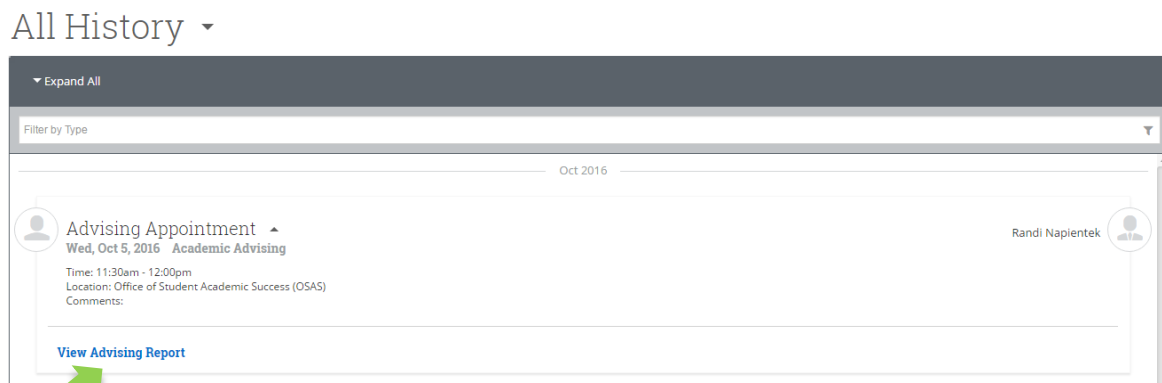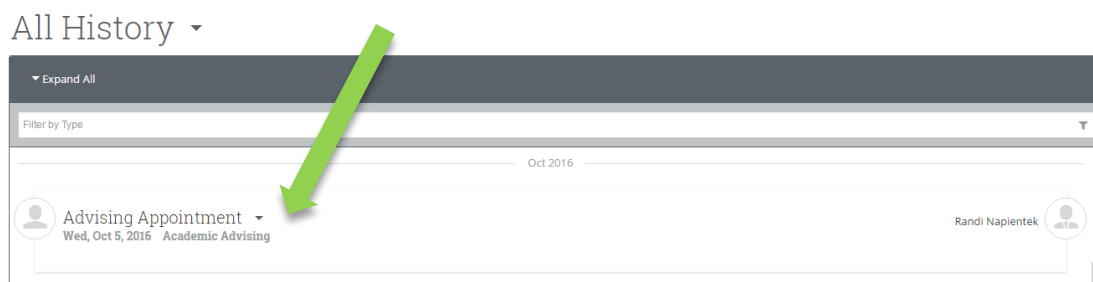
5. You will now be able to view details on the appointment as well as notes that were made.

6. Click on the X in the upper right of the report to close.

Appointment Details

Appointment:

10/05/2016 11:30a-12 ▾

Reason:

Academic Advising

Meeting Type:

In-Person (Appointment)

Course:

UNIV-101 - 0017 ▾

Date of visit:

10/05/2016

Location:

Office of Student Academic Success (OSAS) ▾

Attendees

Randi Napientek
Advisor, Professor
☑ Attended
Arrived: 11:30 AM
Departed: 12:00 PM

Student Name
Freshman Rehabilitation Services
☑ Attended
Arrived: 11:30 AM
Departed: 12:00 PM

Suggested Followup

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

Delete

Appointment Summary

B I ⌸ ⌸ ⊝ ⊠ ↤ ↦

Student is enjoying NIU and is looking for student organizations and leadership opportunities to get involved in. We disucssed OSEEL and SILD.

body

Attachments

⊂⊃ Attach File
Choose File | No file chosen

Privacy

This report is hidden from student view.

Report Information

Created By: Randi Napientek (Advisor) on 10/05/2016 01:27 PM

Edit Report

How to Make an Advising Report

1. Search the student with the quick search option in the upper right corner.

2. Once you are on the student's main profile page, click on **Report on Advising**

3. Once you have the advising report open, you need to complete the form.
   a. Select **reason**(s) from the drop down menu. You may select more than one reason that the meeting that is being conducted.
   b. Select **meeting type**; Email, phone, in-person, walk-in, etc.
   c. Make sure the **date** and **time** of your meeting is correctly populated
   d. Select **location** (your office, department, or college location).
   e. Type your notes in the Appointment Summary area. This information is shared and should relate to the student questions and concerns, as well as the actions that have been or will be completed by all parties.
   f. Upload any documents that need to be saved to this report.

4. Click on Save this Report

Editing an Advising Report

1. Search the student you need to make an edit for.

2. Once you have their main student profile displayed, select the **History** tab.

3. From the history tab, scroll to **All History**. From there you can ask for the search to be narrowed to a specific type of contact or you can expand to show the students entire history.

4. To view your report, click on **Advising Appointment** and then **View Advising Report**.

5. To make edits, you will need to select **Edit Report** on the bottom of the field.

6. Once you have made the edits to the document. Make sure to select **Save this Report**.

Attaching a Document to an Advising Report

1. Search the student you need to attach a document to
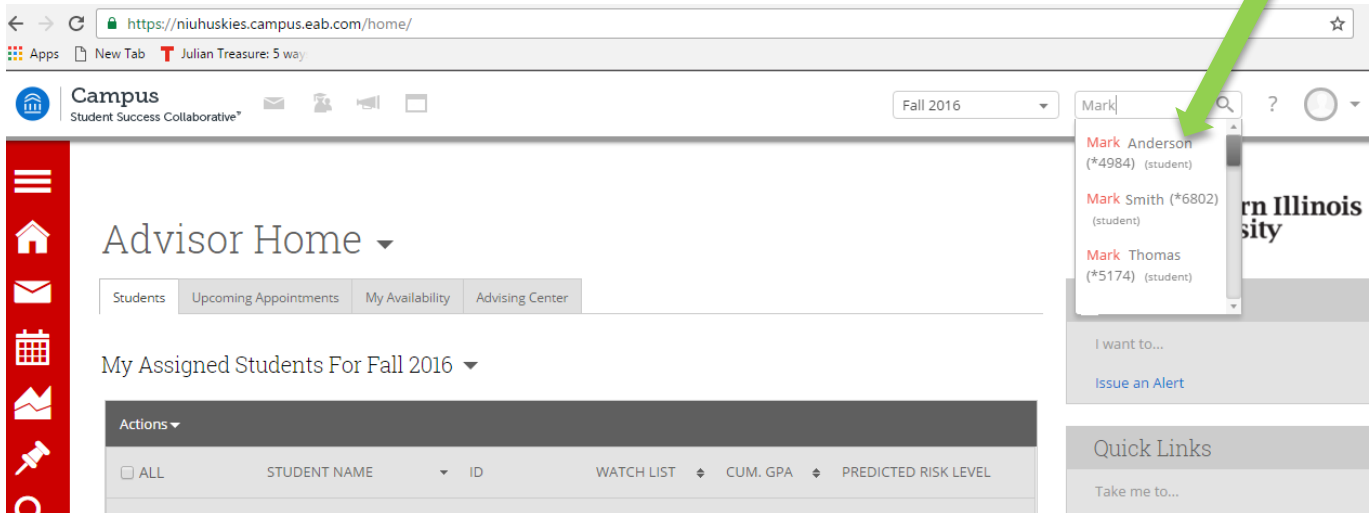
2. If you are creating a report for the first time, you can attach the document when you complete the report (See page _____). If you are adding documentation to an already existing report, you will need to pull up the report to edit it (See page _____).
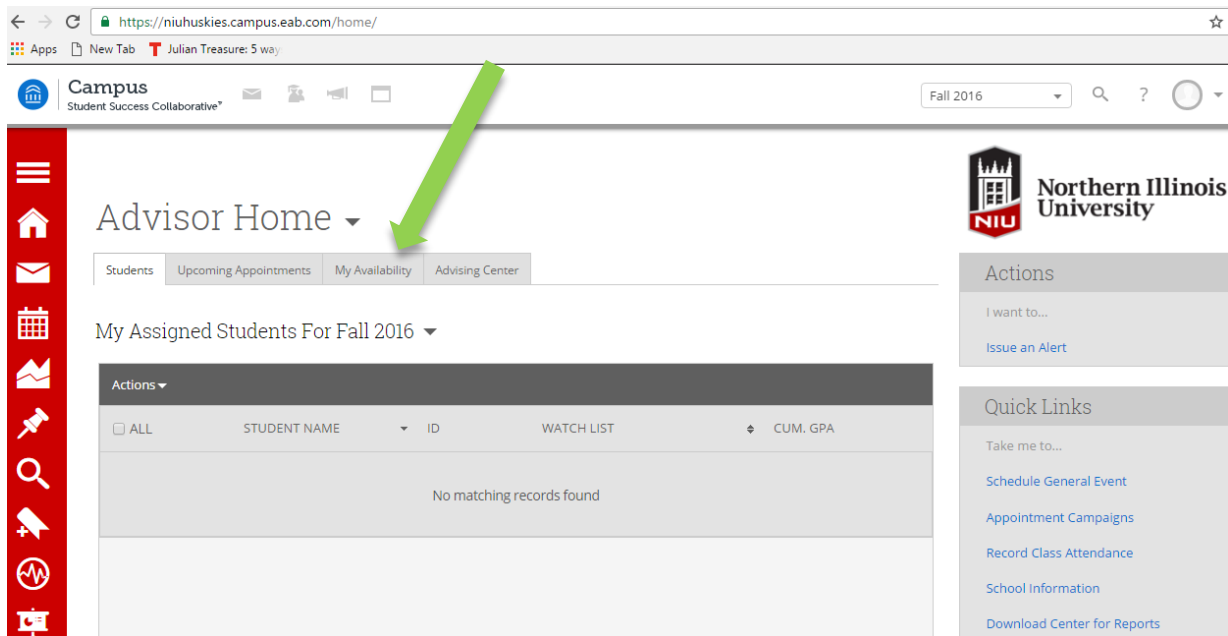
3. One you are in the Advising Report, click on **Attach File**.

4. Now you are able to search your computer for the document you wish to upload.

5. Once you find the document you will select it and save it, it will now be attached to your report.

6. Make sure to save your report
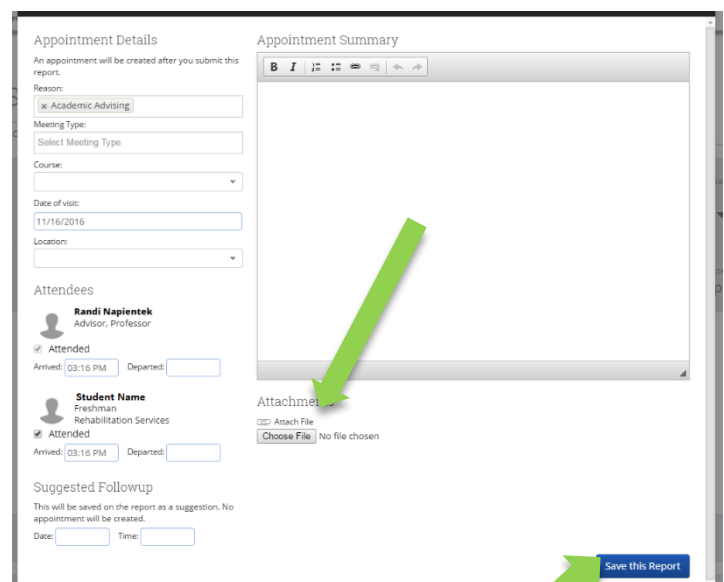
How to Set Your Availability for Appointments
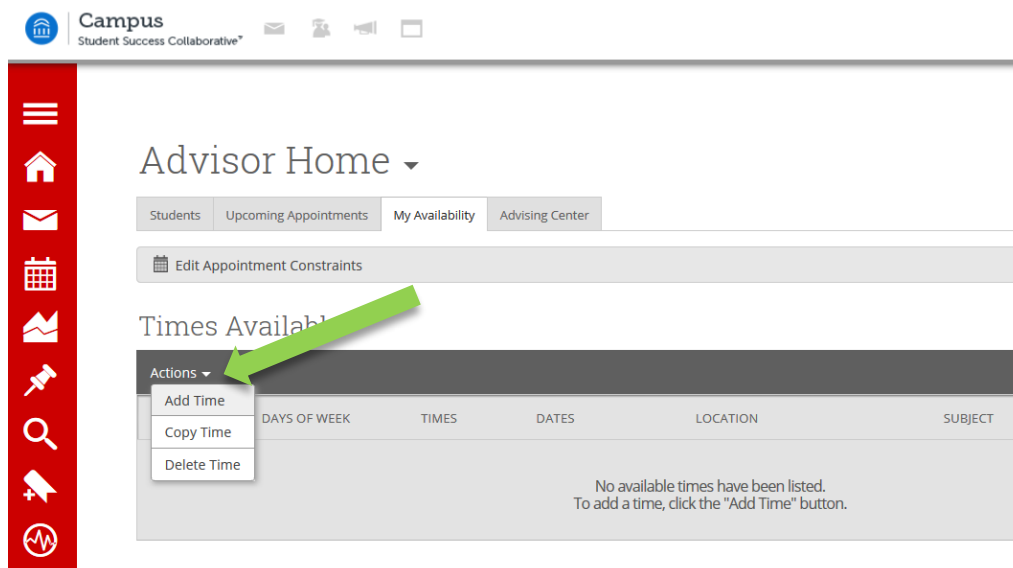
1. To set up your availability so you can make appointments with students, you will need to select **My Availability** from the home screen
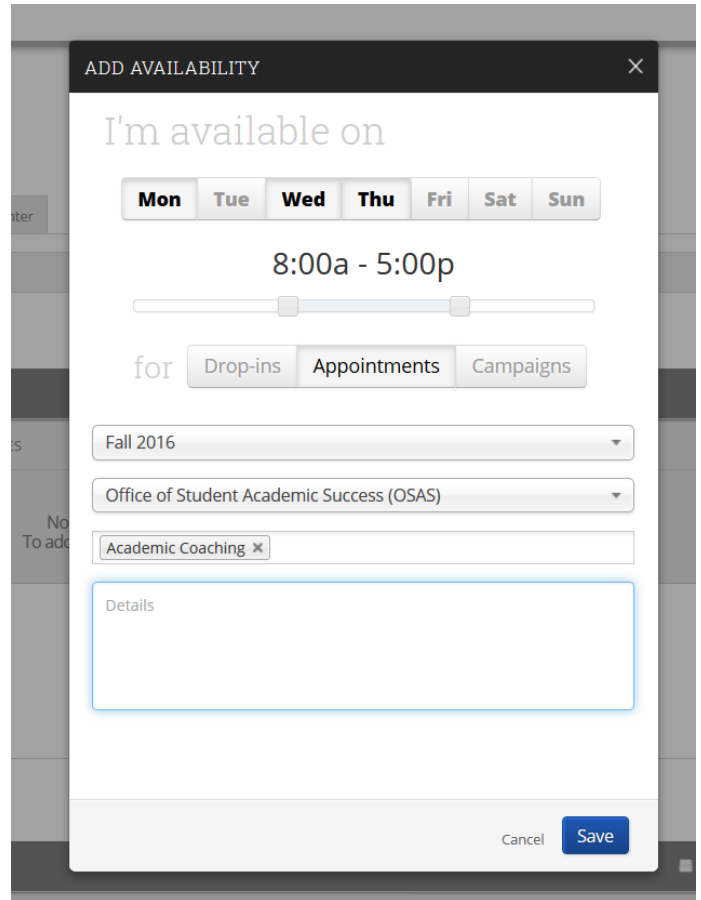
2. Click on the **Actions** tab in the Times Available section and select **Add Time**.
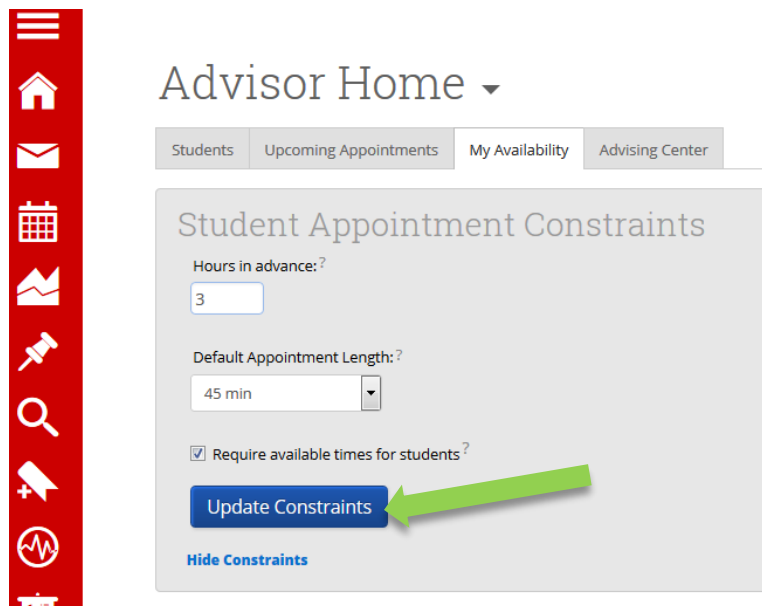
3. Please not that you are allowed to select multiple days that will apply for the same timeframe. If you need to make different time for each day, you will need to repeat these steps for each time available on those days.

4. Use the slide bar to notate the times. Keep in mind any lunch hours or regular scheduled appointments such as classes taught or department meetings that take place. (You will need to make multiple available times to accommodate)

    a. You may need to set multiple to accommodate different times for Drop-ins, Appointments, and campaigns.

5. Select how long these times will be affective, all semester, year, etc.

6. Select the location for these appointments. This should be your office or center location. If you have multiple work sites, make sure you set individual availability for each location.

7. Choose the Student Service Options that will be available for this time. (i.e. coaching, advising, withdraws, grad check, ETC)

8. You can add any additional notes to this event details in the box below as needed

9. Click Save

10. Next you will want to set appointment constraints so students can set up appropriate meeting times. To do that, select **Edit Appointment Constraints**.
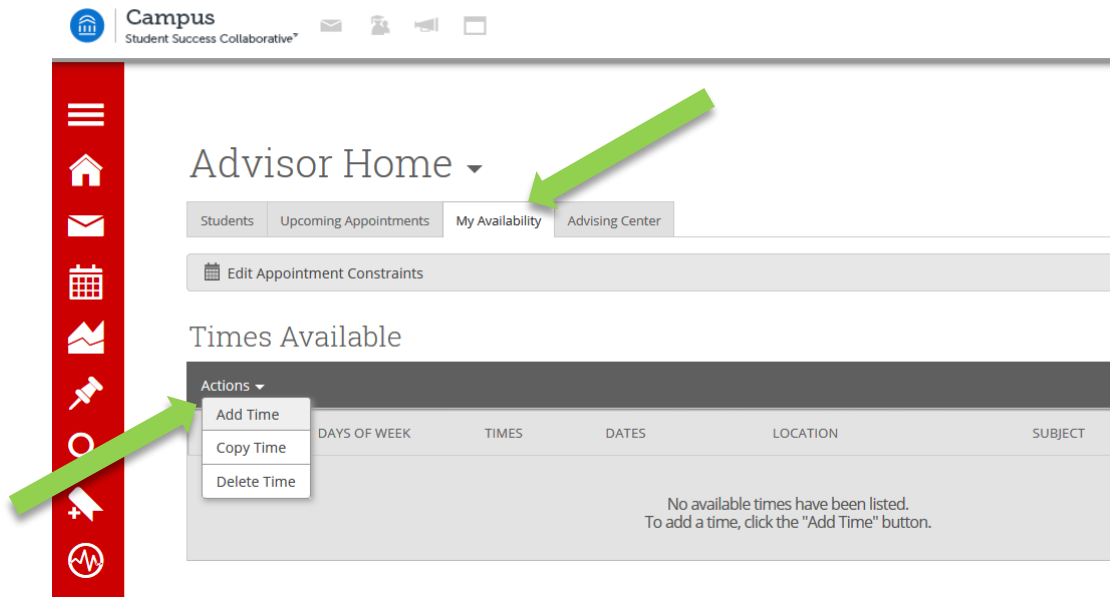
11. Complete the Appointment Constraint Form
    a. **Hours In Advance:** If you would like, you can select that students can only schedule appointments a certain amount of time in advance. This keeps students from scheduling at the very last second for an appointment.
    b. **Default Appointment Length:** This is the duration of all of your appointments
    c. **Require Available Tomes for Students:** This keeps students from creating appointments with you on and time on dates that don't have time available entries.

How to Make an Appointment

1. Search the student you would like to make an appointment with.
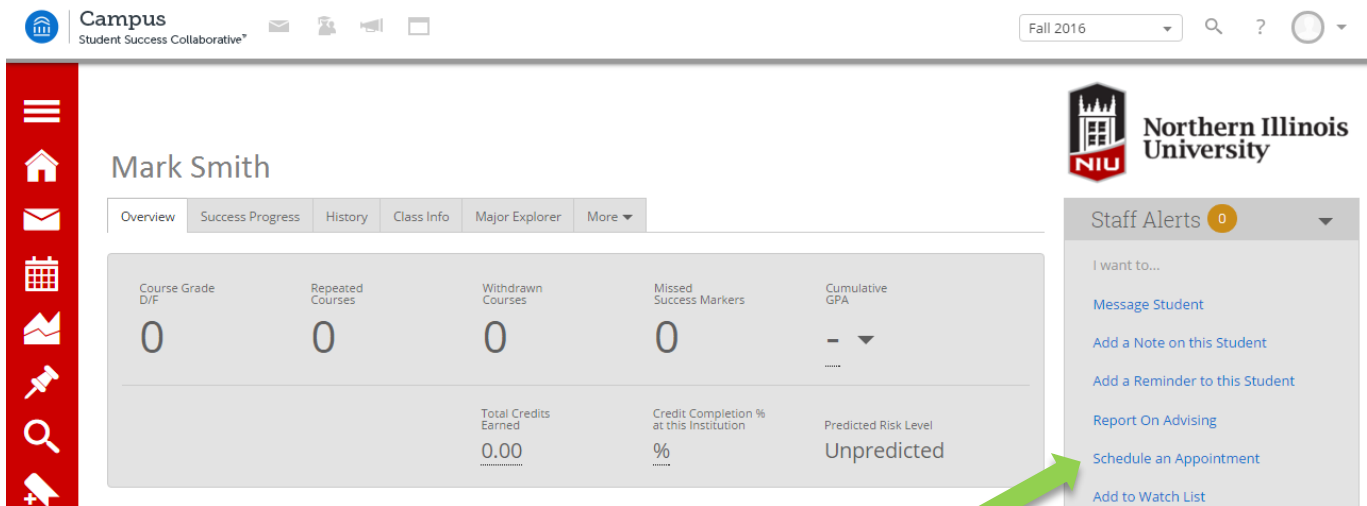
2. Click on the **Schedule an Appointment** on the right hand side of the student profile.

3. Complete the appointment
   a. Enter a reason for the appointment. Please note that there is not a drop down menu selection for these reasons.
   b. Choose the location of the event
   c. Select the date of the event
   d. Select the Person the event is taking place with
   e. Set the time length for the meeting.
   f. Choose a green time slot by checking the box
   g. Click on Add Calendar Event

Schedule Appointment

Filters

Type:
General Event

Reason(s):
UNIV 101 Meeting

Comments:
This is for our second UNIV meeting

Location: ?
Office of Student Academic Success (OSAS)

Select a Date:

	November 2016					
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Reminders
☑ Send an email reminder ?
☑ Send a text reminder ?

People Attending (2)

Name, Student(Student)

Napientek, Randi (Advisor, Professor)

Choose A Time To Meet

Length: 30 min▼

TIME SLOT	11/20 (SUN)		11/21 (MON)		11/22 (TUE)		11/23 (WED)
8:00a-8:30a	☐		CONFLICTS	☐		CONFLICTS	
8:30a-9:00a	☐		CONFLICTS	☐		CONFLICTS	
9:00a-9:30a	☐		CONFLICTS	☐		CONFLICTS	
9:30a-10:00a	☐			☐			☐
10:00a-10:30a	CONFLICTS		CONFLICTS	☐		CONFLICTS	
10:30a-11:00a	CONFLICTS		CONFLICTS	☐		CONFLICTS	
11:00a-11:30a	☐		CONFLICTS	☐		CONFLICTS	
11:30a-12:00p	☐		CONFLICTS	☐		CONFLICTS	
12:00p-12:30p	CONFLICTS		CONFLICTS	CONFLICTS		CONFLICTS	
12:30p-1:00p	CONFLICTS		CONFLICTS	CONFLICTS		CONFLICTS	
1:00p-1:30p	☐		CONFLICTS	☐		CONFLICTS	
1:30p-2:00p	☐		CONFLICTS	☐		CONFLICTS	
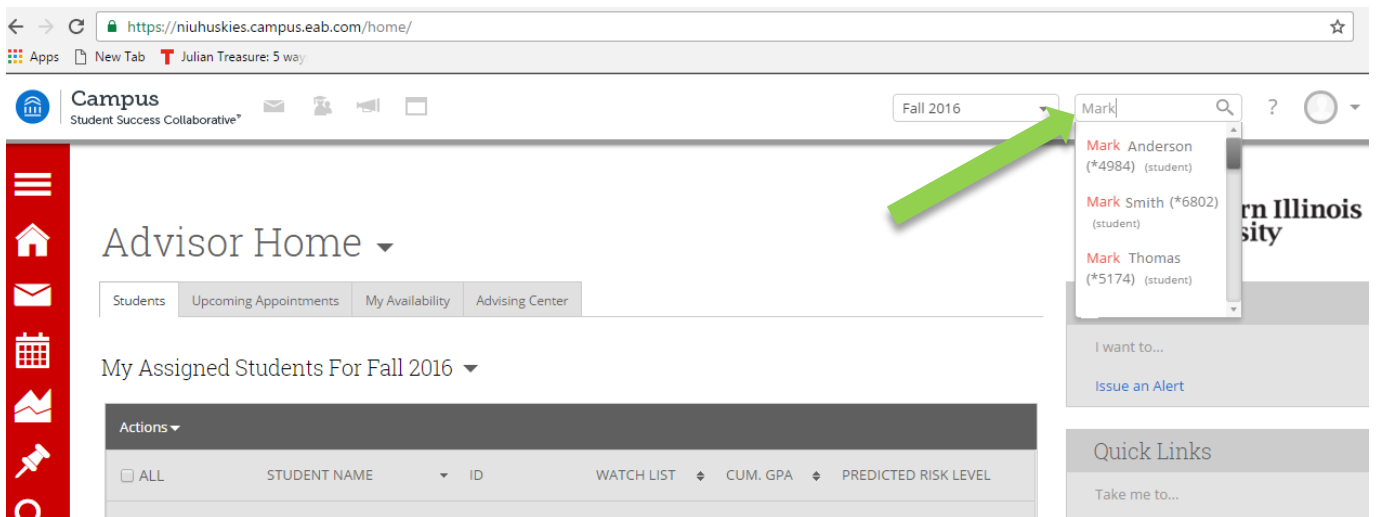
Repeat This Appointment?

Repeat:
Does not repeat ▼

[Save Appointment] Cancel
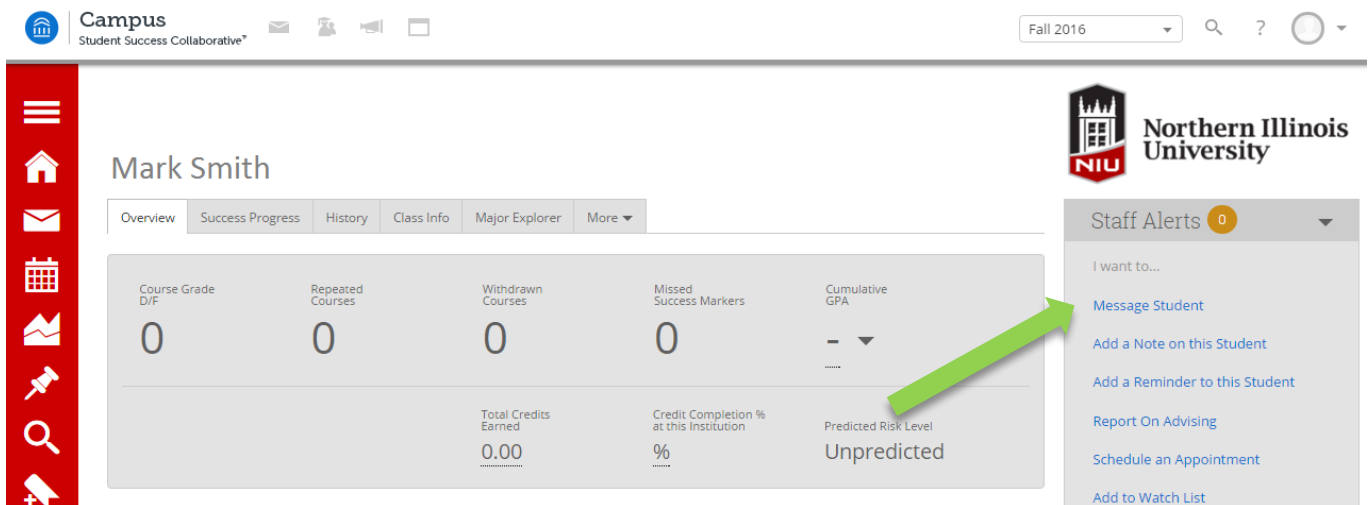
How to Send a Message

1. Search the student with the quick search option in the upper right corner.

2. Once you are on the student's main profile page, click on **Message Student**.

3. One the message box is open, you will need to complete the form:
   a. Add your **Subject line**
   b. Type or insert your message.
   c. Add any attachments if applicable
   d. Hit **Send Message**

4. To open your sent message go to the **More** tab and click on **Conversations**.
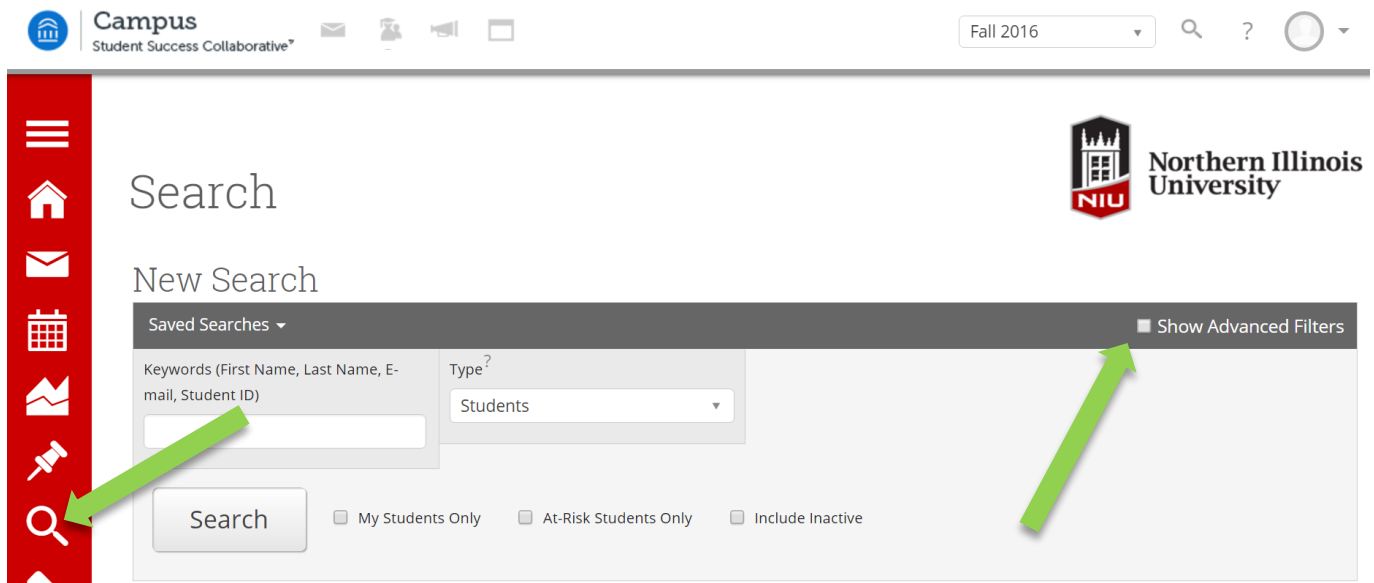
How to Use the Search Function

1. From the left navigation bar, click the magnifying glass. Create a search with the Advance Search Option
2. Check the **Show Advanced Filters** box to open more search parameters
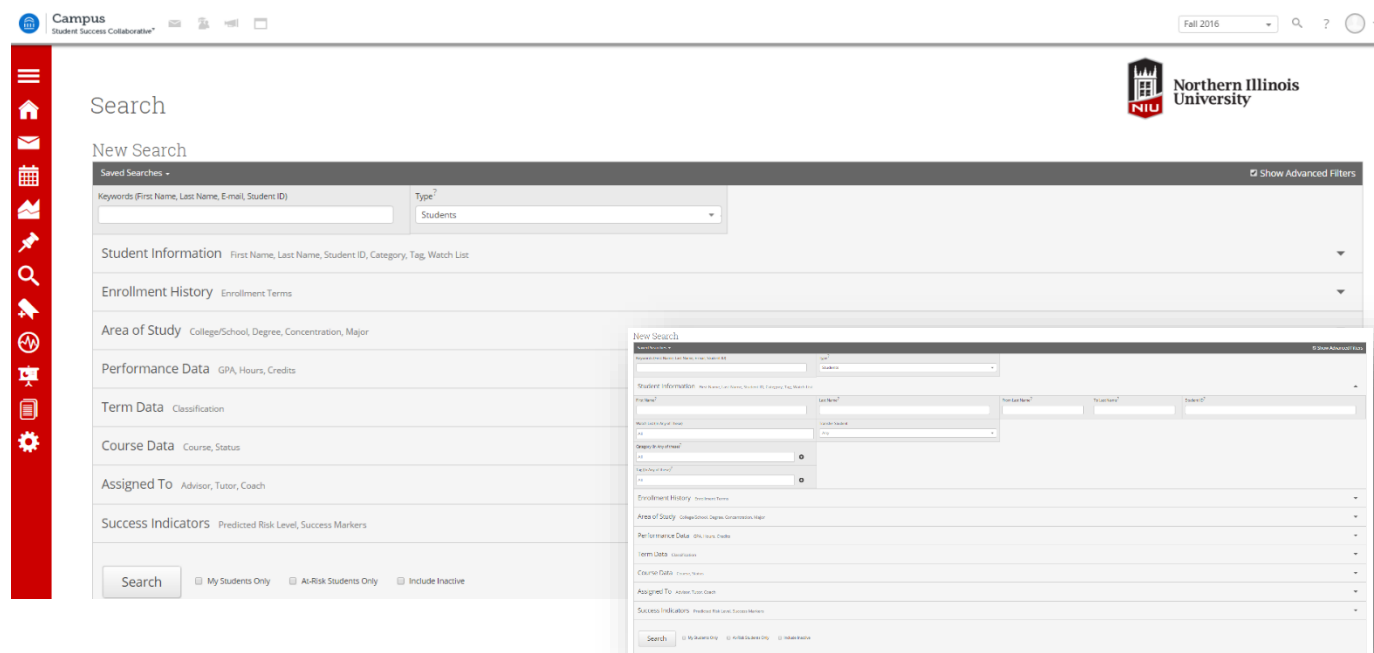
3. You can open multiple search parameters by clicking on the categories.
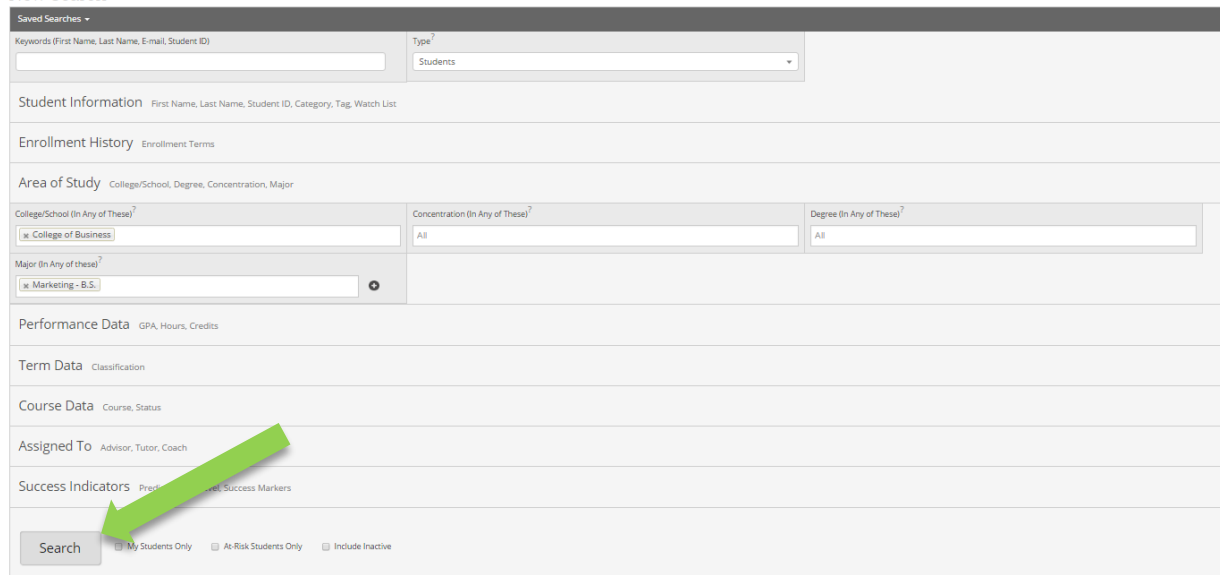
4. Once you have selected all the parameters you would like to use, click **Search**

5. This will generate a list of students

6. Clicking the actions button gives you options of what you can do with the list. Make sure you select the box next to the names that you would like the action to apply to.
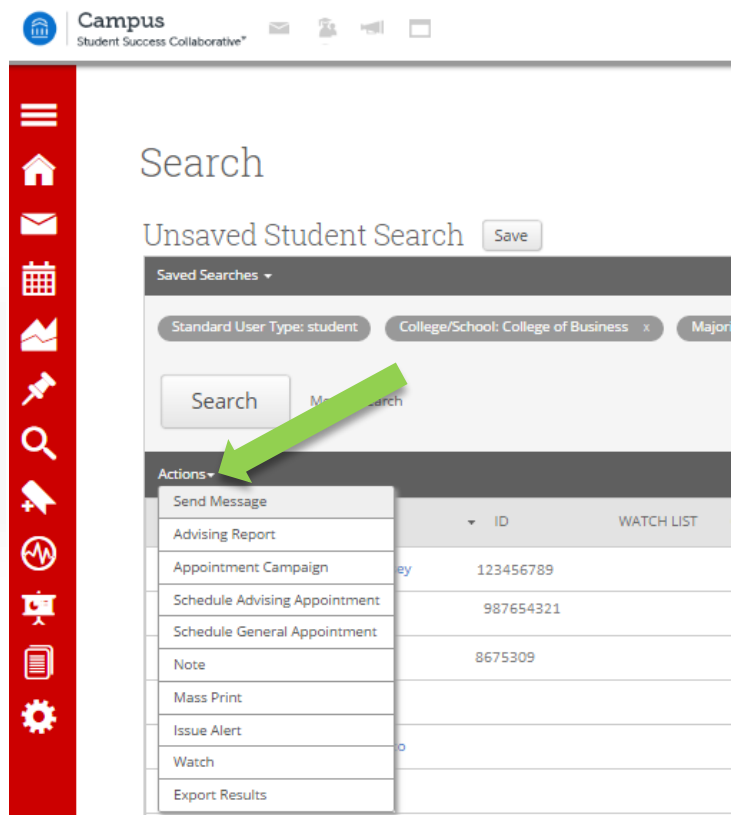
7. You can save the search by clicking on the save button at the top of the screen. This will allow you to easily pull the search parameters again as the system updates student information.
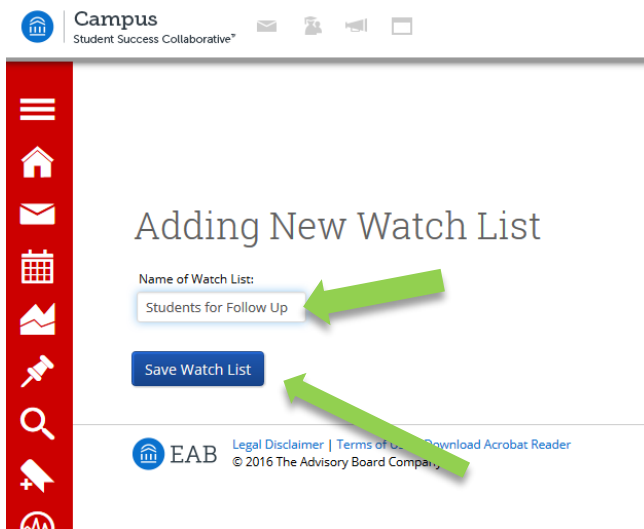
How to Create a Watch List

1. To create your watch list, you will first need to select the **Watch List** icon on the left navigation bar.

2. Select new **Watch List** button
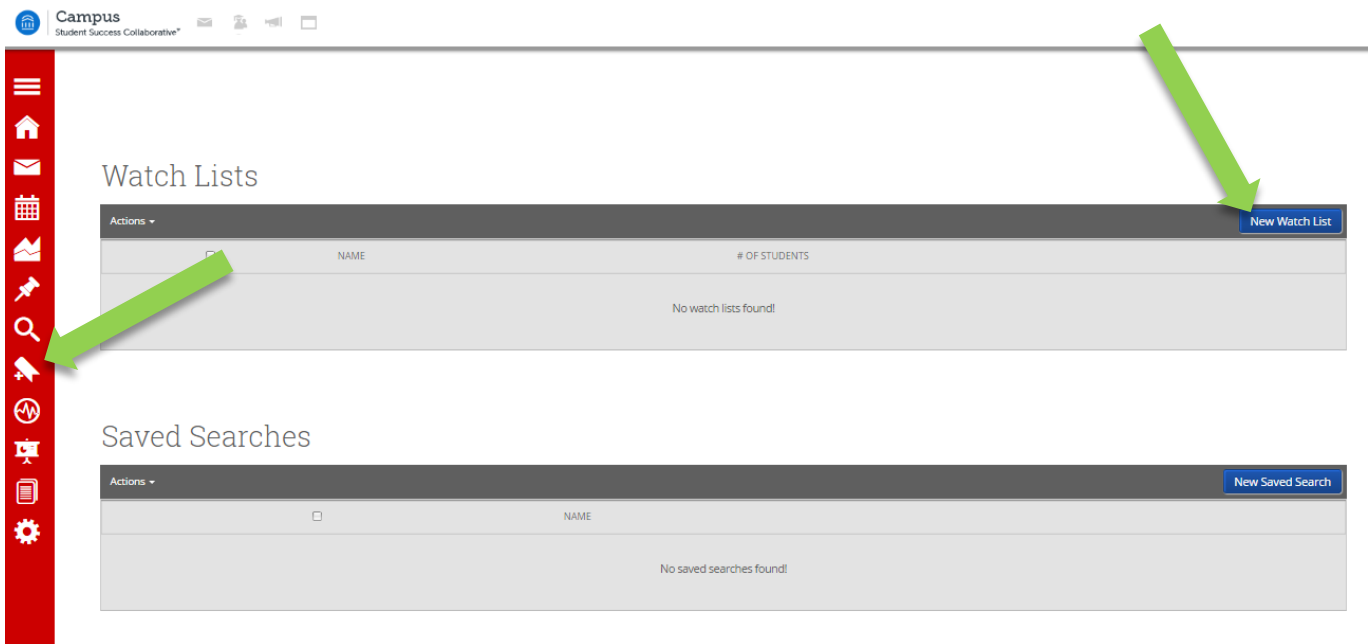
3. Name your watch list and select **Save Watch List**

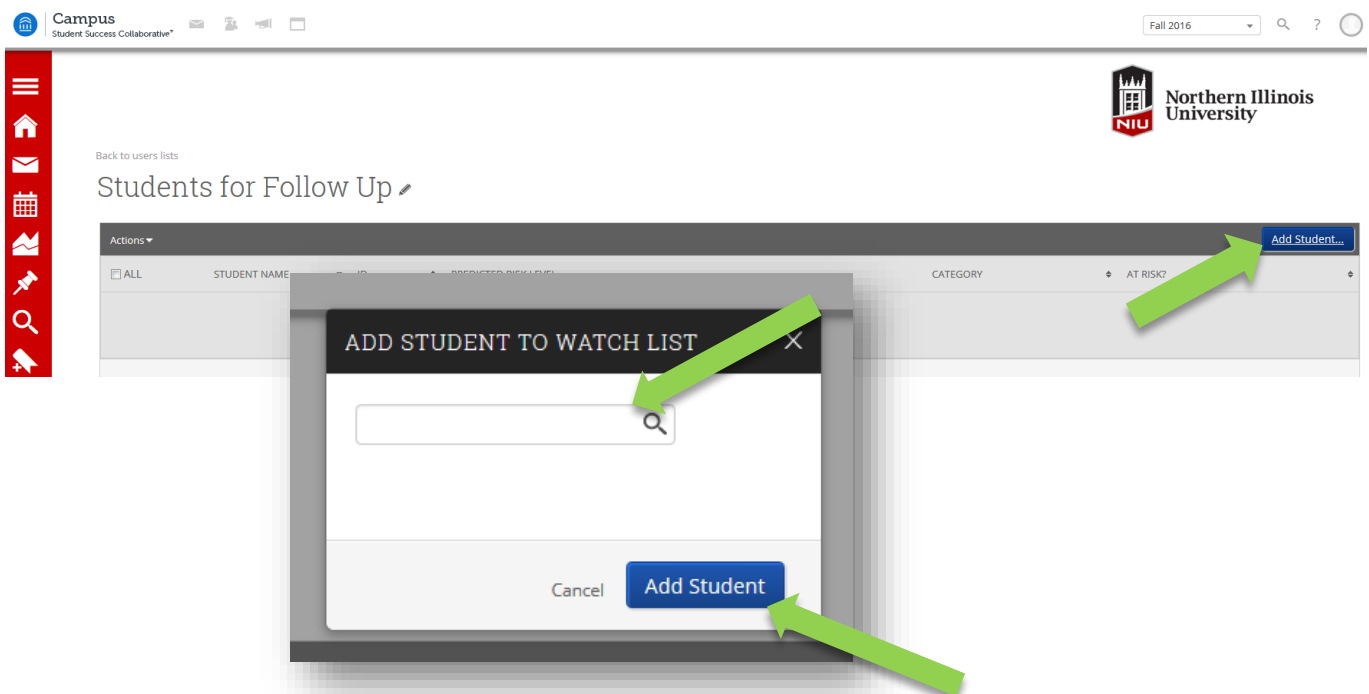4. Your watch list is now available to populate with students.

5. To populate students into your watch list you can either:
   a. select the list you just crated and then select the Add Students button. You can then search by name or ID to add students.
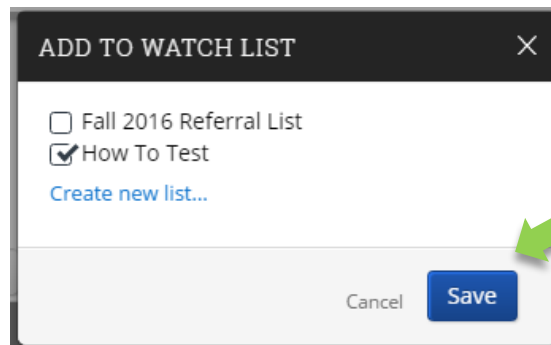
b. Use the search function (see page _____) and use the actions tab to add the students to a watch list.

    i. Click the down arrow next to the actions towards the top and select **Watch**
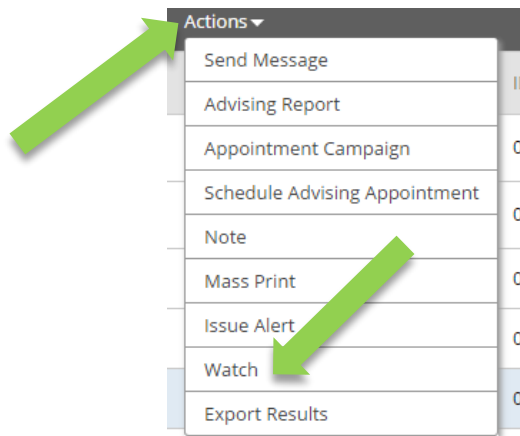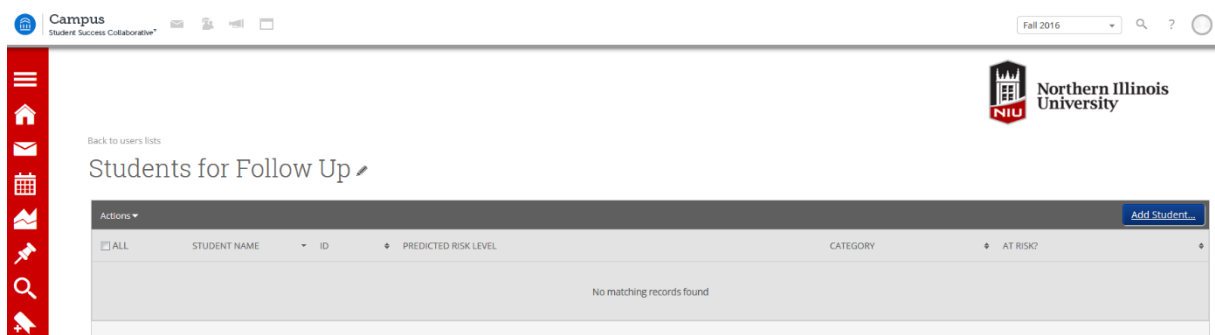

    ii. From here you can check the box to a previously created list or you can select **Create New List** (if this is a new watch list).
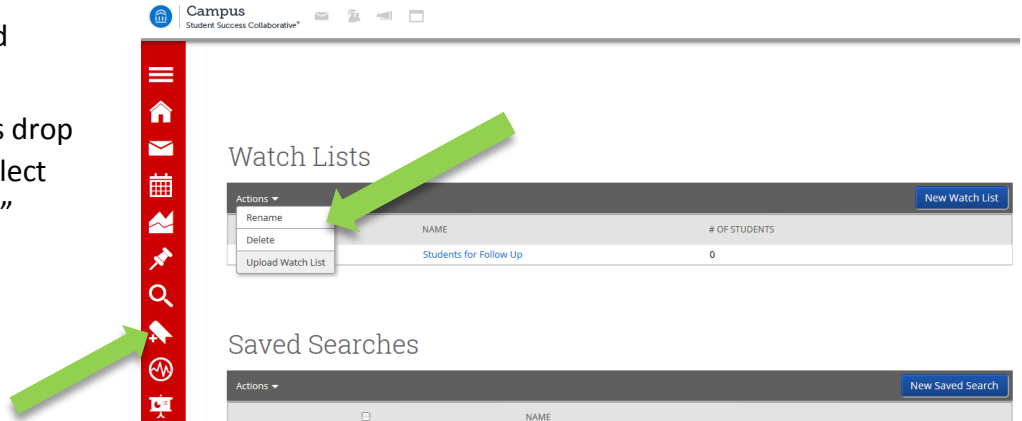

    iii. Hit Save. This will take a few seconds, to a few minutes to complete.

    iv. Once it is done, click on the List and Searches icon. You should now see the new list in the Watch List section.
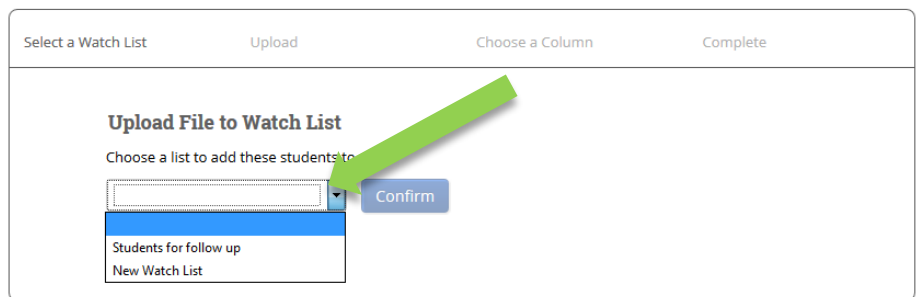
How to Upload a Watch List

1. Click on the List and Searches icon.

2. Click on the Actions drop down arrow and select "Upload Watch List"

3. Select where you want to upload the data to. It can be an existing list or new.

4. Click confirm

5. Choose a file to upload

6. Click upload file

7. It will ask you to select a column from the data for the student idea. Review the options to find the correct one.
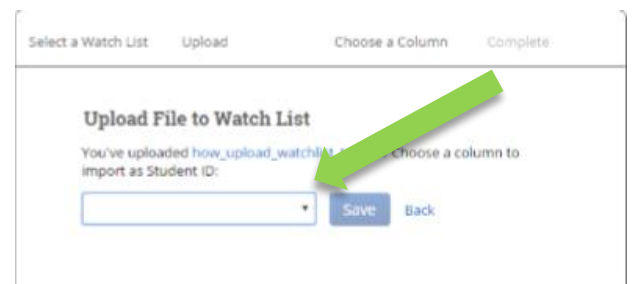
8. Once you confirm the information it will complete the upload and allow you to click on the list. If you do not need the list right now you can always find it again in the List and Search Screen.