



## Practice Exercises

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### Exercises for Exploring Key Areas of the SSC—Campus Platform

#### Setting Up Your Availability

- Add availability:** As a new user, the first thing you need to do is set up availability in SSC—Campus so that students can schedule appointments to see you. Typically, you offer time for scheduled advising appointments from 10:30am to 12:30pm on Tuesday, Wednesday, and Thursday and from 3:00pm to 4:00pm on Monday. You also offer drop-in hours from 2:00pm to 5:00pm on Wednesday and Thursday.
  - From the Advisor Home page, navigate to the “My Availability” tab.
  - Click on “Edit Appointment Constraints” and make it so that students need to sign up for appointments at least 6 hours in advance. Set your default appointment length to 30 minutes. Don’t forget to save these settings by clicking “Update Constraints.”
  - Click on “Add Time” and add the availability as mentioned above. Specify the location where you will offer these hours (e.g., Academic Success Center, CLAS Advising Center) and specify that you want this availability to stay on your calendar for just the current semester. Make sure to use the last field at the bottom of the window to add all student services that you want to offer, so students can sign up for specific services.
- Edit Availability:** Your manager has just asked you to provide another 3 hours of drop-in availability in the afternoon on Tuesday.
  - Click “Edit” beside your existing availability for drop-in advising and revise it to include Tuesday.
- Copy Availability:** You want to offer another hour for scheduled appointments from 3:00pm to 4:00pm on Friday.
  - Since it is very similar, select your Monday availability and click “Copy time.” Switch the day to Friday.
- Delete Availability:** A meeting for the Student Support Committee you sit on has just moved to 3:00pm on Mondays and student demand is typically pretty low on Mondays anyway.
  - Select your Monday availability and click “Delete Time” to remove it.
- Setting Up Availability for a Campaign:** You’ve just launched a campaign and want to make sure there is dedicated time for targeted students to make appointments with you.
  - Add two hours of campaign availability whenever you want. The campaign will only run for the next month, so limit the duration to one month from today.

# Scheduling an Appointment

## 1. Non-Front Desk Scheduling

- A student just emailed you and requested an appointment for 3PM on Friday.
- Find a student on your assigned advisee list, or via the quick search (upper right hand corner)
- Choose to "Schedule advising appointment" or from quick links, "Schedule a general event"
  - i. Schedule the appointment between you and a chose student for the correct day and time
  - ii. Choose your location and advising appointment reasons
  - iii. Add comments
  - iv. Save the appointment
- Note the appointment display on your "Calendar" tab (in the navigation pane)
- Note the appointment in your "Upcoming appointments" tab

## Searching For Students

### 2. **Advanced search:** Allows you to search on multiple filters that build upon one another.

- Navigate to the search homepage using the magnifying glass icon. To the right of Simple Search, click the button "Show Advanced Filters"
- Search for students that meet the following criteria (Hint: click the down arrows on the right hand side to expand filters and insert your criteria)
  - i. Cumulative GPA between 1.0 and 2.0
  - ii. Classification of Sophomore

### 3. **Actions from search:** Once you have generated a list of students, click the box next to a student name to select a student OR click the box next to "ALL" to select all students on the list. Then click the drop down arrow beside "Actions" on the left hand side.

- Note the available actions. Click the following options to see how each of these functions can be used:
  - i. Send Message
  - ii. Appointment Campaign
  - iii. Note
  - iv. Watch List
  - v. Save your search

### 4. Navigate to your "Lists and Searches" Tab.

- What is the difference between these two features?
- How will you use each of these in your advising outreach?

## Navigating a Student's Profile

1. **Choose a student from your list of assigned students.**
  - a. Click each of the tabs across the top of the page to familiarize yourself with the content of each.
    - ii. Overview
    - iii. Success Progress
    - iv. Reports/Notes
    - v. Class Info
    - vi. Major Explorer
    - vii. More (select options from the drop down menu).