



Student Success Collaborative Campus

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SSC Campus at SIU aims to increase retention and graduation rates by improving student achievement. Developed by the Education Advisory Board (EAB), the program combines technology and best practice research to help institutions assist students on their educational journeys.

How it works: SSC Campus is an online advising tool that helps advisors connect with students online, and uses predictive analytics to alert advisors if a student is veering off path for graduation in the desired major. The tool predicts a student's successful progress by making comparisons to the pace of students who have successfully graduated in the desired major over the past 10 years.

Advisors can use SSC Campus to schedule appointments with students, and vice versa. They can also connect with students via text, and even refer and track students to student service offices at SIU. In evaluating student needs, advisors see a comprehensive array of diagnostic information on a single screen and can look into each topic for more detailed information. They can print out student views of information. Advisors and coordinators also can create outreach lists, or "campaigns" based on criteria they choose.

Administrators can use the predictive analytics workbooks to identify trends regarding student progress and degree switching patterns in the major, college and institution.

SSC Campus LOGIN

If your position requires access to SSC Campus, you may complete training to gain access to SSC Campus once you have completed the SSC Campus eLearning. You can log in at sis.siu.edu to access the SSC Campus platform.

If you are an active student at SIU, you will have access to SSC Campus on your Salukinet account via the SSC Campus App.

Calendar Integration/Syncing

Instructions for Calendar Syncing with SSC Campus.

Student Request - Electronic Scheduling of Appointments

Once this feature is enabled, students will have access to electronic scheduling of academic advisement and/or tutoring appointments. The system will sync with Outlook and Google calendars. Scheduling appointments in SSC Campus allows control over editing/cancelling appointments and the student, academic advisor and/or tutor are notified; front desk staff can edit/cancel appointments; document no-shows in which student receives a "you missed your appointment" email; and students can receive appointment reminders (email in the morning of or text 1 hour prior to appointment). Information regarding how students may request an appointment with the student-facing appointment scheduler is listed in additional resources below. Students will also have the ability to cancel or reschedule appointments themselves through SSC Campus. The academic advisor can also cancel the appointment. On the Advisor Home page in SSC Campus, click on "Upcoming Appointments", select the appointment to

cancel, Click on "Actions", "Cancel Appointment". Select Entire Appointment, the reason (from pull-down menu), a comment (optional), and click "Cancel Appointment".

SSC Campus Manual

The SSC Campus User Manual has been distributed to academic advisors on the academic advisor listserv. If you need an electronic copy, you may request one by sending an email to sscampus@siu.edu. All users may access SSC Campus Help Center to view Getting Started links, videos, and how to's. The Help Center is located at the top right of the screen when logged into SSC Campus by clicking on the "?".

SSC CAMPUS FAQs

1. Who uses SSC Campus?

SSC Campus is used by academic advisors at SIU to help track and monitor student academic progress and referrals. SSC Campus may also be used to current SIU students. When activated, SSC Campus will also allow students to electronically schedule tutoring and academic advisement appointments.

2. How do I access the SSC platform?

If approved for access to SSC Campus, access to SSC Campus is available at sis.siu.edu. Active SIU students may also access SSC Campus on their Salukinet account under the SSC Campus app.

3. What are "success marker" courses?

Success markers provide an early alert to advisors that students need attention in critical courses based on their completion and performance levels. Success marker courses are selected by faculty and administration and a student's performance level in the success marker course can provide an early gauge of future performance in a given major to advisors. If a student does not perform well or does not complete a success marker course within the established credits threshold, a notification is triggered and the advisor can intervene.

4. What triggers a success marker?

Success markers will fall into the "Missed" category is either a student does not register for a given course within the set credits threshold (e.g. ENGL 101 by 30 hours) or the student receives a grade below the recommended threshold for the course (e.g. student completes ENGL 101 and received a grade of D while a required threshold was set at C).

5. Can success markers be disabled?

Yes. Advisors can disable notifications on a student profile. Once disabled, this notification will not be listed in a way that brings the notification to the attention of any

advisor using the SSC Campus website. Disabled notifications may be re-enabled at any time.

To disable a notification:

- a. Open a student profile.
- b. Open the Success Progress page.
- c. Find the notification that you wish to disable.
- d. Click or roll over the edit icon next to the notification.
- e. Select Disable Notification. The notification will not be disabled and display this way in the student profile.

To enable a notification, advisors will need to open the Success Progress page, find the notification that needs to be enabled, and select "Enable Notification" once they roll over the edit icon next to the notification.

6. How do transfer courses work with or against the success markers?

Transfer courses that are accepted by your institution will satisfy or set off notifications the same as institutional courses based on the requirements set.

7. How often is the systems information updated?

Information is updated daily.

8. What data determines a student's predictive success within the Major Matcher or Major Explorer?

The skills that the student has demonstrated through their completed coursework provide the data for the Major Explorer. Based on what the student has demonstrated, and how historically students performed in those same courses and went on to graduate from the various majors, a level of risk is projected.

9. Is the order of the alternative majors significant?

Yes, the majors are in rank order, so even when there are several at the same level of risk, the majors listed on the top are a "stronger" match than those below.

10. In the Major Explorer, from where is the career data populated?

EAB has partnered with Burning Glass, a Boston-based career technology and research company, which uses a combination of public and private data sources, including employers, public agencies, and job and resume websites using natural language processing to identify degrees and skills being sought by employers. Career information from public job postings is updated in real time via calls to Burning Glass. For each career, EAB's SSC Campus will show the following:

- **Career Description:** A brief overview of the career is provided by Burning Glass.
- **Related titles:** Job titles that require similar education and skills.
- **Salary:** The average national salary range for this career, based on all stages of the career.
- **Demand:** Low, medium or high. This is determined depending on the number of jobs posted to this career compared to all careers.
- **Skills:** Top five general job skills requested by employers for this career.
- **Related Majors:** Other majors mapped to this career.

11. What influences the predictive level of risk?

The advising application uses advanced analytical methods to identify the most impactful trends in student data and highlight opportunities for the more targeted intervention.

12. What is the Risk Score Analysis?

The Risk Score Analysis shows the risk areas and how the student compares in different skill areas to students who historically graduated from the major. Looking at risk area performance will also indicate why the student is or is not at high risk for completing the major. For example, if the risk shows red, it is usually because the student's performance in an area has a high importance to major completion and the student's comparative performance is below average compared to the historical norm.

13. What changes the student's level of risk?

The student's level of risk typically will change at the end of each term, as new grades and outcomes are recorded. The student's level of risk may also change with a change of major, as their performance will now be evaluated against that new set of historical graduates.

14. Will graduate students and their advisors be able to use the SSC Campus platform?

Not yet. SSC Campus and the data-driven models within the platform were developed specifically for undergraduate students. SIU is currently working with EAB to determine how the platform can be used for graduate students. Students and advisors will be updated with any changes.

15. Why do faculty and academic advisors have access to all students' data, including those who are not their advisees?

SSC Campus provides appropriate faculty, academic advisors and administrators access to student information, promoting seamless transitions and easy information-sharing. Under the Family Educational Rights and Privacy Act (FERPA), faculty, academic advisors and administrators can only access a student's data when they have an academic need-

to-know. Benefits of expanded access to student data include increasing communication and helps close feedback loops with other offices or academic advisors who may be meeting with the same student and providing support around major changes and career advice.

16. Who can I contact at SIU if I have more questions, or want more information?

Email SSC Campus at ssccampus@siu.edu.

17. Does SSC Campus comply with FERPA?

Yes. Each member institution has control over who has access to the SSC Platform on campus. Faculty and staff who do not need to utilize this advising tool would not have access. Also, SSC Campus is not a platform that students may give proxy access. FERPA, Family Education Rights and Privacy Act, covers "personally identifiable information" contact in "education records."