EAB Student Success Collaborative

the SPELMAN ARCH

The Spelman Arch Training Guide

last updated April 7, 2020

Table of Contents

Setting Up Your Availability

Availability

To setup advising appointments or to launch an appointment campaign, the first thing advisors need to do is set up availability in the Spelman Arch.

Staff Home ▼

| Students | Upcoming Appointments | My Availability | Appointment Queues | Appointment Requests |

Available Times

Actions ▼

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
○	Fri	11:00a-2:00p EDT	September 17, 2019 to September 20, 2019	Student Success Center	Academic Advising For: Appointments	Advising	Inactive/Edit
○	Fri	10:30a-5:00p EDT	October 12, 2018 to October 12, 2018	Undergraduate Studies (Dean's Office -Roc 103)	Academic Counseling, Academic Review Consultation, Changes to my Schedule For: Appointments/Drop-Ins	Advising	Inactive/Edit
○	Tue	8:00a-5:00p EDT	September 04, 2018 to September 04, 2018	Student Success Center	SSP Online Tutoring For: Appointments	Tutoring	Inactive/Edit

ADD AVAILABILITY ✕

From
8:00am

To
5:00pm

All times listed are in Eastern Time (US & Canada).

How long is this availability active?

Please select a duration ▼

What type of availability is this?

| Appointments | Drop-ins | Campaigns |

Care Unit
Please select a care unit ▼

Location
Please select a location ▼

Services
Please select services

URL / Phone Number ⓘ

Special Instructions for Student

B *I* ☰ ☰ ↶ ↷

Cancel   Save

Add Time-

Step 1: Click the Add Time button in the Actions Menu

Step 2: Select the days and times when you are available to meet with students.

Step 3: Select whether you will meet with students via appointments or drop-ins during that time. The campaign option is availability reserved specifically as dedicated time for targeted students to make appointments with you.

Step 4: Choose the Advising Care Unit.

Step 5: Choose the location where you will be available (typically My Advisor's Office).

Step 6: Select which student services you can provide to students during this availability. You might select Academic Advising, Degree Audit, Registration PIN, etc. Note: Leaving this student services field empty means you will appear to be available for all advising student services.

Step 7: Provide URL or phone number where you will be available.

Repeat this process until all of your availabilities have been defined.

Copy Time - to copy a time, select the time you would like to copy and then click the Copy Time button. The availabilities will be copied and a dialog will open allowing you to make edits or to save your newly created availability.

Delete Time- to delete your time, simply select the time and click the Delete Time button.

Viewing Your Calendar

My Calendar

Your calendar in SSC is a quick way to view appointments or events at a glance.

Add Calendar Event – Clicking Add Calendar Event will bring up your appointment scheduling page.

Print Calendar – Here you can print your monthly or weekly calendar views directly to PDF.

View today, day, week or month – Quickly choose to view just Today, or view by day, week or month. Using the left or right arrows allows you to view previous or future dates if desired.

Notice the Legend just above the calendar grid. Options listed include: **Advising, Assignment, Tutoring, General, Course, Free Busy and Cancelled**. Selecting one of the checkboxes enables associated appointments to show on the calendar grid and deselecting the checkbox hides them. (These options are automatically checked by default).

Viewing the Calendar Details

A user is able to hover over the calendar detail for a pop-up with more information and can click into the appointment for even further information.

Managing Advising Appointments

Appointment Queues

The Appointment Queues tab allows advisors to monitor and maintain visits for students in their queue or other advisors' queues.

Students Checked In For Appointments
This grid shows any students who have checked in for an appointment and are waiting to see you. In other words, the student is in the waiting room ready to see you. When you are ready to meet with the student, click the circle beside the student and press the Start Appointment button in the Actions Menu. Doing this starts the appointment and brings up an advising report for you to fill out at the conclusion of the appointment.

Students Checked In For Drop-Ins With Me
This grid displays students who are waiting to see you, or the first available advisor. The list is sorted by placing the student who checked in first at the top. Along with this grid, you have given several options in the Actions Menu to manage the list of students.

In-Progress Visits
Students will appear in this table when an appointment is started from either the 'Students Checked In For Appointments' or 'Students Checked In For Drop-Ins With Me' tables.

Starting an Appointment

To file a report for a student in your queue and report upon that session simply click the **Start Appointment** button in the Actions Menu. Other options include:

Creating an Appointment Campaign

Navigating to Campaigns: While on the advisor home screen, select "Appointment Campaigns" from the left hand side Quick Links section. This will take you to the Campaigns tab. From there, select Appointment Campaign from the right hand side, under Actions.

Define Campaign:

- **Campaign Name**: Name your campaign (Students will not see the name of the campaign).

- **Care Unit**: Select "Advising" as the Care Unit.

- **Location**: Choose your location. **NOTE**: Ensure that for the campaign availability you have created under "My Availability" you have selected that you will be available in the same location (Advisor's office).

- **Service**: Specific service provided during the appointment.

- **Begin Date and End Date**: Choose the date range for which you want the campaign to run. If a student tries to schedule outside of that time period, they will receive a message stating that the campaign has expired.

- **Appointment Limit**: Number of appointments the student can schedule for the campaign(default is 1).

- **Appointment Length**: Duration of each appointment.

- **Slots Per Time**: Select number of students allowed to attend each appointment (default is 1).

- **Allow scheduling over courses**: Students will be able to schedule over their own classes, and the classes of the staff member they are scheduling with, within the campaign date range. This does not include calendar sync events or other conflicts. **NOTE**: Select this option to allow students to schedule appointments at times most convenient to their modified online course schedules.

Adding Students: Use the advanced search feature to search for students you would like to participate in the campaign. Or, choose one of your saved searches by clicking the drop down arrow beside "Saved Searches". If you want to ensure that you only return a list of students assigned to you, also click the box beside "My Students Only) next to the Search button. Select the students you wish to include in your campaign. Confirm the list of students included and remove or add students as needed.

Adding Staff: If you have correctly set up your availability for Campaigns then you should see your name on the next page under "Add Advisors to Campaign". If applicable, select other advisors to join your campaign.

Compose Your Message: Review and edit the message content.

Confirm & Send: Review the details of your campaign. When you are ready, click send to issue the email to students on the list.

Searching for a Student

Quick Search

Search for a student or user in the Quick Search in the top right corner of the platform. Able to search by first name, last name, or student ID.

Advanced Search

Search for a specific group of users (e.g. students, professors, advisors) and then optionally perform some action for them. For instance, it is possible to get a list of all Men's Baseball players with less than a 2.0 cumulative GPA and send them an email.
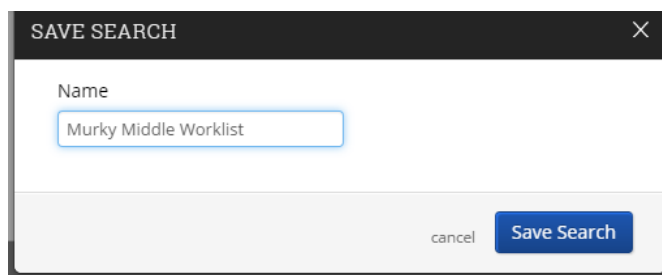
You can toggle between the Advanced and Simple search by clicking the Switch To… button under the Search for Students heading. When you first click on the Search tab, SSC defaults to the Simple Search. With the simple search, you only have the option to search by Keyword. This search will only allow you to search a specific character (or group of characters in the users name), classification and/or category. The Advanced Search, as shown above, gives users a chance to search for a wide variety of other options such as First Name, Last Name, Cum. GPA less than, and many more. Once you have entered your search criteria, click the Search button.
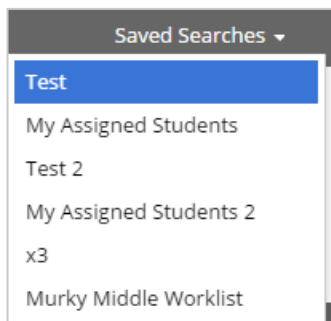
Additional Filters

1. **My Students Only** - Search only students assigned to you. Advisor assignments can be direct, one-to-one assignments or indirect major or category assignments. Tutors most commonly have direct, one-to-one student assignments. Students are assigned to professors based on their course rosters.

2. **At-Risk Students Only** - Limit search results to students who have the At-Risk indicator on their student record.

3. **Include Inactive** - By default, the search results only display users who are active in the currently selected term. Checking this box includes students from past terms as well.

Watch List Creation

To save a watch list, click the save button in the upper left hand corner of the page and you will be prompted to save your worklist. This will create a dynamic list of results that consistently matches your search criteria.

All saved worklists can be accessed through the Saved Searches drop down on the upper right hand side of the Advanced Search page. You can also see the results of your Saved Searches on the Advisor Home by switching from Assigned Students to a specific Saved Search.

Tracking Class Attendance

To record attendance, select "Record My Class Attendance" from the Quick Links section on the Professor Home Page.

Select the course for attendance tracking.

To record attendance, mark students as either 'Present', 'Absent', or 'Tardy'. If marked either 'Absent' or 'Tardy', you can also select the 'Excused' radio button. The column titled 'Pattern' on the right-hand side shows the pattern of attendance for this student for up to the last 5 course meetings.

Course Attendance

Choose a Course

○ SPSC-315-01
M 4:30p-7:00p
To Excel | Census

SPSC-315-01 American Constitutional Law : Monday, Mar. 13, 2017

Actions ▾

STUDENT	ABSENCES	PRESENT?	ABSENT?	TARDY?	EXCUSED?	PATTERN	
Anderson, Courtney	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Bailey, Zaire	1 (1)	○	○	○	☐	▮▮▮	Add Progress Report
Biggers, Audrianna	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Black, SaVannah	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report

Choose a Date

◐ March 2017 ◑

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	31	

You also have the option to mark only the students who are 'Absent' or 'Tardy' and then use the option below the grid to mark the remaining students present. This allows faculty to only report the absent students. After completing the grid for that course at that time, the instructor selects the 'Save Attendance' button below the grid.

STUDENT	ABSENCES	PRESENT?	ABSENT?	TARDY?	EXCUSED?	PATTERN	
Geer, Pametra	1 (1)	○	○	○	☐	▮▮▮	Add Progress Report
Harmon, Gabrielle	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Hicks, Victoria	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Huggins, Kiera	1 (1)	○	○	○	☐	▮▮▮	Add Progress Report
Jones, Amber	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Jones, Ashli	0 (0)	○	○	○	☐	▮▮▮	Add Progress Report
Jones, Kaitlyn	2 (2)	○	○	○	☐	▮▮▮	Add Progress Report

☐ Mark Remaining Present   [0] Present [0] Absent [0] Tardy

For attendance verification, go to the "Actions" menu on the top left, just under the title of the course, select Toggle Patter/Comments.

In the "Comment" column, record if the student has "never attended", or is on the roster but "has stop attending." If a student is attending class but is not on the roster, please email the Dean with the student's name, 900#, course title and CRN.