
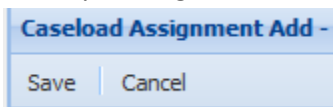



Welcome to SSP!

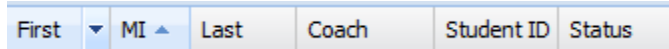
*Updated for Version 2.4*

1. Log into [ssp.gtcc.edu](http://ssp.gtcc.edu)
2. Tools menu
  - a. Main – General information about a chosen student
  - b. Intake – Answers to questions and information entered by or about the student on the intake questionnaire
  - c. Action Plan – Create an action plan for the student
  - d. Journal – Create journal entries regarding the student
  - e. Early Alert – View early alerts issued on behalf of the student
  - f. MAP – Create, edit, or monitor the student’s MAP
  - g. Accommodation – Specify any disAbility accommodations the student may require
  - h. Documents – Download and view documents attached to the student’s record
3. Main screen tabs
  - a. Dashboard – General student information including GPA, program, DOB, ID, etc.
  - b. Details – More detailed version of Dashboard, including FA GPA, hours earned/attempted, recent term activity, etc.
  - c. Transcript – Record of placement, proficiency, transfer, developmental, and institutional credits attempted and earned (similar to STAC in Colleague)
  - d. Placement – Placement test scores, achievement test scores, and/or high school GPA  $\geq 2.6$  used for placement (similar to TSUM in Colleague)
  - e. Contact – Student’s address, phone number, GTCC email address, DOB
  - f. Coach – Assigned coach name, photo, contact information, and activity for student
  - g. Schedule – Student’s currently enrolled courses, including instructor names
4. Adding students in SSP
  - a. To add a student to SSP, click the avatar icon with the plus sign.  This will take you to the Caseload Assignment Add screen.
  - b. You must have a student’s ID number to add the student to SSP. Enter the student ID into the Student ID box and click “Find.” This will auto-populate all other information. If the ID is invalid or entered incorrectly, you will receive an error message. If the coach assignment has been made in Colleague, the assigned coach will also auto-populate. Select “Send Student Email Intake Request” if the student has not yet completed the intake questionnaire.
  - c. Specify any service groups applicable by selecting the Service Groups tab. Service groups include students on academic warning or probation, eDegree students, and veterans. Select the appropriate groups and click the right facing arrow.
  - d. Save by clicking on “Save” near the top left of the screen.



5. Searching for students in SSP


- a. On the Main screen, you will see an avatar icon with a magnifying glass. 
- b. Select this option to search for students. Please note that only students who have been added to SSP will display in search results. If your search results do not include the desired student, add the student to SSP (# 4 above).
- c. Search by any option or combination of options. Partial names and ID numbers yield search results.
- d. After you enter the search term, select the “search” button or hit the enter key. You can sort the search result list by clicking on any of the returned categories.



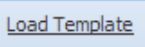

- e. To search again, chose the down arrows to re-open the search screen.

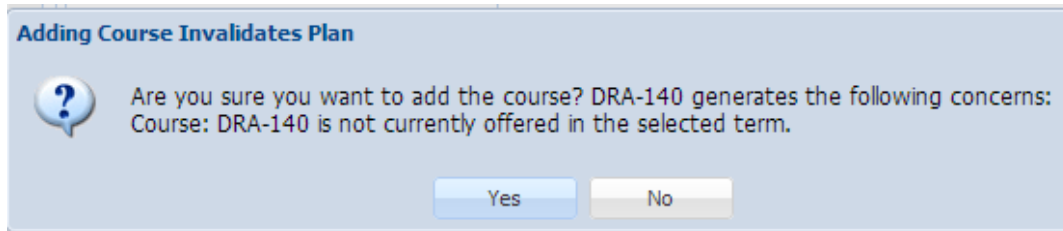


6. Editing a student’s file in SSP






- a. Select a student by single clicking the student’s name. To send an Intake Request or add service groups, select an icon with a pencil. There are four person-and-pencil or pencil icons on the Main Dashboard screen:  
 Make and save changes.
- b. Personal information syncs overnight to match Colleague. Changes to information such as student name, address, and phone number must be made in Colleague.

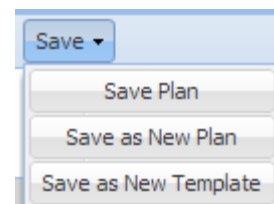
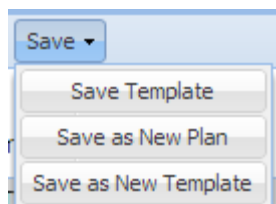
7. Creating a MAP

- a. There are two ways to create an academic plan, or MAP, for a student. You can create a MAP course by course, or you can use a MAP template for career-technical programs.
- b. After you have selected a student, select “MAP” on the tools menu. If the student already has a MAP, the active MAP will appear. If the student does not have a MAP, you will see blank semesters.
- c. To use a template for career-technical programs, select “Load Template.”   
Filter by Department or Title (the last selection on the left side) to narrow the list on the right. Filter by Program will not yield accurate results at this time. Click on the name of a template to select, and then click “Open” at the top left of the pop-up window. The courses will fill terms exactly as indicated in the college catalog. Templates do not account for developmental requirements or previous courses completed. You may edit any term on a template. 
- d. To build a MAP course by course, either scroll through the list of all courses or use the “Filter by Tag,” “Filter by Term,” or “Filter By:” options on the left of the screen. “Filter by Program” is not fully configured and will not yield accurate results at this time. “Filter By:” is recommended because you can search by course code. To search by course code, include a dash after the prefix in the form of COM-
- e. Select the course and then drag and drop into the correct term. If the schedule has not been built for a future term, you will receive a pop-up warning that the course is not offered in the selected term. SSP uses the curriculum schedule in Colleague to verify a course will be offered, and if the schedule has not been built, you will see an error:



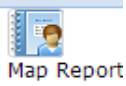
Select “Yes” to add the course to the student’s MAP.

- f. If you drag a course into a term for which the schedule has been built and you receive an error message, the course may not be offered in that term. Investigate the situation before you add the course to the student’s MAP.
- g. Delete a course from a term by selecting the course and then selecting the  icon in the header for that term.
- h. You can add notes for the student for a course, term, or plan. To add course notes, double click on the course, type in the Student Notes section, and save. To add term notes, click on the  icon in the header for a term, type in the Student Notes section, and save. To add plan notes,  click on **Plan Notes**, type in the Student Notes section, and save. Students cannot see text added in the Advisor/Coach Notes section. If the plan already contains notes, you will see a  icon. Click or hover on the  to see the note.
- i. When you have finished creating the MAP, use the “Save” drop-down menu to select “Save as New Plan” for a template or “Save Plan” for a course by course plan.



Add appropriate identifying information, and then click “Save” at the top left.

## 8. MAP Report

- a. The MAP Report feature allows you to see whether a student is on or off plan, provides an on-plan percentage, and notes which courses are considered anomalies.
- b. Select a student and select “MAP” from the tools menu.
- c. A student must have a MAP to run the MAP report.
- d. Select “Map Report” on the right side of a screen, above the student’s MAP. 
- e. The MAP status report will appear in a pop-up. The report indicates the following information about a student’s progress on the MAP:
  - i. On or Off Plan
  - ii. Total number of courses considered in calculation
  - iii. Number of anomalies
  - iv. Plan on-plan ratio

- v. Details per term
- vi. Details per anomaly course
- vii. Details per “On Track” course
  - 1. Course on MAP in different semester
  - 2. Course substitutable for another course on MAP, per catalog plan

Plan Status:	Off Plan					
Total Plan Courses In Scope:	21					
Plan Anomalies:	2					
Plan Ratio:	90%					
Plan Note:	2 plan course(s) have issues					
<input type="button" value="Re-Calculate Plan Status"/>						
<b>Term Details</b>						
Plan Term	Term Ratio	Anomaly Code	Note			
2013FA	100.00%	No Anomaly	Term has no anomalies			
2014SP	100.00%	No Anomaly	Term has no anomalies			
2014SU	50.00%	Course Not Registered	Term has one anomaly: Course Not Regist...			
2014FA	83.00%	Course Not Registered	Term has one anomaly: Course Not Regist...			
<b>Course Details</b>						
Plan Term	Plan Formatted Course	Plan Course Code	Anomaly Code	Note		
2014SU	HEA-110	S10185	Course Not Registered			
2014FA	SPA-112	S12995	Course Not Registered			
<b>On Track Details</b>						
Plan Term	Plan Formatted Cou	Plan Course Code	Transcript Term Code	Transcript Formatted Co	Transcript Course Cours	Substitution Reason
2014SU	SPA-111	S13047	2014FA	SPA-111	S13047	Different Term

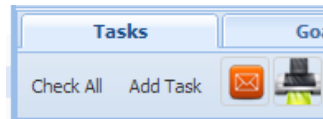
9. Adding a Journal entry

- a. Select a student and click “Journal” in the Tools menu.
- b. The Entry Date is automatically populated with today’s date. If you need to back-date an entry (i.e., if you had a conversation with a student previously and did not have a chance to record notes), click the calendar icon to change the date.
- c. Set the Confidentiality Level to EVERYONE if you want faculty members and Student Success Specialists to be able to see the journal entry. You will almost always use the EVERYONE confidentiality level.

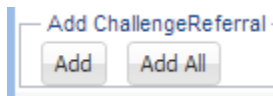
- d. Choose the source (walk-in, appointment, etc.) of the conversation with the student.
- e. If you would like to use a checklist to guide your conversation and quickly document what you discussed with the student, use the drop-down menu to select the appropriate track. Faculty will choose one of the “Faculty Coach” tracks.
  - i. If there are folders (steps) within the track, choose which folder you would like to use.
  - ii. As you talk with the student, click the corresponding boxes to indicate you discussed a topic.
  - iii. If you mistakenly check the wrong, box, simply uncheck.
- f. If you would like to free-write comments, type those in the “Comment (Optional)” box. Detailed comments are helpful when referring to records of a conversation with a student.
- g. Click “Save” to save the journal entry.
- h. Click on any journal entry to read.

#### 10. Adding a Task to an Action Plan

- a. Select a student and click “Action Plan” in the Tools menu.



- b. Click “Add Task” under the Tasks tab:
- c. Filter or search to find the appropriate resource.
  - i. Filter by Category: Advising, Counseling, or Registration
  - ii. Filter by Challenge: Undecided Major or Career Field, Test Anxiety, Grades, etc.
  - iii. Search by keyword
- d. Select Challenge Referral from resulting list. To select multiple choices, hold the Control (PC) or Command (Mac) key and click multiple items.
- e. Click “Add.” Click “Add All” to add all displayed Challenge Referrals to the student’s task list.



- f. In the task list on the right, double click the item. This will open more information about the task.

For Tasks Added to the Action Plan, Add the Due Date and Confidentiality Level.  
Custom Tasks can be Added to the List Below

Add Custom Remove Remove All

Task	Link	Due Date	Confidentiality
Myers-Briggs Type Indicator (MBTI): Carefully read the directions and click on the 'Do It' button at the bottom of the text box. Click 'Score it' whe...	<a href="http://www.hum...	<input type="text"/>	EVERYONE <input type="button" value="v"/>

- g. Add a due date and set the confidentiality level. Click “Update.”
- h. Add a custom task by clicking “Add Custom,” completing the requested information, and clicking “Save.”

## 11. Intake

- a. Students will be asked to complete the intake questionnaire as part of the orientation process.
- b. If a student has not completed the questionnaire, you can email the Intake Request link by following #6 above, or you can walk through the Intake questionnaire with the student.
- c. To walk through the questionnaire or view a student's responses, select a student and click "Intake" on the Tools menu.
- d. Click through the tabs and enter information as needed. Remember that information imported from Colleague must be changed in Colleague. If any personal information is changed in SSP, it will revert to the information stored in Colleague when the data update overnight.
- e. Click "Save" to save changes.

## 12. Early Alert

- a. Click Early Alert at the top of your screen in the dark blue bar.
- b. Choose the appropriate course section from the drop-down menu.
- c. Click on a student name to select a student.
- d. Select the required information.
- e. Click "Send Early Alert."
- f. A pop-up will appear that asks if you would like to send an email to the student. The email does not contain the specific information you entered regarding the alert, and it provides contact information for various academic support services on campus.
- g. For more detailed instructions on issuing an early alert, please log onto the Intranet and navigate to the following link:

<http://www.gtcc.edu/media/372412/early%20alert%20instructions.pdf>

SSP resources, including video tutorials, are available in the Advising Training Moodle site and on the Intranet at:

<http://www.gtcc.edu/intranet/resources/advising-new-student-orientation.aspx>