

Phased Implementation Plan

Phase One:

During Phase One we will determine current structure for appointment scheduling in all Advising Departments (ex. Appointments are currently made by a student calling in or walking in to an Advising Center). We would keep this process in place for Phase One, but use SSC Campus to manage those appointments. Also, we would recommend that all interaction be captured in Advising Summary Reports or Notes.

Functionality to use:

- Advising Availabilities
- Advising Center/Kiosk
- Advising Summary Reports
- Appointment Campaigns
- Notes
- Search
- Text/Email Communication (optional)
- Advisor Scheduling appointments (optional)

Units involved:

- Professional Advising Units Only
 - UARC
 - SSS
 - LLCE
- [At the same time, faculty members utilizing Institution Reports only]

With this option, we will train Advisors on their standard day-to-day interaction: Creating Availabilities, Starting appointments when students check-in, keeping notes, communication with students.

Phase Two:

During Phase Two we will expand on the Advising Functionality into Appointment Campaigns and creating referrals. This is where we will also begin to get other departments involved (ex. Tutoring, Financial Aid, other Support Offices, etc). We will also begin to allow students to schedule their own appointments.

Functionality to use:

- Progress Report Campaigns (Early Alerts)
- Tutoring

- Appointment Scheduling
 - Tutor Center/Kiosk
- Referrals to other Support Units - Cases
 - Financial Aid, Career Center, etc
- Student Based Appointment Scheduling

Units Involved:

- Faculty Advising
- Additional Student Support Services