



SSC-Navigate News

Issue 1, January 27, 2021

Welcome!

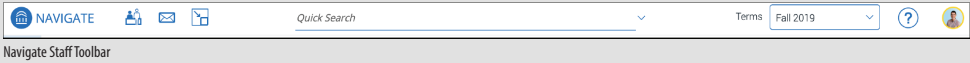
Welcome to the first issue of SSC-Navigate News, your source for updates on K-State’s engagement with SSC-Navigate. We anticipate publishing this newsletter at least twice a semester. We also are refreshing the SSC website to make it a more effective tool for the K-State community. This project is still under construction, but keep checking back to see our progress.

Name this Newsletter Contest

We want the K-State community to create a name for our newsletter. The only requirement is that SSC-Navigate appears in the title or subtitle. Share your good ideas on a name by writing to studentsuccess@k-state.edu.

What’s new in the Platform?

The toolbar and icons in Navigate Staff have been updated. These changes improve the accessibility of the platform.



The icons across the top are Appointment Queue, Unread Messages, and Minimized Dialogs. If there are more than ten unread messages, you have the option to click Show More to open the Conversations page. Next is the Quick Search, the Term Selector, and the Help button, which opens the Help Center. Finally, clicking on your avatar opens a menu with various options based on your role’s permissions.

See the [SSC-Navigate Strategic Care release notes](#) for full details and images.

Personal Availability Link

Navigate has created Personal Availability Links (PAL) for staff users. These links are unique to each staff user in Navigate and do not change over time. You can find and manage your Personal Availability Link on the My Availability tab on Staff Home.

When you include a PAL in a URL field or email and students select the link, they are taken to the New Appointment page in student scheduling. The staff user and their Care Units and Support Services are pre-selected. Students then see the available times staff have to meet. The student will only see the Care Unit, Services, and Locations and times the staff user has selected to be part of their PAL. All configurations, limitations, and permissions for the availabilities remain in effect.



Important: If the user has more than one service available, the student needs to select one from the Support Services menu.

To apply your Personal Availability Link availability, you need to check the Add this availability to your Personal Availability Link box when creating or editing an availability.

SSC-Navigate Spotlight

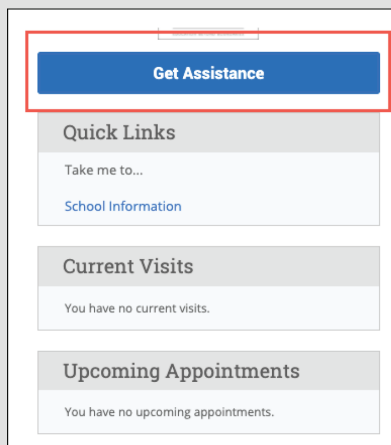
Are you or one of your colleagues doing something exciting within SSC-Navigate? Nominate yourself or someone else for a Spotlight in this newsletter. Nominations may be sent to studentsuccess@k-state.edu.

Access to SSC-Navigate

We now have a [Service Now form](#) to facilitate requesting access to SSC-Navigate. You may still use the [KSIS Security Access form](#) to request access, but we are pleased to offer a streamlined, paperless process.

New Student Scheduling Workflow

The scheduling workflow has been upgraded to make it easier for students to schedule appointments. The user interface is built to provide a fully accessible framework for student scheduling. Upon clicking the blue Get Assistance button, the student will walk through a streamlined appointment scheduling experience. Students are asked multiple questions, all on one page in one box rather than clicking through several different text boxes and drop-down menus. Once the questions have been answered, the student is taken to a reorganized calendar option that presents far more appointment time options all in one place from which the student may select. Images shown in the Strategic Care 20.2.0 Release Notes document.



After selecting the day and time options that work for the student, the student is given the option to review their choices, request help, view drop-in times, leave notes for the staff member, or confirm the appointment.

Virtual Check-Ins

Virtual check-ins are supported with the new student scheduling workflow. Students can now log into their student profile page via any of their devices and click the green “Check-in Online” button under their “Upcoming Appointments” box. This will notify the staff member that the student is now ready and waiting to start the appointment.

Along with this upgrade comes the ability to provide custom text that the student will see when using the virtual check-in button. This setting is location-specific. Application Administrators can make this adjustment, so contact Brad Cunningham at bradc@k-state.edu if you wish to provide location-specific feedback for your students as they check-in for appointments.

“I think that this info is very helpful to guide conversations.”

— Staff Member

Enhancement: Current Visits Only Show Checked-In Students

The Current Visits panel on Student Home now only shows queued, In Progress, and checked-in visits for the present day, not past appointments.

Calendar Sync

You may recall last spring, we asked you to resync your SSC-Navigate calendars to your personal calendars (usually Outlook) to ensure correct communication between the platforms. It was quick and painless, really! You need to sync or resync your calendars again ASAP.

The Technical Background: According to EAB, Microsoft is changing their Office 365 support and will no longer accept communication from older apps. Failure to resynch could cause intermittent problems; calendars could work, or they could get server errors. Microsoft announced Office 365 will stop supporting the old sync formats and will move to GraphAPI. GraphAPI is the officially supported API for Office 365, so K-State is replacing the older coding solutions with GraphAPI. Microsoft drives these changes rather than EAB/SSC-Navigate.

The [step-by-step guide provided by EAB](#) is available on the [SSC resources page](#). This resource walks you through the process of re-syncing your Outlook calendars with SSC-Navigate. This process is very similar to the process used last spring. It should be a quick and easy.

As always, if you have any questions, please feel free to contact the Application Administrator, Brad Cunningham, at bradc@k-state.edu.

By the Numbers

As of January 15, 2021, we've had 1,138 faculty, staff, and tutors using the SSC-Navigate Platform. This number does not include the professor role, which all faculty should have, and allows them to submit progress reports.

From August 17 – December 22, 2020, 34,008 student appointments were made through the SSC-Navigate Platform serving 11,061 distinct students. Focusing on academic advising appointments, there were 18,448 appointments serving 10,817 distinct students. These data can be parsed by various filters via the Activity Dashboard available on the Analytics tab if your role allows you access to this resource.

For the fall 2020 progress report campaign for undergraduates, we received reports from 53.4% of our faculty, representing about 59% of our courses. About 96% of our students received at least one report. Faculty issued a total of 5,702 alerts or concerns across 2,865 students. A full report on the fall 2020 progress report initiative's effectiveness will be posted to the website after census.

Academic Planning Update

The following academic programs are participating in our pilot for the Academic Planning tool in SSC-Navigate:

College of Education	Elementary Education
College of Education	Secondary Education Social Studies
College of Education	Educational Studies
APDesign	Landscape Architecture
APDesign	Architecture
APDesign	Interior Architecture & Product Design
APDesign	Industrial Design
APDesign	Regional & Community Planning
Agriculture	Agribusiness
College of Technology and Aviation	Applied Business & Technology
College of Technology and Aviation	Engineering Technology (MET subplan)
College of Business	Accounting
College of Business	Finance
College of Business	Management
College of Business	Marketing
College of Business	Management Information Systems
College of Business	Entrepreneurship
College of Health and Human Sciences	Kinesiology
College of Engineering	Mechanical Engineering
College of Engineering	Mechanical Engineering Nuclear Option
Arts & Sciences	English
Arts & Sciences	Gender, Women and Sexuality Studies
Arts & Sciences	Psychology
Arts & Sciences	Chemistry
Arts & Sciences	Sociology
Arts & Sciences	Mathematics

Academic advisors will use these plans when advising continuing students for fall 2021 enrollment, beginning in March. We will host training for advisors in these academic areas in February. Based on their experiences, we will modify the planning tools and training before building academic plans for the rest of the university to serve our new students. Broader campus training will be available later in the spring semester in advance of Enrollment for new transfer and first-time freshmen students.

Mobile App Update

Students will have access to SSC-Navigate through a mobile application. Initially, the focus will be on new students, but this tool's power will be available to all students by fall 2021. Students will receive notifications about critical steps they need to take (To Dos) to transition successfully to K-State at their fingertips.

Students will have access to resources and be given clear steps about how to resolve holds, many of which may prevent them from persisting at the university. Students can access appointments and their academic plans through the mobile application.

“For the students I knew, it was even more helpful to guide our future conversations.”

— Academic Advisor

Meet the SSC-Navigate Strategic Project Team

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