Communications Toolkit

A Guide on Communications from the SSC Campus Platform
Communications Toolkit

The Communications Toolkit is comprehensive guide of all available communications from the SSC Campus platform.

We have compiled a selection of the communications sent from the SSC Campus platform to other platforms. We have included instructions on how to set up certain communication permissions.

If you have any questions about anything in the toolkit, please reach out to your Dedicated Consultant for support.
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Progress Report Communication for Faculty

When a Progress Report is created, the following messages may be sent from the SSC Campus platform to faculty.

**Progress Report Request**: When an advisor creates a Progress Report, a message is sent to faculty with the text provided during the Progress Report creation requesting their participation in the Report.

**Thank You Message**: If the creator of the Progress Reports selects the option to send ‘Thank You messages’, a message is automatically sent to faculty upon their completion of the report.

The email will be sent from the creator of the Progress Report via the SSC Campus platform.

The email will be addressed to the receiving Faculty member.

The branding associated with your SSC Campus site will be included in the header of all messages.
Progress Report Communication for Students

When a Progress Report is created and a student is marked ‘at risk’, the following message is sent from the SSC Campus platform to students.

**Student Notification**: If a professor marks a student ‘at risk’ in a Progress Report or someone issues an alert for a student and the selected alert has been configured to send emails, the student will receive the following message from the SSC Campus platform notifying them that a professor evaluation for one of their classes has been issued.

The email will be sent from the creator of the Progress Report via the SSC Campus platform.

The message will include the course information and the professor that created the notification.
Progress Report Communication for Advisors

When a Progress Report is created, the following message is sent from the SSC Campus platform to faculty.

**Advisor Notification**: If a professor marks a student ‘at risk’ in a Progress Report and selects an alert reason that has been configured to send emails, an advisor will receive the following message from the SSC Campus platform notifying them that one of their students has been marked ‘at risk.’

The email will be sent from the professor of the course via the SSC Campus platform.

The message will contain information on the student, including Student ID, their major, and any of their associated categories.

Next, the message will contain information on the course for which the professor issued an alert. The message will include a student’s current grade, number of absences, and additional comments from the professor.
Recording Attendance

If a professor records attendance in the platform and the site is configured to send email notifications for attendance, the following messages will be sent.

**Student Notification**: If a professor marks a student as absent in class, the following message will be sent to the student informing them that they have been marked as absent.

```
A class attendance checker has reported that you missed a class. While marking attendance, you were marked as absent. Details are included below:
Name of Student: Antoinette Fretwell
Class: 3DS-3150-005 WHEEL THROWING I
MW 2:30p-5:20p
ARTS-368
Date Missed: 05/06/2017
Is Excused: No
No excuse provided as of 05/09/2017
```

The email will be sent from the professor via the SSC Campus platform.

**Advisor Notification**: If a professor marks a student as absent in class, the following message will be sent to the student’s advisor informing them that one of their students has been marked as absent.

```
A student has missed class. While marking attendance, one of your students was marked as absent. Details are included below:
Name of Student: Antoinette Fretwell
Class: 3DS-3150-005 WHEEL THROWING I
MW 2:30p-5:20p
ARTS-368
Date Missed: 05/06/2017
Is Excused: No
No excuse provided as of 05/09/2017
```

AbsenceReportedBy: John Doe
Alert Notification for Students

When an Alert is issued, the following message is sent from the SSC Campus platform to students.

**Student Notification**: If a user issues an alert on a student and the selected alert has been configured to send emails, the student will receive the following message from the SSC Campus platform notifying them that an alert has been issued.

The email will be sent from a ‘no-reply’ email address automated from the system.

If the alert has been configured in the Alert Reason settings to ‘show the reason’, the Alert type will be included here. If text has been included in the alert setting, it will be included as well.
Alert Notifications for Advisors

When an Alert is issued, the following message is sent from the SSC Campus platform to advisors.

**Advisor Notification**: If someone issues an alert on a student and the selected alert reason has been configured to send emails, an advisor will receive the following message from the SSC Campus platform notifying them of the issued alert.

The email will be sent from a ‘no-reply’ email address automated from the system.

The message will indicate the an alert has been issued on one of the advisor’s students.

Next, additional information pertaining to the alert, including associated courses and comments, will be noted in the message.
Case Notification for Faculty

When a Progress Report is created, the following messages are sent from the SSC Campus platform to faculty.

**Opening a Case:** When a case is opened, a message will be sent to all faculty assigned to the case, notifying them of the new case. The message will inform the recipient if they have been assigned to the case or marked as the ‘Owner’ of the case.

**Closing a Case:** When the case is closed, a message will be sent to all faculty assigned to the case, notifying them that the case has been closed.
Scheduling Appointments for Students

When an Appointment is created, the following messages are sent from the SSC Campus platform to students.

Appointment Confirmation: When an appointment is created, the following message is sent to the attendees/students, notifying them of the upcoming appointment.

The email’s Subject will include the date, time and type of appointment.

Appointment Reminder: The morning of the appointment, a reminder will automatically be sent from the SSC Campus platform to attendees/students, reminding them of their appointment that day.
Changing Appointments for Students

When an Appointment is rescheduled or cancelled, the following messages are sent from the SSC Campus platform to students.

**No-Shows**: If a student has been marked as a ‘no show’ for an appointment, they will receive a message similar to the one on the right. A similar message will be sent to all attendees of the meeting.

**Rescheduling Appointments**: If an appointment has been rescheduled, the student will receive an email informing them of the update, including the new date and time.

The student’s name and the indication that they were a ‘no show’ will be included in the email’s subject line.

The email will be sent from a ‘no-reply’ email address automated from the system.
Scheduling Appointments for Advisors/Tutors

When an Appointment is created, the following messages are sent from the SSC Campus platform to advisors.

**Appointment Confirmation**: When an appointment is created, the following message is sent to the advisor/tutor to notify them of the upcoming appointment.

Appointment emails will be sent from the creator of the appointment via the SSC Campus platform.

**Appointment Reminder**: The morning of the appointment, a reminder will automatically be sent from the SSC Campus platform to the advisor/tutor reminding them of their appointment that day.
Changing Appointments for Advisors/Tutors

When an appointment is rescheduled or cancelled, the following messages are sent from the SSC Campus platform to advisors.

**Appointment Cancellation:**
If an advisor/tutor cancels an appointment, the advisor will receive a confirmation email of the appointment cancellation and all additional attendees and/or students will receive the same message.

The email will include the original appointment details.

**Rescheduling Appointments:**
If an appointment has been rescheduled, the advisor/tutor will receive an email informing them of the update, including the new date and time.

The email will include the students contact information.
Appointment Center Notifications

Messages can be sent from the SSC Campus platform when taking the following actions in the Appointment Center.

**Checking into an Appointment:** When a student has checked into an appointment, the following message is sent to the user meeting with the student.

The email will be sent from the student via the SSC Campus platform.

**Adding a Student to a Queue:** The following message will be sent to an advisor when a student has been added to their queue.
Sending a Message in the SSC Campus Platform

If a user sends a message to a student within the system, the message will appear as any other email would.

**Messaging Students:** From the student profile, users can select to ‘Send a Message’ to students from the left-hand menu. Users can choose between sending an email or a text message.

The email will be sent from the user sending the message in the SSC Campus platform.

Any attachments included within the message will be included in the email.
Text Messaging Individual Students

If a user would like the ability to have a conversation with a student over text message, he or she would need to have a System SMS Number associated with his or her profile. To enable this functionality in SSC Campus, please speak with your Dedicated Consultant.

System SMS Number:
If a user has a System SMS number, it will appear in the ‘Contact Information’ section on his or her user profile.

Below a user’s email address and listed phone number(s) will be a ‘System Text Number’, which is the number that will appear on any messages or calls made to a student.

Texting an Individual Student:
If a user has a System SMS number and sends a text message directly to a student, his or her message would appear as any other text message would.

Note: Users can only send a text message to a single student if they would like to send that message from the System SMS number.

Appointment Reminders as Texts: When sending a reminder as a text message, the appointment's organizer must have a System SMS number in their profile to have that reminder to be sent from the System SMS number.
If a user would like the ability to have a conversation with a student over text message, he or she would need to have a System SMS Number associated with his or her profile. To enable this functionality in SSC Campus, please speak with your Dedicated Consultant.

**Text Messages from 'Short Codes':** When a text message is sent to more than one student or from a user that does not have a System SMS Number, it will be sent from a ‘short code’ generated from the SSC Campus platform.

**Responding to ‘Short Code’ Text Messages:** If students attempt to respond to a text message from a system-automated ‘Short Code’, they will receive an error message directing them to contact their party directly.
Text Messages through Email

When a student responds to a text message with another text message, his or her response will be sent to the recipient as an email.

Responding to a Text: If a student responds to a text received from an SMS System Number, his or her response will be sent to the recipient’s email address.

The student’s text message response will be sent as an email to the recipient through the SSC Campus platform.

Undeliverable Text Messages: If a text message cannot be delivered to a student – either because the number listed cannot receive texts (i.e. it is a landline) or the student has not opted to receive texts – the message will be sent as an email.

The undeliverable text message will be sent to the student as an email from the SSC Campus platform.
Calling Students from SSC Campus

If a user would like the ability to call a student from the SSC Campus platform they must have an office number listed in their user settings and a System SMS Number associated with that user’s profile. To enable this functionality please speak with your Consultant who can assist you with enabling this functionality.

**How to Call a Student:** You may call a student from the platform by clicking ‘Send a Message’ on the student profile.

**Calling a Student from the Platform:** Once the call is placed the following pop-up will appear explaining that the call will route to the caller’s work phone which will then connect them to the student’s phone number. Caller’s may also enter notes during the call which will be stored in their ‘Conversations’ tab.

**Note:** The caller’s System SMS Number will appear as the caller on the student’s phone.