



# Frequently Asked Questions

Navigating the Advising Platform

# Table of Contents

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- Getting Started ..... 3**
- Success Markers ..... 5**
- Work lists and Watch Lists ..... 6**
- Major Explorer ..... 8**
- Predictive Risk ..... 10**

# Getting Started

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## What is the difference between my EAB and SSC accounts?

Your Student Success Collaborative (SSC) account enables you to access the advising platform for your institution to view your students. This is separate from your EAB account, which is where our company best practice research and insights are housed on [www.eab.com](http://www.eab.com). It is encouraged that all users have both accounts so that they can access SSC research materials and participate in webinars via their EAB account.

## How do I log in?

Once your SSC account has been created, you may login to your account using the following link: [ssc.advisory.com](http://ssc.advisory.com). For those schools that have the single sign on functionality, please reach out to your Dedicated Consultant who can provide you with your unique link to access the advising platform.

## How do I reset my password?

If you have forgotten your password or would like your password reset, please reach out to EAB Tech Support ([EABTechSupport@eab.com](mailto:EABTechSupport@eab.com)) who can help you reset your password. Once the process has been initiated from the SSC team, you'll receive an automated email with link to reset your personal password for your SSC account.

## How do I gain access to the SSC advising platform?

**Step One:** Establish an authorized EAB account

1. Visit [www.eab.com](http://www.eab.com)
2. Click on "Member Login" in the top left
3. Select "New User"
4. Follow the brief instructions to complete registration

**Step Two:** Complete modules and assessment

1. Once your registration is complete, click on "Your Memberships" at the top of the page and select the Student Success Collaborative.
2. From there, click on the e-Learning Modules link to access all five modules.
3. After reviewing the modules, please complete the assessment in order to gain access to your SSC platform. Here is the link to the assessment: <https://www.surveymonkey.com/s/SSCeLearningModule1>.

Note: you must complete the assessment to gain access to the platform.

4. Once you complete the assessment, a staff member from EAB will authorize your access to the platform and send you instructions for next steps. This might take a few business days to complete.

## Which students display in the SSC platform?

The advising platform supports first-time, bachelor degree seeking students who are currently enrolled. This also includes students who have been inactive at the institution for up to 365 days (unless otherwise customized by your institution).

## Does SSC comply with FERPA?

Each member institution has control over who has access to the SSC Platform on campus. When determining who should have access, members should keep in mind only those with a "legitimate educational interest" to the student data which is covered under FERPA. Faculty and staff who do not need to utilize this advising tool would not have access.

FERPA covers "personally identifiable information" contained in "education records." These terms are defined by the FERPA regulations (quite extensively) as set forth below. With respect to use of that information by individuals within the university, the FERPA regulations state that, "[a]n educational agency or institution may disclose personally identifiable information from an education record of a student without the consent [of the student]... if the disclosure meets one or more of the following conditions: The disclosure is to other school officials, including teachers, within the agency or institution whom the agency or institution has determined to have legitimate educational interests." The rule also states, in connection with this provision that "an educational agency or institution must use reasonable methods to ensure that school officials obtain access to only those education records in which they have legitimate educational interests. An educational agency or institution that does not use physical or technological access controls must ensure that its administrative policy for controlling access to education records is effective and that it remains in compliance with the legitimate educational interest requirement..."

# Success Markers

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## What is a success marker?

Success markers provide an early alert to advisors that students need attention in critical courses based on their completion and performance levels. Success markers are created manually in collaboration between the institution and EAB's Student Success Collaborative consultants.

## What triggers a success marker?

Success markers will fall into the "Missed" category if either a student does not register for a given course within the set credits threshold (e.g. ENG 101 by 30 credits) or the student receives a grade below the recommended threshold for the course (e.g. student completes ENG 101 and received a C while a recommended threshold was set at B-)

Success markers may be set without grade thresholds for progression purposes only.

## Can I disable success markers?

Advisors can disable notifications on a student profile. Once disabled, this notification will not be listed in a way that brings the notification to the attention to any advisor using the SSC website. Disabled notifications may be re-enabled at any time.

To disable a notification:

1. Open a student profile.
2. Open the Success Progress page.
3. Find the notification that you wish to disable.
4. Click or roll over the edit icon next to the notification.
5. Select Disable Notification. The notification will now be disabled and display this way in the student profile.

To enable a notification, advisors will need to open the Success Progress page, find the notification that needs to be enabled, and select "Enable Notification" once they roll over the edit icon next to the notification.

## Can success markers be changed?

Yes – if your institution would like to make any changes to success markers please contact your Dedicated Consultant and they will be able to help make any updates to your success markers.

## How do transfer courses work with or against the success markers?

Transfer courses that are accepted by your institution will satisfy or set off notifications the same as institutional courses based on the requirements set.

# Work Lists and Watch Lists

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## How do I make a work list?

You can create multiple work lists that serve as a filter for students. To create a student work list:

- Open the Student tab in the upper left hand corner. Click 'Create a List.'
- The Refine List screen opens. This contains multiple criteria to filter your new list, including Major, Concentration, Degree, Risk, Student Classification, Student Status, Enrollment, # of notifications, et cetera. Lists can also be filtered by institution-defined advising groups. The filters are categorized to make them easier to find.
- Select the criteria from the options provided by clicking on a category and setting ranges. You can select multiple criteria to create your work list. Filters are additive; students must match all criteria to be placed on the work list.
- Once finished making work list selections, click Apply Selections, keeping in mind that it is possible to narrow your criteria too much. When this happens, no students will appear on the work list.

## How do I save a work list?

Once you have finished making your work list selections, save your work list by typing in a name/title for the list and clicking the 'Save' button that appears on the left hand side of the screen underneath the summary of parameters. It is important to save your work lists, as once you navigate away from the main page, you lose the ability to save the list.

## Can I edit a saved work list?

Yes. You are able to edit any saved work list. To edit a student work list:

- Click on the list name.
- Click Edit. The Refine List menu will appear. Select criteria and click Apply Selections.
- Once finished with editing, click Save to update the work list.

To delete a student work list, simply click the X next to any work list in the Saved Work Lists area. A confirmation message will appear; click Delete to delete the work list.

## How are the students on the work lists updated?

The work lists are dynamic, as students fall in and out of the criteria you apply (i.e. GPA range, credit threshold, major, etc.), they will be added to or removed from the work list. The platform, and therefore work lists, gets updated nightly.

## How many work lists can I have?

You can create as many work lists as you'd like!

## **Can I export my work list?**

Advisors can export work lists and watch lists for outreach campaigns. To do this, click Export on either the work list or watch list page of your choice (button is centered at the top of the screen). Extensive student information is included, including contact information, making this feature helpful for large-scale outreach campaigns. Up to 2,000 students may be exported at a time.

## **How is a watch list different from a work list?**

Whereas most work lists are created by finding students/targeted populations of students that match criteria and will dynamically be updated based on that filter criteria, the watch List is an ad hoc collection of students who do not necessarily have matching criteria. Unlike a work list, students will stay on the watch list until manually removed by the advisor.

## **How do I add students to a watch list?**

To add a student to your watch List, simply click the 'Add to watch list' link, which appears underneath a student's name on the Students page. Advisors can add students to their Watch List at any time. To see the list of students on your Watch List, click the Watch List tab on the Students page. Note that the Watch List tab will only populate once you've clicked on 'Add to Watch List' for a student. Students may be removed from the Watch List at any time by clicking 'Remove from watch list.'

## **Can I add students to a work list?**

At this time, you are unable to manually add students to a work list, as the students on the work list are populated by the filters you refine.

## What data determines a student's predictive success within the Major Matcher or Major Explorer?

The skills that the student has demonstrated through their completed coursework provide the data for the Major Explorer. Based on what the student has demonstrated, and how historically students performed in those same courses and went on to graduate from the various majors, a level of risk is projected.

## Is the order of the alternative majors significant?

Yes, the majors are in rank order, so even when there are several at the same level of risk, the majors listed on top are a "stronger" match than those below.

## In the Major Explorer, from where is the career data populated?

EAB has partnered with Burning Glass, a Boston-based career technology and research company, which uses a combination of public and private data sources, including employers, public agencies, and job and resume websites using natural language processing to identify degrees and skills being sought by employers. Career information from public job postings is updated in real time via calls to Burning Glass. For each career, EAB's Student Success Collaborative will show the following:

- **Career description:** A brief overview of the career is provided by Burning Glass. This is not customizable.
- **Related titles:** Job titles that require similar education and skills.
- **Salary:** The average national salary range for this career, based on all stages of the career.
- **Demand:** Low, medium or high. This is determined depending on the number of jobs posted to this career compared to all careers.
- **Skills:** Top five general job skills requested by employers for this career.
- **Related majors:** Other majors mapped to this career

## How are majors linked to possible careers?

Burning Glass provides an initial mapping based on federal, state and real-time job data, including the Department of Education (CIP-SOC), IPEDS, O\*NET, and the Virtual Career Network. Mappings originate with a CIP code, a federal classification for majors.

## Can major-career mappings be changed?

Mappings between majors and careers can be changed on your behalf by your Dedicated Consultant to better reflect the curriculum at your institution or the preferences of your subject matter experts. Over 700 careers are available and can be moved from the list of matches for a major or added to a different major. Burning Glass updates the major-career mappings performed by its own subject matter experts semi-annually, and those then become the default settings. Student Success

Collaborative keeps track of the original mappings should you ever wish to restore them.

## **What influences the predictive level of risk?**

The advising application uses advanced analytical methods to identify the most impactful trends in student data and highlight opportunities for more targeted intervention. What this means is the application's predictive analytics have identified indicators of overall student academic health concerning course performance, credit velocity, and skill variety so advisors can get a pulse check on student risk and work to share that information in a way that is easy to understand as well as motivating for the student. Advisors can use the application to evaluate the fit between the student and their current major and suggest majors that are a better match to the student's strengths and weaknesses if necessary.

## **Can I change a student's level of risk?**

No. The risk levels are generated by the predictive model, which uses the institution's historical data (academic records, course registrations, and student demographic information) to inform predictions of success for the current students. It cannot manually be altered.

## **Do the success markers impact the level of risk?**

Not directly. The success markers are another medium with which you can monitor a student's progression in their major, and they are created manually in collaboration between the institution and EAB's Student Success Collaborative consultants using a variety of factors which can include historic data as analyzed by the predictive model. While performance in key courses, as well as progression towards degree, are factors that influence the risk model, the actual number of markers that a student triggers is not a variable that the model factors in.

## **What is the Risk Score Analysis?**

The Risk Score Analysis shows the risk areas and how the student compares in different skill areas to students who historically graduated from the major. Looking at risk area performance will also indicate why the student is or is not at high risk of not completing the major. For example, if the risk shows red, it is usually because the student's performance in an area has a high importance to major completion and the student's comparative performance is below average compared to the historical norm.

## **What changes the student's level of risk?**

The student's level of risk typically will only change at the end of each term, as new grades and outcomes are recorded. The student's level of risk may also change with a change of major, as their performance will now be evaluated against that new set of historical graduates.