Where Should Users Go With Questions?

The SSC Support Infrastructure at University of South Carolina

**Leadership Team**
Questions about student success initiative (overall), processes, policies, etc.

**Examples:**
- Should we run a college-wide campaign to support transfer degree planning?
- Can we encourage faculty to submit early alerts for sophomore students?

**Application Administrator**
Questions about access, configurations, permissions. Troubleshooting platform usage.

**Examples:**
- I can’t log in to SSC Foundation
- I can’t log in to Pathfinder
- I should be able to see X piece of information, but I don’t have permission in Foundation / Pathfinder.

**Technical Leaders**
Discrepant or missing information in the platform. Outages or unexpected error messages.

**Examples:**
- A student’s GPA is not appearing within the platform.
- The system is down for everyone in my department.
- Data is different from what’s in Self-Service Banner.

**Specialists**
Questions about platform functionality, technological protocols at your institution, and best practices for using SSC

**Examples:**
- How do I search for a particular subpopulation of students?
- What’s the easiest way to report on a student appointment?
- How do I send my students a mass message?

**Help Center in Pathfinder**
Questions about functionality and features of Pathfinder, changes to the user interface, help with finding specific data points

**Examples:**
- What is an appointment campaign?
- How do I file an appointment?
- My homepage looks different. Has there been a software update?

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- Help Center in Pathfinder
  - Help Center
  - Submit a Request

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