



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?



Contacts

Stacey Bradley
sbradley@mailbox.sc.edu

Claire Robinson
clairer1@mailbox.sc.edu

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.



Contact

Brian Dusel
duselb@mailbox.sc.edu

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.



Contact

Brian Dusel
duselb@mailbox.sc.edu

Rita Anderson
randerso@mailbox.sc.edu

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?



Contacts

Helen Powers
hefields@mailbox.sc.edu

Claire Robinson
clairer1@mailbox.sc.edu

Drew Newton
newtona4@mailbox.sc.edu

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?

