

## SSP v2.X Configuration Guide

This guide will help you prepare to configure and manage SSP. It is intended to identify information that will be useful during the installation and configuration of the SSP software.

### Install Settings

The following configuration options are defined during the installation. The configuration must be completed by a technical resource that has permissions to update the SSP database and configuration files. Each should be considered and select prior to installation or during Discovery Services.

#### 1.1 Application Title

Definition	The Title of the application
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = app_title
Default	SSP
Values	

#### 1.2 Institution Name

Definition	The institution name that appears throughout the application. The application will display that name as appropriate on the pages. For inclusion in message templates, the \$institutionName variable can be used to display the Institution Name value from the database.
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = inst_name

Default	My Edu
Values	
<b>1.3 Institution Home URL</b>	
Definition	The homepage of the Organization
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = inst_home_url
Default	http://test.edu
Values	
<b>1.4 Server External Path</b>	
Definition	The externally visible url of the application
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = serverExternalPath
Default	http://ssp.test.edu
Values	
<b>1.5 Term to Represent Early Alert</b>	
Definition	Term to refer to early alerts, early intervention, etc
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = term_to_represent_early_alert
Default	Early Alert
Values	

## 1.6 Student ID Alias

Definition	The alias for the student identifier that appears throughout the application. The Student ID along with the student name identifies students through SSP		
File Location	src/main/webapp/app/model/Configuration.js		
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.		
Parameters	Name	Type	Default
	studentIdAlias	string	Student ID
	studentIdMinValidationLength	number	3
	studentIdMinValidationErrorText	string	The entered value is not long enough
	studentIdMaxValidationLength	number	8
	studentMaxValidationErrorText	string	The enter value is too long
	studentIdAllowableCharacters	string	a-zA-Z0-9
	studentIdValidationErrorText	string	Not a valid Student Id
Values			

## 1.7 Coach Label

Definition	The label for the Case Manager that appears throughout the application. The Case Manager label precedes the name of the individual to whom the student is assigned.		
File Location	src/main/webapp/app/model/Configuration.js		
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.		
Parameters	Name	Type	Default
	coachFieldLabel	string	Coach
Values			

### 1.8 Number of Days for Task Reminder

Definition	The Number of days prior to expiration to send out a Task Reminder
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = numberOfDaysPriorForTaskReminder
Default	3
Values	

### 1.9 Manage Integration Database

Definition	Whether the system should manage the integration database. If true the tables and views will be manipulated automatically as the application evolves (tables added/modified/dropped, views added/modified/dropped). If false, the administrator must follow and apply the changes.
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = manage_integration_database
Default	TRUE
Values	

### 1.10 Highly Trusted IPs Enabled

Definition	Boolean value indicating whether or not to consider highly_trusted_ips
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = highly_trusted_ips_enabled
Default	false
Values	

### 1.11 Status Code Mapping for Early Alert Rosters

Definition	Students enrolled in a course that appears in the roster for Early Alerts optionally have a code indicating the status. The code indicates the status of enrollment. The configuration option translates the code into a friendly term for displaying in the roster. Multiple values can be defined, and the definitions must be in valid JSON form								
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item  Name = status_code_mappings								
Default	{"default": "Enrolled"}								
Examples	W = Withdrawn, E = Enrolled, DR = Dropped								
Values									
<b>1.12 Student Intake Demographics Employment Shift</b>									
Definition	Indicator to determine whether or not the employment shift drop-down will appear on the Student Intake.								
File Location	src/main/webapp/app/model/Configuration.js								
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Default</th> </tr> </thead> <tbody> <tr> <td>displayStudentIntakeDemographicsEmploymentShift</td> <td>boolean</td> <td>true</td> </tr> </tbody> </table>	Name	Type	Default	displayStudentIntakeDemographicsEmploymentShift	boolean	true		
Name	Type	Default							
displayStudentIntakeDemographicsEmploymentShift	boolean	true							
Values									
<b>1.13 Education Plan Parent Degree Label</b>									
Definition	Label to use for the Parent's Degree question on the Education Plan tab of the Student Intake Tool.								
File Location	src/main/webapp/app/model/Configuration.js								
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.								

Parameters	Name	Type	Default
	educationPlanParentsDegreeLabel	string	Have your parents obtained a college degree?
Values			
<b>1.14 Education Plan Special Needs Label</b>			
Definition	Label to use for the Special Needs question on the Education Plan tab of the Student Intake Tool		
File Location	src/main/webapp/app/model/Configuration.js		
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.		
Parameters	Name	Type	Default
	educationPlanSpecialNeedsLabel	string	Special needs or require special accommodation?
Values			
<b>1.15 Sync Student Data with External Database- Removed in v2.0.0</b>			
Explanation	This configuration setting was removed based on application changes made per <a href="#">SSP-1630</a> and <a href="#">SSP-1631</a>		
<b>1.16 Retrieval of External Data in Caseload Assignment</b>			
Definition	Set this option to true to display the retrieveFromExternalDataButton on the Caseload Assignment Screen when adding a new record. This will allow you to populate a student's record from the external_data source while adding a new record to the system.		
File Location	src/main/webapp/app/model/Configuration.js		
Configuration	Minor view configuration in the javascript source. Must be performed by a developer.		
Parameters	Name	Type	Default

	allowExternalRetrievalOfStudentDataFromCaseloadAssignment	boolean	true
Values			
<b>1.17 Coach Set from External Data</b>			
Definition	Coach is always set from external data if this is set to true. It will overwrite any local changes for coach.		
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = coachSetFromExternalData		
Default	TRUE		
Values			
<b>1.18 Coach Unset From External Data</b>			
Definition	All coach assignments to be deleted based on external data, overwriting any local changes or externally assigned coach.		
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = coachUnsetFromExternalData		
Default	FALSE		
Values			
<b>1.19 Student Type Set from External Data</b>			
Definition	Student type is always set from external data if this is set to true. It will overwrite any local changes for student type.		
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = studentTypeSetFromExternalData		
Default	False		

Values										
<b>1.20 Student Type Unset from External Data</b>										
Definition	All student type assignments to be deleted based on external data, overwriting any local changes or externally assigned student types.									
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item  Name = studentTypeUnsetFromExternalData									
Default	False									
Values										
<b>1.21 Send Mail</b>										
Definition	Indicator for the system to send mail notifications. If false, the application will generate entries in the system log. For a true value, the default email message uses the primary_email_address for the person record with name = System Administrator.									
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item: Name = send_mail  Located in the database for a specific record in person where first name = System and last name = Administrator.  <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Default</th> </tr> </thead> <tbody> <tr> <td>send_mail</td> <td>string</td> <td>false</td> </tr> <tr> <td>Email address</td> <td>string</td> <td>test@sinaclair.edu</td> </tr> </tbody> </table>	Name	Type	Default	send_mail	string	false	Email address	string	test@sinaclair.edu
Name	Type	Default								
send_mail	string	false								
Email address	string	test@sinaclair.edu								
Example	True, sspadmin@college.edu									
Values										
<b>1.22 Test Mail Server Port</b>										
Definition	The port to start the mock mail server on in the test environment									



Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = test_env_mock_mail_server_port
Default	40025
Values	
<b>1.23 BCC Email Address</b>	
Definition	The email address to blind carbon copy on every message
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = bcc_email_address
Default	noone@test.com
Values	
<b>1.24 UP Coach Query</b>	
Definition	uPortal user lookup criteria by attribute name/value pairs. (Currently these are anded.) Should be well-formed JSON that will parse to a Java Map<String,String>.
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item Name = up_coach_query
Default	{"SSP_ROLES": "SSP_COACH"}
Values	
<b>1.25 Task External Person Sync Batch Size</b>	
Definition	Maximum number of person records to sync from the external person table in a single transaction. Negative values treated as unlimited. A zero (0) will be treated the same way as the web APIs, 100 for 2.0
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item

	Name = task_external_person_sync_batch_size
Default	100
Values	
<b>1.26 Task External Person Sync Max Batches Per Exec</b>	
Definition	Maximum number of transactions per execution of the external person sync task. Negative values treated as unlimited. A zero (0) will disable the task and negative one (-1) will allow unlimited.
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item  Name = task_external_person_sync_max_batches_per_exec
Default	-1
Values	
<b>1.27 Task External Person Sync Trigger</b>	
Definition	"Frequency with which the person and external person tables will be synchronized. This is resource intensive, so should be run during off hours. Specify a number to run the sync every x-many milliseconds. Or specify two numbers separated by a slash (60000/1000) to represent both a period and an initial offset. Or specify a cron expression.  See <a href="http://www.manpagez.com/man/5/crontab/">http://www.manpagez.com/man/5/crontab/</a> for cron expression syntax. Default value means 'daily at 1AM, server-local time.'"
Configuration	Located in the Administration Menu, System Configuration Tab, Configuration Options Item  Name = task_external_person_sync_trigger
Default	0 0 1 * * *
<b>1.28 Task Scheduler Config Poll Trigger</b>	
Definition	Frequency with which execution schedules for background tasks will be checked for new configuration. Specify a number to run the sync every x-many milliseconds. Or specify two numbers separated by a slash (60000/1000) to represent both a period

	<p>and an initial offset. Or specify a cron expression.</p> <p>See <a href="http://www.manpagez.com/man/5/crontab/">http://www.manpagez.com/man/5/crontab/</a> for cron expression syntax. Default value means 'every 15 minutes after an initial offset of 5 minutes.</p>
Configuration	<p>Located in the Administration Menu, System Configuration Tab, Configuration Options Item</p> <p>Name = task_scheduler_config_poll_trigger</p>
Default	"900000/300000"
Values	
<b>1.29 Client-side timeout value</b>	
Definition	<p>SSP will automatically dismiss the user interface after a prolonged period of inactivity. When the timeout value is reached, SSP will redirect the user to the login screen so that on screen data is no longer visible. The value is defined as minutes of inactivity.</p>
Configuration	<p>Located in the Administration Menu, System Configuration Tab, Configuration Options Item</p> <p>Name = client_timeout</p>
Default	20
Values	

## General Settings

These settings are needed for the operation of SSP and should be reviewed and considered. Each should be considered and select during installation or during Discovery Services.

### 2.1 Student Types

Definition	Student types define the major classification for a student in the SSP tool-set. Most commonly, the Student Type defines the current standing of the student. Students can only be assigned one Student Type. The Student Type can be changed, but no history of Student Type assignments are stored in the database.	
Appears	Student Record, Appointment Information	
Configuration	Located in the Administration Menu, Caseload Assignment Tab	
Parameters	Field	Definition
	Student Type	Label for the Student Type options
	Description	Description of purpose and characteristics of the Student Type
	Require Initial Appointment	For students assigned to the Student Type, an initial appointment will be required with the Case Manager
	Code	The code defined for the student type in the SIS
Required	EAL= Early Alert	
Default	EAL = Early Alert, ILP = Individualized Learning Program, CAP = Counseling Action Plan	
Example(s)	TR = Transfer, FTIC = First-Time, AD = Adult, HS = High School	
Values		

### 2.2 Special Service Groups

Definition	This tool allows for the capture of data about who the students are and what demographic groups or organizational classifications apply. The values are non-exclusive, and many can be selected at the same time on a student record. Special Service Groups are important to track students in multiple groups and extremely
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	valuable in reporting.	
Appears	Student Record, Caseload Assignment Reporting	
Configuration	Located in the Administration Menu, Caseload Assignment Tab	
Parameters	Field	Definition
	Special Service Group	Label for the Special Service Group
	Description	Description of purpose and characteristics of the group
	Special Service Group	Indicates that the entry is a Special Service
Default	None	
Example(s)	African American Male Initiative, Displaced Worker, Baseball Player, Specific Scholarship	
Values		
<b>2.3 Reasons for Service</b>		
Definition	This tool allows for the capture of data about why students are receiving services. The values are non-exclusive and many can be selected at the same time on a student record.	
Appears	Student Record, Caseload Assignment	
Configuration	Located in the Administration Menu, Caseload Assignment Tab	
Parameters	Field	Definition
	Reason for Service	Label for the Reason For Service
	Description	Description of purpose and characteristics of the Reason For Service
Default	None	

Example(s)	Low test scores, High school program, Developmental education class, Disability services, Early alert class, Distance Learning Student
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Values	
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### 2.4 Referral Sources

Definition	This tool allows for the capture of data about how students were referred to receive services. The values are non-exclusive and many can be selected at the same time on a student record.
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Appears	Student Record, Caseload Assignment
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Configuration	Located in the Administration Menu, Caseload Assignment Tab
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Parameters	Field	Definition
	Referral Source	Label for the Referral Source
	Description	Description of purpose and characteristics of the Referral Source

Example(s)	Admissions, Testing Center, Judicial Affairs, Campus Police, Scholarship Office
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Values	
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### 2.5 Program Status Change Reasons

Definition	This tool allows for the capture of data about the reason a Program Status changes in SSP. Frequently, the case manager is the closest person to the student and may know why the student has changed status. The change reasons are important for analysis and review.
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Appears	Student Record
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Configuration	Located in the Administration Menu, Caseload Tab
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Parameters	Field	Definition
	Program Status Reason	Label for the Program Status Reason
	Description	Description of purpose and characteristics of the Program

		Status Reason
Default	Childcare issues, Death, Employment interferes with school, Financially unable to pay for tuition, Financially unable to purchase books, Medical issues, Military Services, Moving, Personal Issues, Poor academic performance (Dropout), Services not needed, Transferred to another school, Transportation issues, Unknown/unable to contact	
Example(s)	Childcare Issues, Military Service, Moving, Suspended from Financial Aid	
Values		
<b>2.6 Program Status</b>		
Definition	This indicates the status of a student's current participation in SSP. These values should not be changed unless full customization of the system is desired. There are business rules in SSP that use these status indicators and as such changing them may cause business rules to stop working correctly.	
Appears	Student Record	
Configuration	Located in the Administration Menu, Caseload Tab	
Default	Active, Inactive, Non-Participating, Transitioned, No-Show	
	Strongly recommend the default values are NOT changed. Changes will affect the business logic in SSP.	
Values		

## Student Intake Settings

The Student Intake use is not required for SSP system but adds great value for data collection during coaching and counseling.

### 3.1 Child Care Arrangements

Definition	List all of the Child Care Arrangement options to appear on the Student Intake form.	
Appears	Student Intake Form, Demographics tab (displayed if Childcare needed = yes)	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Child Care Arrangement options
	Description	Description of purpose and characteristics of the Child Care Arrangement options
Default	Day Care, Family/Friend, Home Provider, Need to make arrangements	
Example(s)	Family Member, Daycare, Home Provider, School	
Values		

### 3.2 Citizenships

Definition	List all of the Citizenship options to appear on the Student Intake form.	
Appears	Student Intake Form, Demographics tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Citizenships options
	Description	Description of purpose and characteristics of the Citizenships options
Default	International, Naturalized Citizen, Permanent Resident, US Citizen	



Example(s)	US Citizens, Naturalized Citizen, International
Values	

### 3.3 Confidentiality Disclosure Agreement

Definition	The specific legal text is defined to inform that student about what he/she is agreeing, how student data is managed in SSP and how data is used in the case management process.	
Appears	Student Intake, View Confidentiality Agreement	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Confidentiality Disclosure Agreement
	Description	Text of the agreement
Default	None	
Example(s)	The counseling services provided within the programs and departments of Student Success Services are designed to identify and address challenges that may impact the student's ability to successfully progress within the Example Community College setting. These services are not designed to take the place of more intense or comprehensive counseling and psychological services that are provided in the community at large. Counseling services may include but are not limited to:	
Values		

### 3.4 Weekly Course Work Hour Ranges

Definition	List of hour ranges to identify student intent to spent time outside of class.	
Appears	Student Intake, EduGoal tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Course Work Outside of Class

	<table border="1"> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Course Work Outside of Class options</td> </tr> <tr> <td>Range Start</td> <td>Low value for the range</td> </tr> <tr> <td>Range End</td> <td>High value for the range</td> </tr> <tr> <td>Range Label</td> <td>Value to display in the drop-down</td> </tr> </table>	Description	Description of purpose and characteristics of the Course Work Outside of Class options	Range Start	Low value for the range	Range End	High value for the range	Range Label	Value to display in the drop-down
Description	Description of purpose and characteristics of the Course Work Outside of Class options								
Range Start	Low value for the range								
Range End	High value for the range								
Range Label	Value to display in the drop-down								
Default	<p>LTPT, Light Load, 0, 5, "0-5"</p> <p>Moderate, Moderate Load, 6, 10, "6-10"</p> <p>LTFT, Light Load Full Time, 11, 15, "11-15"</p> <p>STFT, Standard Load Full Time, 16, 20 "16-20"</p> <p>HVFT, Heavy Load Full Time, 21, 1000, "More Than 20"</p>								
Example(s)	Moderate, Moderate Load, 6, 10, "6-10"								
Values									
<b>3.5 Education Goals</b>									
Definition	List all of the Education Goals options to appear on the Student Intake form.								
Appears	Student Intake, EduGoal tab								
Configuration	Located in the Administration Group, Student Intake Subgroup								
Parameters	<table border="1"> <tr> <td>Field</td> <td>Definition</td> </tr> <tr> <td>Name</td> <td>Label for the Education Goals</td> </tr> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Education Goals</td> </tr> </table>	Field	Definition	Name	Label for the Education Goals	Description	Description of purpose and characteristics of the Education Goals		
Field	Definition								
Name	Label for the Education Goals								
Description	Description of purpose and characteristics of the Education Goals								
Required Items	Bachelor, Military, Other								
Default	Associates Degree, Bachelor, Certificate, Military, Other, Short Term Certificate, Tech School, Uncertain, Workforce								

Example(s)	Associate Degree, Bachelors Degree, Certificate
Values	

### 3.6 Education Levels

Definition	List all of the completed Education Levels options to appear on the Student Intake form.
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Appears	Student Intake, EduLevels tab
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Configuration	Located in the Administration Group, Student Intake Subgroup
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Parameters	Field	Definition
	Name	Label for the Subgroup
	Description	Description of purpose and characteristics of the Subgroup

Required Items (can be renamed to similar)	Other, GED, High School Graduation, No Diploma/No GED, Some College Credit
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Default	Attending High School, College Degree – 2 yr, College Degree – 4yr, GED, High School Graduation, No Diploma/No GED, Other, Some College Credits
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Example(s)	GED, Attending High School, Some College Credits, College Graduate
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Values	
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### 3.7 Ethnicities

Definition	This tool defines the available Ethnicity options in the Student Intake tool.
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Appears	Student Intake, Demographics
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Configuration	Located in the Administration Group, Student Intake Subgroup
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Parameters	Fields	Definition
	Name	Label for the Ethnicity type
	Description	Description of purpose and characteristics of the Ethnicity options

Default	African American/Black, American Indian/Alaskan Native, Asian Pacific Islander, Caucasian/White, Hispanic/Latino, Other, Prefer Not To Answer
Example(s)	Caucasian, Asian, Hispanic, non-Latino
Values	

**3.8 Funding Sources**

Definition	List all of the Funding Source options to appear on the Student Intake form.						
Appears	Student Intake, Funding tab						
Configuration	Located in the Administration Group, Student Intake Subgroup						
Parameters	<table border="1"> <tr> <td>Field</td> <td>Definition</td> </tr> <tr> <td>Name</td> <td>Label for the Funding Source</td> </tr> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Funding Source options</td> </tr> </table>	Field	Definition	Name	Label for the Funding Source	Description	Description of purpose and characteristics of the Funding Source options
	Field	Definition					
	Name	Label for the Funding Source					
Description	Description of purpose and characteristics of the Funding Source options						
Required Items	Other						
Default	Assistance Needed, Employer, Federal Pell Grant, Financial Aid, GI Bill, Military Tuition Assistance, Other, Parent/Other Relative, Scholarship, Self, Spousal Assistance, Student Loan, Trade Adjustment Act (TAA), Workforce Investment Act						
Example(s)	Assistance Needed, Employer, Financial Aid, Student Loan						
Values							

**3.9 Marital Statuses**

Definition	List all of the Marital Status options to appear on the Student Intake form.				
Appears	Student Intake Form, Demographics tab				
Configuration	Located in the Administration Group, Student Intake Subgroup				
Parameters	<table border="1"> <tr> <td>Field</td> <td>Definition</td> </tr> <tr> <td>Name</td> <td>Label for the Marital Status Arrangement options</td> </tr> </table>	Field	Definition	Name	Label for the Marital Status Arrangement options
	Field	Definition			
Name	Label for the Marital Status Arrangement options				

	Description	Description of purpose and characteristics of the Martial Status options
Default	Divorced, Married, Separated, Single, Widowed	
Example(s)	Married, Single, Divorced	
Values		
<b>3.10 Military Affiliations</b>		
Definition	List all of the Military Affiliations options to appear on the Student Intake form.	
Appears	Student Intake, Demographics tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Military Affiliations
	Description	Description of purpose and characteristics of the Military Affiliations options
Default	Active Duty, Dependent, DOD Civilian, Reservist, Veteran	
Example(s)	Active Duty, Dependent, DOD Civilian, Reservist, Veteran	
Values		
<b>3.11 Races</b>		
Definition	List all of the Races options to appear on the Student Intake form.	
Appears	Student Intake, Demographics tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Races
	Description	Description of purpose and characteristics of the Races options

	Code	The Race code defined in the SIS
Default	HSP = Hispanic, WHT = White, OTH = Other	
Example(s)	HSP = Hispanic, WHT = White, OTH = Other	
Values		

### 3.12 Registration Load Ranges

Definition	List of registration load ranges to identify student intent for course load
Appears	Student Intake, EduGoal tab
Configuration	Located in the Administration Group, Student Intake Subgroup

Parameters	Field	Definition
	Name	Label for the Registration Load Ranges
	Description	Description of purpose and characteristics of the Registration Load Range options
	Range Start	Low value for the range
	Range End	High value for the range
	Range Label	Value to display in the drop-down

Default	LT, Light Part Time Schedule, 1, 6 "1-6" PT, Part-Time Schedule, 7, 12, "7-12" FT, Full Time Student, 13, 1000, "13 or more"
Example(s)	PT, Part-Time Schedule, 7, 12, "7-12"
Values	

### 3.13 Student Statuses

Definition	This represents a student's status at the institution defined at the time the student is created in SSP. Students can only be assigned one Student Status. The Student
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	Status can be changed, but no history of Student Status assignments is stored in the database.	
Appears	Student Intake, EduPlan tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Student Status options
	Description	Description of purpose and characteristics of the Student Status types
Default	Current, Former, New, Pre-College/ESP, Transfer	
Examples	New, Current, Former, Transfer	
Values		
<b>3.14 Veteran Statuses</b>		
Definition	List all of the Veteran Status options to appear on the Student Intake form.	
Appears	Student Intake, Demographics tab	
Configuration	Located in the Administration Group, Student Intake Subgroup	
Parameters	Field	Definition
	Name	Label for the Veteran Status
	Description	Description of purpose and characteristics of the Veteran Status options
Default	Not applicable, Dependent of Veteran, Montgomery County Active Duty, Montgomery County Reservist, VEAP, Veteran	
Example(s)	Dependent of veteran, Veteran, Vocation rehabilitation	
Values		

## Early Alert Settings

Early Alert is the process and tool for faculty to notify Case Manager about a potential issue with a student. The process includes feedback from Case Manager to faculty. This section configures the Early Alert (EAL) interface for Faculty/Staff and Case Managers to use during the EAL process.

### 4.1 Campuses

Definition	<p>SSP can segment permissions and access by campus. If necessary to separate permissions by campus, each distinct campus should be defined. Separate campuses can also be created for non-physical entities/segments to allow for unique business processes and services. Those include distance learning, instructional sites, etc. Additionally, campus definitions and assignments can have an impact on the EAL logic performance related to default Case Manager assignment.</p> <p>Campuses can be assigned in user management or integrated through the authentication system.</p>									
Appears	<p>Caseload Management</p> <p>Reporting</p> <p>Early Alert Messages</p>									
Configuration	<p>Located in the Administration Group, Early Alert Subgroup</p>									
Parameters	<table border="1"> <thead> <tr> <th>Field</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Campus Name</td> <td>Label for the campus name</td> </tr> <tr> <td>Description</td> <td>Description of the campus</td> </tr> <tr> <td>Early Alert Coordinator</td> <td>Default coach to receive notifications</td> </tr> </tbody> </table>	Field	Definition	Campus Name	Label for the campus name	Description	Description of the campus	Early Alert Coordinator	Default coach to receive notifications	
Field	Definition									
Campus Name	Label for the campus name									
Description	Description of the campus									
Early Alert Coordinator	Default coach to receive notifications									
Default	<p>None</p>									
Example(s)	<p>North Campus, Distance Learning, Ford Teaching Center</p>									
Values										

### 4.2 Reasons



Definition	Referral Reasons are explanations for the Early Alert purpose. It provides information to the Case Manager and explains the purpose for the Early Alert notification. Only one Referral Reason can be defined per Early Alert by priority. This tool also has the ability to associate specific referral reasons with how those EAL should be routed if no Case Manager is assigned.	
Appears	Student Record, Early Alert	
Configuration	Located in the Administration Group, Early Alert Subgroup	
Parameters	Field	Definition
	Name	Label for the Referral Reason
	Description	Description of purpose and characteristics of the Referral Reason
Default	Academic Concern, Excessive Absences, Low Homework/Quizzes, Low Test Scores, Never Attended, Personal Concern, Tardiness, Other, Answered Yes to Critical Self Help Guide Question, Self Help Guide Threshold Exceeded	
Example(s)	Academic Concern, Personal Concern, Attendance, Low Test Score	
Values		
<b>4.3 Suggestions</b>		
Definition	This allows for faculty suggestions in the EAL tool. The Faculty Suggestion generally recommends a next step for the Case Manager and student.	
Appears	Student Record, Early Alert	
Configuration	Located in the Administration Group, Early Alert Subgroup	
Parameters	Field	Definition
	Name	Label for the Faculty Suggestion
	Description	Code to uniquely identify the Faculty Suggestion
Default	See Instructor, See Advisor or Coach, Counseling Services, The Tutoring/Learning Center, Writing Center, Tutoring Svcs, Disability Service Intervention, Withdraw, DEV Professional Tutoring, Other	

Example(s)	See Instructor, Tutoring Center, Withdraw, See case manager
------------	---

Values	
--------	--

#### 4.4 Outcomes

Definition	Outcomes are responses for Case Managers to provide feedback to a faculty member based on an action taken for the Early Alert notification.
------------	---

Appears	Student Record, Early Alert
---------	-----------------------------

Configuration	Located in the Administration Group, Early Alert Subgroup
---------------	---

Parameters	Field	Definition
	Name	Label for the Outcome
	Description	Description of purpose and characteristics of the Outcome option

Default	Student Responded, Student Did Not Respond, Waiting for Response, Not an Early Alert Class, Duplicate Early Alert Notice
---------	--

Example(s)	Appointment Scheduled, No Response to phone, letter, or email, Problem Addressed
------------	--

Values	
--------	--

#### 4.5 Outreaches

Definition	Outreaches are types of contacts that Case Managers attempt to reach a student in response to an Early Alert notification.
------------	--

Appears	Student Record, Early Alert
---------	-----------------------------

Configuration	Located in the Administration Group, Early Alert Subgroup
---------------	---

Parameters	Field	Definition
	Name	Label for the Outreach types
	Description	Description of purpose and characteristics of the Outreach option

Default	Phone call, Email, Letter, Text, In Person
---------	--

Example(s)	Phone call, Email, Letter, Text, In Person							
Values								
<b>4.6 Referrals</b>								
Definition	Referrals are the destination locations that a coach may direct a student for additional assistance. These should be offices or resources to assist the student with resolving the reason for the Early Alert.							
Appears	Student Record, Early Alert							
Configuration	Located in the Administration Group, Early Alert Subgroup							
Parameters	<table border="1"> <thead> <tr> <th>Field</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Label for the Referral</td> </tr> <tr> <td>Description</td> <td>Description of the Referral</td> </tr> </tbody> </table>		Field	Definition	Name	Label for the Referral	Description	Description of the Referral
Field	Definition							
Name	Label for the Referral							
Description	Description of the Referral							
Default	None							
Example(s)	Writing Center, Academic Counselor, Financial Aid							
Values								

## Counseling Reference Guide Settings

The Counseling Reference Guide is used to assist in the completion of the Action Plans and is typically considered a counseling knowledge based of predefined issues and possible solutions for student challenges. The reference guide is linked to the Student Intake, the Action Plan and the Student Self Help interface and will need to be completed to support those tools. The guide is however typically a living document and can always be added to, edited or expanded as the need arises. See the reference example provided to determine the types of Challenges and Referrals you might consider adding to the system.

The structure of the Reference Guide is:

Categories associates Challenges into a group for use in a specific Guide

Challenges represent a challenge or opportunity that a student might face. The Challenges list is an aggregate of all the potential solutions to this theme/concept/challenge.

Referrals represent specific actionable items that address student needs linked to one or many Challenges.

Challenges and referrals have a public and private description and can be made available in the student Self Help Guide. If the Self Help Guide will be implemented, both descriptions will need to be provided and can be the exact same description. This gives allows an opportunity to document specific processes or college proprietary information for Case Managers and have a different description for students and faculty to review.

### 5.1 Categories

Definition	Categories associate Challenges into a group for use in a specific Guide. Challenges can be assigned to multiple Categories.	
Appears	Counseling Reference Guide Self Help Guide	
Configuration	Located in the Administration Group, Counseling Reference Guide Subgroup	
Parameters	Field	Definition
	Name	Label for the Category

	Description	Description of purpose and characteristics of the Category option
Default	None	
Examples	First Year Advising, Disability Services, Distance Learning	
Values	The Counseling Reference Guide worksheet has been provided to list the Categories, Challenges, Referrals and all associations.	
<b>5.2 Challenges</b>		
Definition	Challenges represent obstacles a student needs to overcome, opportunities to work towards or steps to be taken to navigate the education journey. Challenges are grouped into categories and configured to be presented to Case Managers as well as Students. Challenges can be assigned to multiple Categories.	
Appears	Counseling Reference Guide Self Help Guide	
Configuration	Located in the Administration Group, Counseling Reference Guide Subgroup	
Parameters	Challenge Fields	Definition
	Challenge Name	Label for the Challenge
	Description	Description of purpose and characteristics of the Challenge
	Tags	One or more terms used by the search tool for this Challenge
	Confidentiality Level	Applicable Confidentiality Level for the Challenge
	Self Help Guide Description	Description of purpose and characteristics of the Challenge that appears in the Self Help Guide
	Self Help Guide Question	Question to determine if the student needs to see the Referrals for this Challenge. Always written that an affirmative answer will result in the Referrals being shown.
	Show in Student Intake	Indicator to display the Challenge on the Student Intake "Challenges" area?

	<table border="1"> <tr> <td>Show in Self Help Search</td> <td>Indicator to return the Challenge in Self Help Guide searches</td> </tr> </table>	Show in Self Help Search	Indicator to return the Challenge in Self Help Guide searches				
Show in Self Help Search	Indicator to return the Challenge in Self Help Guide searches						
Default	Alcohol and/or Substance Abuse, Child or Adult Care, Classroom Issues, Computer/Email, Concentration (Poor Concentration), Cultural Awareness Issues, Emotions Mood and Stress, English as a Second Language, Finances – Education, Finances – Personal, Goals/Career Choices (Unclear), Grades, Grief and Loss, Housing/Shelter, Legal – Immigration, Maps/Directions, Motivation/Attitude, Other, Physical Health, Relationship Issues, Social Support (Lack of Support), Steps to Begin Sinclair, Study Resources, Test Anxiety, Time Management, Tired/Fatigue, Transportation, Undecided Major or Career Field						
Example(s)	<p>Childcare</p> <p>Baby sitter, day care, etc</p> <p>Transportation</p> <p>Car, bus, etc</p> <p>Finances</p> <p>Money, unemployed, student loan</p>						
Values	The Counseling Reference Guide worksheet has been provided to list the Categories, Challenges, Referrals and all associations.						
<b>5.3 Referrals</b>							
Definition	Referrals represent specific actionable items that address student needs. A Referral can be linked to many Challenges.						
Appears	<p>Counseling Reference Guide</p> <p>Self Help Guide</p>						
Configuration	Located in the Administration Group, Counseling Reference Guide Subgroup						
Parameters	<table border="1"> <tr> <td>Referral Fields</td> <td>Definition</td> </tr> <tr> <td>Referral Name</td> <td>Label for the Challenge Referral</td> </tr> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Challenge Referral</td> </tr> </table>	Referral Fields	Definition	Referral Name	Label for the Challenge Referral	Description	Description of purpose and characteristics of the Challenge Referral
	Referral Fields	Definition					
	Referral Name	Label for the Challenge Referral					
Description	Description of purpose and characteristics of the Challenge Referral						

	Public Description	Description of purpose and characteristics of the Challenge that appears in the Self Help Guide
	Show in Self Help Guide	Indicator to display the Referral in the Self Help Guide
Default	56 defaults with associations to challenges	
Example(s)	<p>Challenge - Transportation</p> <p>Referral - Transfer money from the Pell Grant to use for purchasing supplies and services at the bookstore (Buss Pass)</p> <p>Challenge - Limited Computer Access</p> <p>Referral - Transfer money from the Pell Grant to use for purchasing supplies and services at the bookstore (Buy Netbook)</p>	
Values	The Counseling Reference Guide worksheet has been provided to list the Categories, Challenges, Referrals and all associations.	

## Journal Settings

The Journal allows for documenting interactions with students or capturing any note a case manager needs to make for future use. Sources and Sessions are used to prescribe and document interactions with students and expected outcomes.

The structure of a Journal Entry is:

Source indicates the origination of the information

Tracks(Types) are categories of Journal Entries

Steps(Numbers) are optional pre-determined points of contact

Details are common outcomes of Steps and Tracks

### 6.1 Sources

Definition	Journal Entry Sources indicate the origination of the information for a particular entry. This helps the Case Manager manage the communication channel and history of communication.						
Appears	Journal						
Configuration	Located in the Administration Group, Journal Subgroup						
Parameters	<table border="1"><thead><tr><th>Field</th><th>Definition</th></tr></thead><tbody><tr><td>Name</td><td>Label for the Journal Entry Source type</td></tr><tr><td>Description</td><td>Description of purpose and characteristics of the Journal Entry Source</td></tr></tbody></table>	Field	Definition	Name	Label for the Journal Entry Source type	Description	Description of purpose and characteristics of the Journal Entry Source
Field	Definition						
Name	Label for the Journal Entry Source type						
Description	Description of purpose and characteristics of the Journal Entry Source						
Default	Appointment, CAP Transitioned, Case Management, Completed Action Steps, Early Alert Response, Email, ILP Transitioned, Phone Call, Referral						
Required Item	Early Alert Response						
Example(s)	Appointment, Phone Call, Intake, Early Alert, Email						



Values							
<b>6.2 Tracks</b>							
Definition	Tracks are categories of Journal Entries used to associate Session Steps for programs						
Appears	Journal						
Configuration	Located in the Administration Group, Journal Subgroup						
Parameters	<table border="1"> <thead> <tr> <th>Field</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Label for the Journal Track type</td> </tr> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Journal Track type</td> </tr> </tbody> </table>	Field	Definition	Name	Label for the Journal Track type	Description	Description of purpose and characteristics of the Journal Track type
	Field	Definition					
	Name	Label for the Journal Track type					
Description	Description of purpose and characteristics of the Journal Track type						
Default	CAP, EAL, ILP						
Example(s)	Individual Learning Program, Early Alert, Distance Learning						
Values	The Journal Track worksheet has been provided to list the Tracks, Steps, Details and all associations.						
<b>6.3 Steps</b>							
Definition	Journal Steps are associated with Tracks to define common points of contact with the student. Programs may define single or multiple points of contact to simplify and guide contact with students.						
Appears	Journal						
Configuration	Located in the Administration Group, Journal Subgroup						
Parameters	<table border="1"> <thead> <tr> <th>Field</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Step Name</td> <td>Label for the Journal Step type</td> </tr> <tr> <td>Description</td> <td>Description of purpose and characteristics of the Journal Step type</td> </tr> </tbody> </table>	Field	Definition	Step Name	Label for the Journal Step type	Description	Description of purpose and characteristics of the Journal Step type
	Field	Definition					
	Step Name	Label for the Journal Step type					
Description	Description of purpose and characteristics of the Journal Step type						
Default	None						
Example(s)	Meeting 1, Meeting 2, Initial meeting, Pre-registration meeting, Mid-term check						

Values	The Journal Track worksheet has been provided to list the Tracks, Steps, Details and all associations.	
<b>6.4 Details</b>		
Definition	Journal Details are associated with Tracks/Steps to define common outcomes and/or tasks during a session.	
Appears	Journal	
Configuration	Located in the Administration Group, Journal Subgroup	
Parameters	Field	Definition
	Detail Name	Label for the Journal Entry Session type
	Description	Description of purpose and characteristics of the Journal Entry Session type
Default	None	
Example(s)	Register for next term, Confirm funding, Discuss education goals	
Values	The Journal Track worksheet has been provided to list the Tracks, Steps, Details and all associations.	

## Action Plan Settings

Note: Section 7- Action Plan Summary Text has been removed from the configuration.

## Email Message Templates

The Message Templates define the default email text for notifications and HTML for the MAP printouts. The message templates include notification, confirmation and response. The database is loaded with sample templates that should be changed before use.

The definitions and examples of the templates are located in the [SSP Wiki](https://wiki.jasig.org/display/SSP/SSP+Message+Template+Definitions).

<https://wiki.jasig.org/display/SSP/SSP+Message+Template+Definitions>

Appears	Email messages and MAP printouts generated by SSP
Configuration	Located in the Administration Menu, System Configuration Tab, Message Templates Item

## Accommodations Settings

The Accommodation settings support the disability office to identify students requiring assistance. In addition to the eligibility, the disposition and relevant accommodations can be tracked.

### 9.1 Disability Accommodations

Definition	Disability Accommodations is a list of accommodations to support the student	
Appears	Accommodation, Accommodations tab	
Configuration	Located in the Administration Group, Accommodation Subgroup	
Parameters	Field	Definition
	Name	Label for the Disability Accommodations type
	Additional Description	Determines if additional description is required when the type is select
	Description Label	Label for the additional description
	Long/Short Description	Determines if the additional description has a short or long entry box
Default	(Multiple) Training on computer software, Use of calculator, Enlarged print materials, Closed caption	
Example(s)	Training on computer software, Use of calculator, Enlarged print materials, Closed caption	
Values		

### 9.2 Disability Agencies

Definition	The Disability Agency is the source that certifies the disability of the student	
Appears	Accommodation, Agency Contacts tab	
Configuration	Located in the Administration Group, Accommodation Subgroup	

Parameters	Field	Definition
	Name	Label for the Disability Agency type
	Description	Description of purpose and characteristics of the Disability Agency type
Default	BSVI, BVR, MH, OPP, OTHER, TEST, VA	
Example(s)	BSVI, BVR, MH, OPP, OTHER, TEST, VA	
Values		
<b>9.3 Disability Statuses</b>		
Definition	The Disability Status identifies the official status of the student with the disability office.	
Appears	Accommodation, General tab	
Configuration	Located in the Administration Group, Accommodation Subgroup	
Parameters	Field	Definition
	Name	Label for the Disability Status type
	Description	Description of purpose and characteristics of the Disability Status type
Default	Eligible, ineligible, Pending, Revoked, Temporary Eligibility	
Example(s)	Eligible, ineligible, Pending, Revoked, Temporary Eligibility	
Values		
<b>9.4 Disability Types</b>		
Definition	Disability Types identify the specific disability of the student.	
Appears	Accommodation Tool, Disability Tab	
Configuration	Located in the Administration Group, Accommodation Subgroup	
Parameters	Field	Definition
	Name	Label for the Disability Type

	Description	Description of purpose and characteristics of the Disability Type
Default	ADD/ADHD, BLIND, DF, DH, EMO, HDH, LD, MULTI, OR, OTHER, SP, TBI, VIS	
Example(s)	ADD/ADHD, BLIND, DF, DH, EMO, HDH, LD, MULTI, OR, OTHER, SP, TBI, VIS	
Values		

## MyGPS Settings

Self Help Guides are available through MyGPS for authenticated and unauthenticated users. The guides represent a collection of Challenges associated with a guide topic. The challenges are posed as questions in the guide for the user to navigate and provide a response.

### 10.1 Self Help Guide

Definition	Self Help Guides are available for authenticated and unauthenticated student to identify Challenge and Referrals created in the Counseling Reference Guide.	
Appears	MyGPS, Self Help Guides	
Configuration	Located in the Administration Group, MyGPS Subgroup	
Parameters	Field	Definition
	Name	Label for the Self Help Guide
	Description	Description of the Self Help Guide displayed below the name in the list of guides
	Threshold	Reserved for future functionality
	Introduction	The introduction provided to users upon navigating the guide. This appears just before a user begins the navigation
	Summary	The summary provided as summary text upon completion of the guide
	Threshold Summary	Reserved for future functionality
	Early Alert Summary	Reserved for future functionality
	Published	Yes/No identifier for the guide to be published in MyGPS
	Authentication	Identifier to determine if the guide is available only for

	Required	authenticated users
	Associated Challenges	The Challenges in order to assign to the guide
Values	The Counseling Reference Guide worksheet has been provided to list the Categories, Challenges, Referrals and all associations.	



## MAP Settings

### 11.1 MAP Colors

**Definition** A list of colors can be defined and assigned to Elective Types. The colors are displayed in the MAP tool for planned courses with elective types.

**Appears** MAP Elective Types

**Configuration** Located in the Administration Group, MAP Subgroup

Parameters	Field	Definition
	Active	Determines if the color is active for assignment
	Color Name	Label for the color
	Color Code	User provided code for the color
	Hex Code	Hex color code for color definition
	Description	Description of the color, suggest using for assignment

**Default** Aqua, Brown, Fuchsia, Gray, Green, Lt Blue, Lt Green, Orange, Pink, Purple, Red, Salmon, Tan, Violet, Yellow

**Values**

### 11.2 MAP Electives

**Definition** Electives can be assigned to planned courses to indicate that the course will satisfy an elective requirement. The list of available electives are defined in this section.

**Appears** MAP planned courses

**Configuration** Located in the Administration Group, MAP Subgroup

Parameters	Field	Definition
	Order	The order in which the electives appears in the drop-down

	Active	Determines if the elective is active for assignment
	Elective Name	Label for the elective
	Elective Code	User defined code that displays in the tooltip
	Description	The description of the elective
	Color	The color assigned to the elective type
Example(s)	General Education, GenED, Blue Program Elective, Prog, Purple	
Values		
<b>11.3 MAP Tags</b>		
Definition	TAGs are characteristics of courses that allow users to quickly identify a course. The TAGs defined in administration must match values from the external_course_tag database table. Only active TAGs that match courses in external_course_tag will be available in MAP.	
Appears	MAP	
Configuration	Located in the Administration Group, MAP Subgroup	
Parameters	Field	Definition
	Active	Determines if the TAG will be displayed for matching courses in external_course_tag
	Tag Name	Label for the TAG
	Tag Code	User defined code that displays in course details and the available course list
	Description	Description of purpose and characteristics of the TAG
Example(s)	HON = Honors, DL = Distance Learning, TR = Transfer	
Values		

