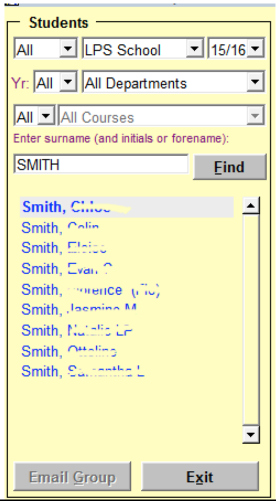
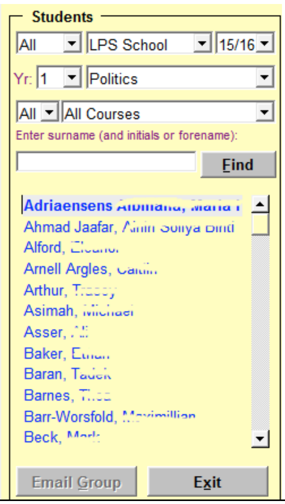
Corporate Information Systems
http://www.sussex.ac.uk/its/help/bishelp

University of Sussex

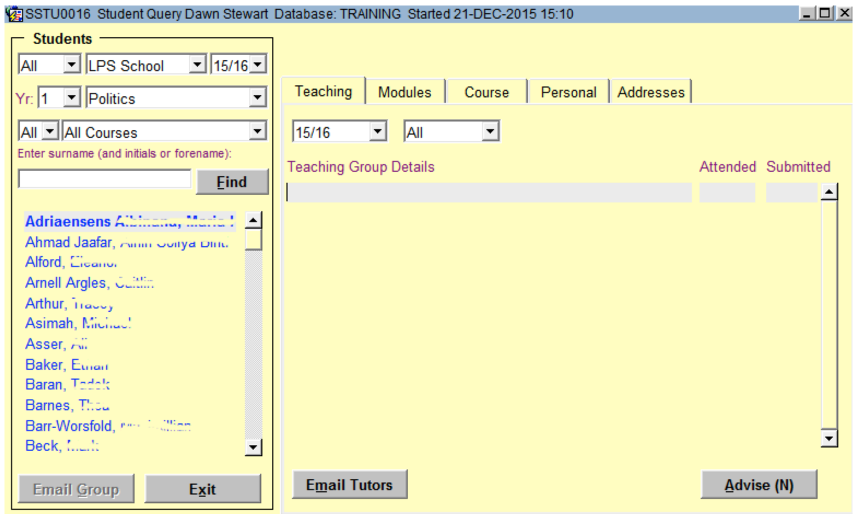
SSTU0120/ SSTU0122 - Student Advisor Contact Screens





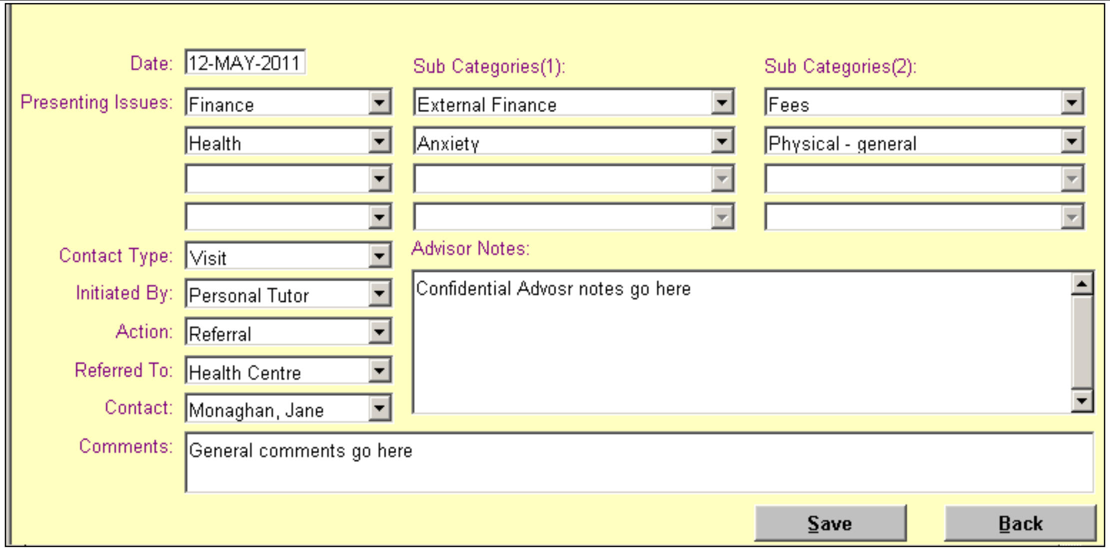
Finding a Student Record

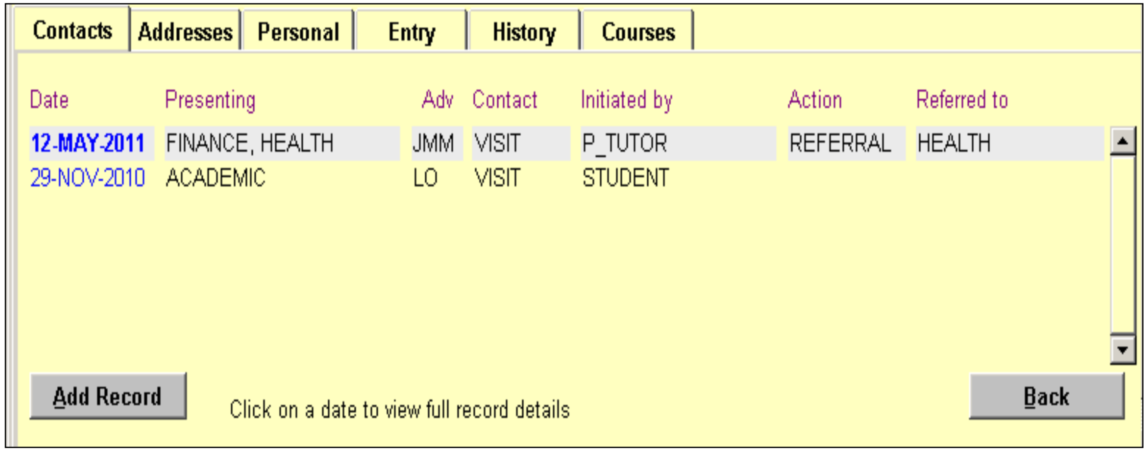
- From the main menu open the ‘**Student Query**’ screen
- Search either by student cohort (select the search criteria)
- Or enter the name of a student
- Click **Find** button to search
- Click on a student’s name to show details on the right of the screen.



Click on the Advise (**Y/N**) button

- If the button is labelled Advise (Y) the student already had advice records
- If the button is labelled Advise (N) the student has no advice records





Updating Student Advisor Contact Information

- When you have found your student record click on the **Advice** button under the '**Courses**' tab

- In the 'Contacts' tab click the **Add Record** button

- Enter a value for **Presenting Issues**
- Enter a **Sub-Category** for the presenting issue
- If necessary enter another **Presenting Issue** and **Sub-Category**
- Enter a **Contact Type**
- Enter who the contact was **Initiated By**
- Enter a value for **Action**
- Enter who the matter has been **Referred To**

- Click on **Save** button

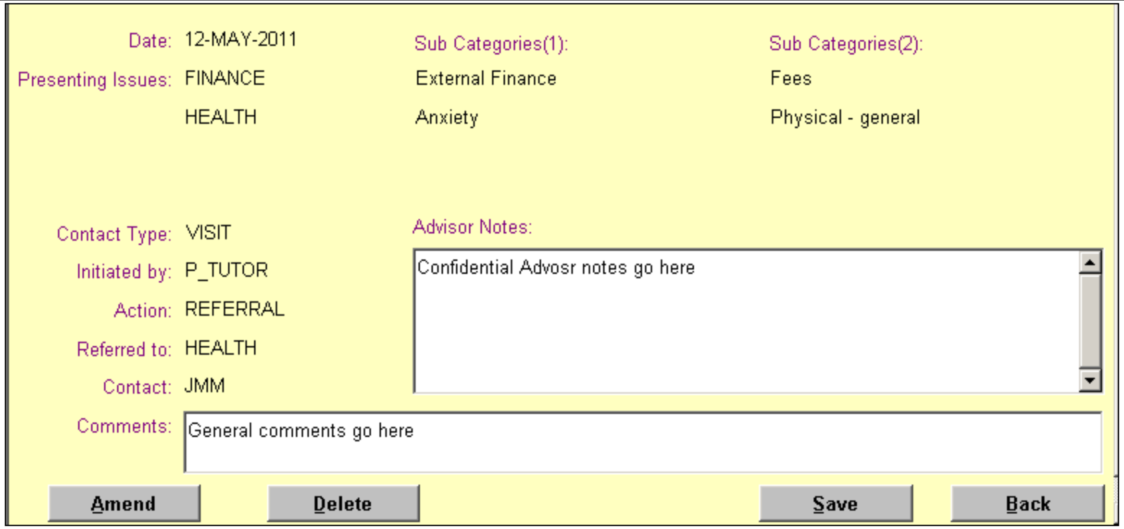
The **Contact** should default to your own name; however another name can be chosen from the list.

Notes made in the '**Advisor Notes**' section can just be seen by Student Advisors.

Notes made in the **Comments** section can be seen by Administrative support staff.

Amending Existing Records

- Once a record has been entered and saved it appears as a record under the Contacts tab
- To view or amend the record, click on the **date**



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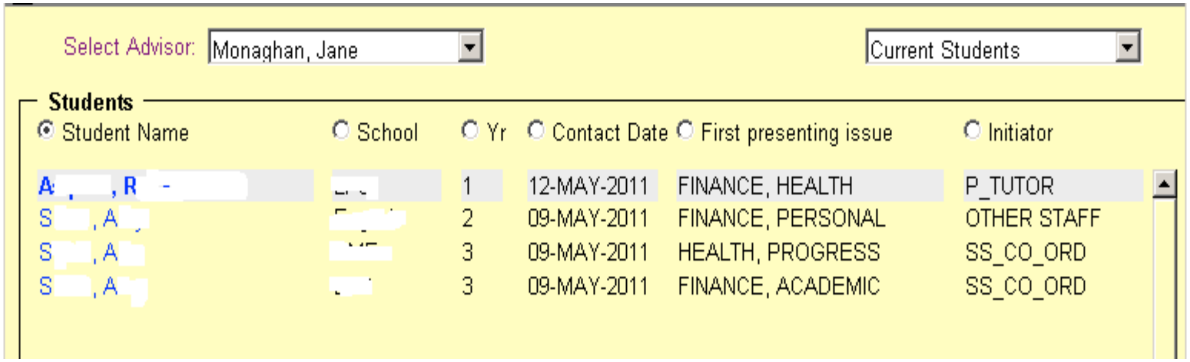
- To delete the record, click on the **Delete** button
- To edit the comments and notes, make relevant changes and click **Save** to commit
- Click **Amend** to amend contact details

N.B If changing the Presenting Issues, please note that all sub-categories under that Presenting Issue will be nullified. This is particularly important for administrative staff who will not be able to see the sub-categories listed under a Presenting Issue.



Checking Existing Contact Records

- From the main menu click **Student Advisor Students**
- Click on a name to enter the student's contact record
- Change the sort order by clicking on column header (e.g. First presenting issue *see below*)