

UC San Diego



VIRTUAL ADVISING CENTER TUTORIAL

Brought to you by:
Thurgood Marshall College, Academic Advising
UC San Diego

Hi! Welcome to the Thurgood Marshall College video tutorial on the Virtual Advising Center.

Thurgood Marshall College Academic Advising offers different advising options to cater to your advising needs and circumstances.

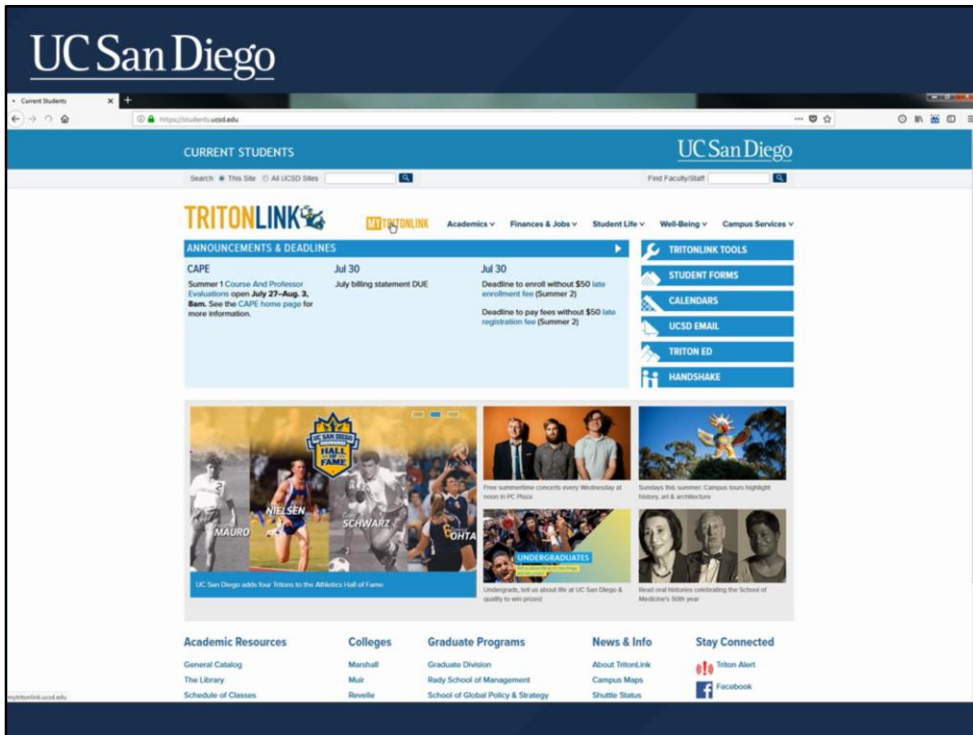
ADVISING OPTIONS

Walk-In	Appointments	Online Advising
<ul style="list-style-type: none"> • 10-15 minute sessions • No appointment required • Best for quick questions and forms that need advisor approval 	<ul style="list-style-type: none"> • 30 minute sessions • Must be scheduled in advance • Best for questions or concerns that may require more in-depth advising 	<ul style="list-style-type: none"> • vac.ucsd.edu • Accessible 24/7 • Best for brief questions • Response within 24-72 hours

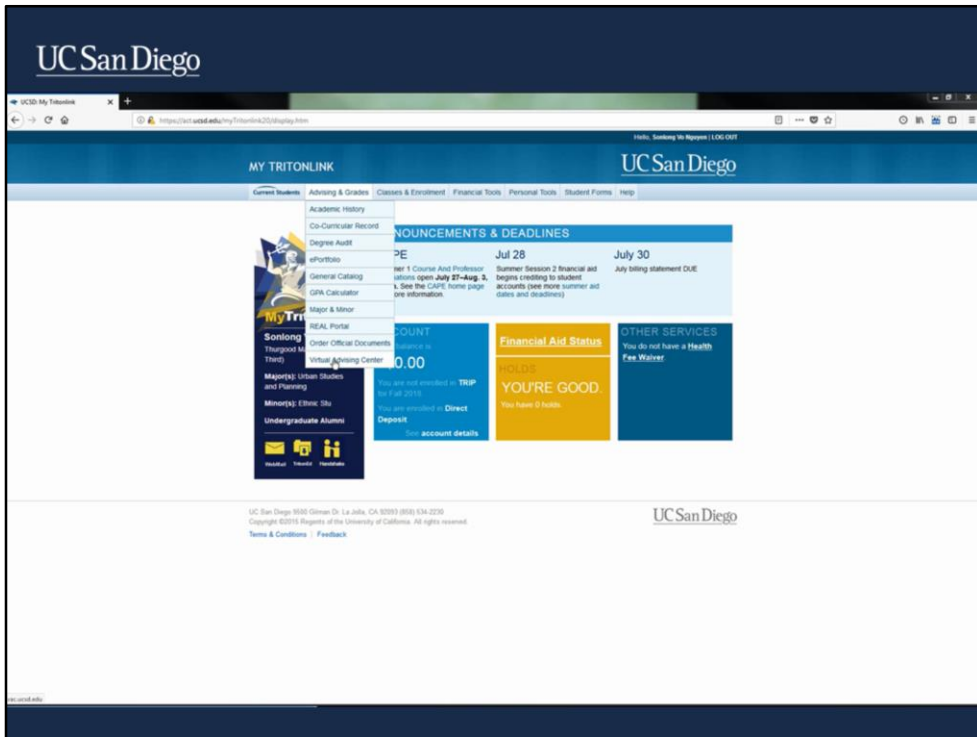
Walk-in advising hours are updated weekly on vac.ucsd.edu.

Note: Appointments are not available during the first two weeks of the quarter

- During Walk-In Advising, you can meet with a counselor on a drop-in basis for a 10-15 minute session to discuss your class schedule, upcoming enrollment or to get a form signed.
- Marshall Advising also offers 30-min appointments for more complex questions or for long-term academic planning. Appointments can be scheduled in advance at the Academic Advising Office front desk, or by calling 858-534-4110.
- In addition to these in-person options, you can use the Virtual Advising Center, also known as the VAC, to send quick academic questions to an academic counselor and receive a response within 24-72 hours, if not sooner.
- All of these options will be available to incoming students after you enroll in your fall quarter classes.
- Now let's take a deeper look into the VAC and its features.



There are two ways to access the VAC online– through TritonLink or through vac.ucsd.edu. To access the VAC through TritonLink, go to “students.ucsd.edu”, click on ‘My TritonLink ... and log into your student account using your PID and password.’”

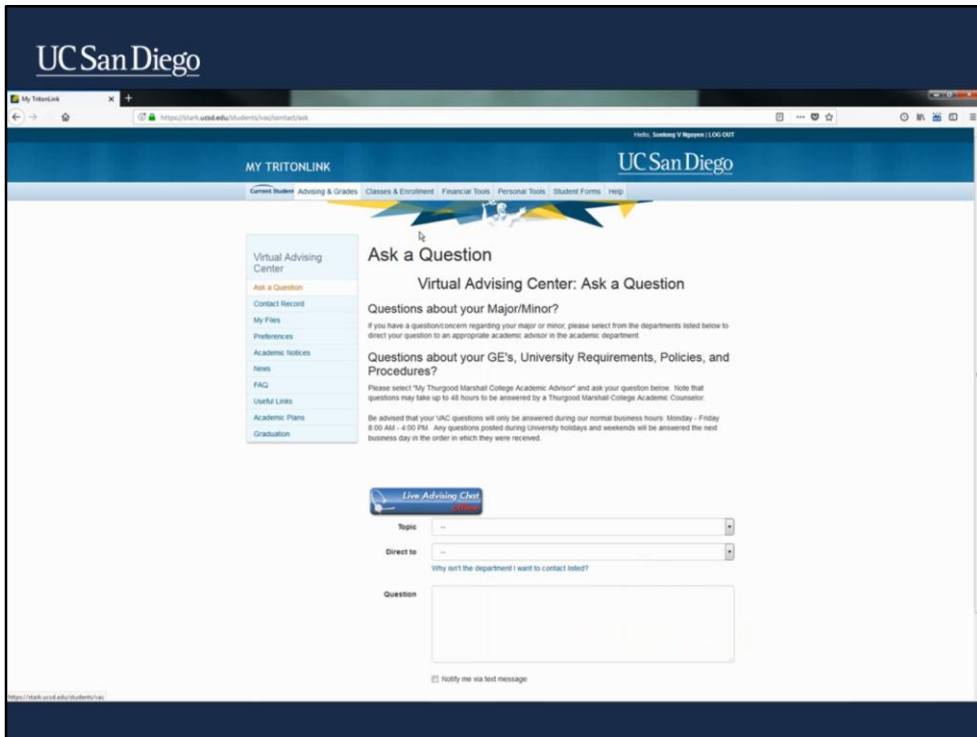


Once you've successfully logged in, hover over the 'Advising and Grades' tab and click on 'Virtual Advising Center.'

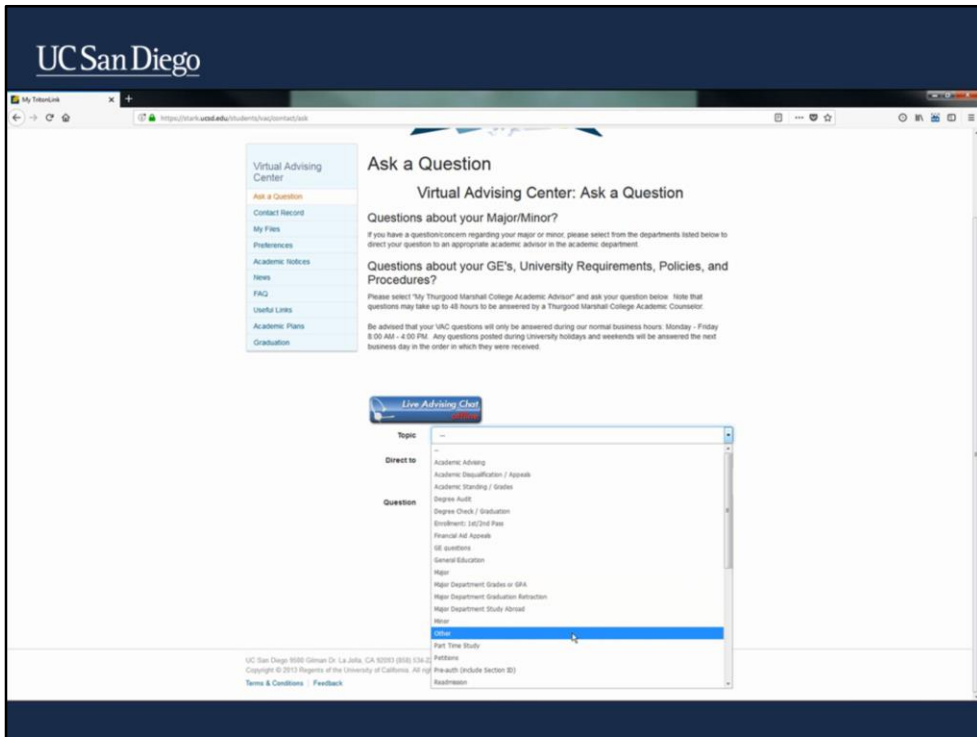
The screenshot shows the UC San Diego My TritonLink homepage. At the top, there is a navigation bar with 'MY TRITONLINK' and 'UC San Diego' logos. Below this is a secondary navigation bar with tabs for 'Current Student', 'Advising & Grades', 'Classes & Enrollment', 'Financial Tools', 'Personal Tools', 'Student Forms', and 'Help'. On the left side, there is a 'Virtual Advising Center' sidebar with links for 'Ask a Question', 'Contact Record', 'My Files', 'Preferences', 'Academic Notices', 'News', 'FAQ', 'Useful Links', 'Academic Plans', and 'Graduation'. The main content area features a 'News' section with a 'Curriculum Planning' article. To the right, there is an 'Important' red box titled 'Summer 2018 Advising Front Desk Hours' with details on walk-in hours and appointment availability. Below this is a table titled 'Marshall Academic Advising Walk-In Hours: July 30 - August 3'.

Monday 7/30	Tuesday 7/31	Wednesday 8/1	Thursday 8/2	Friday 8/3
Walk-in Advising Closed	Walk-in Advising Closed	Walk-in Advising Closed	Walk-in Advising Closed	Walk-in Advising Closed
Front Desk Available	Front Desk Available	Front Desk Available	Front Desk Available	Front Desk Available

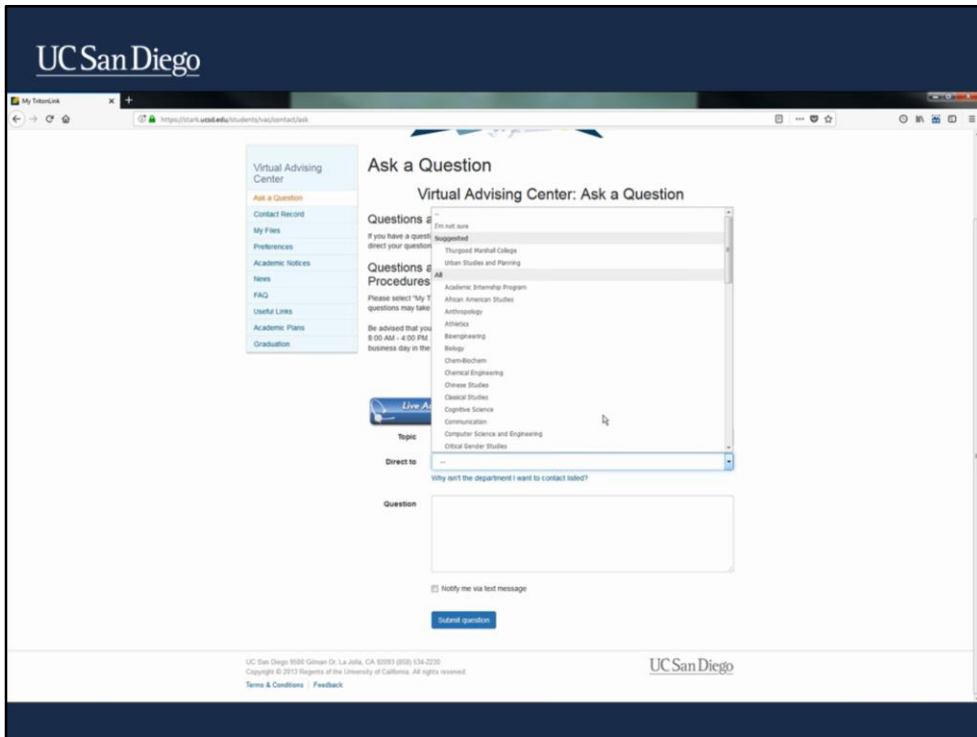
On the homepage of the VAC, you'll find Marshall Advising's Walk-In Hours for the week, helpful academic resources and much more. We will be focusing on the 'Ask a question' and the 'Contact Record' tabs for now.



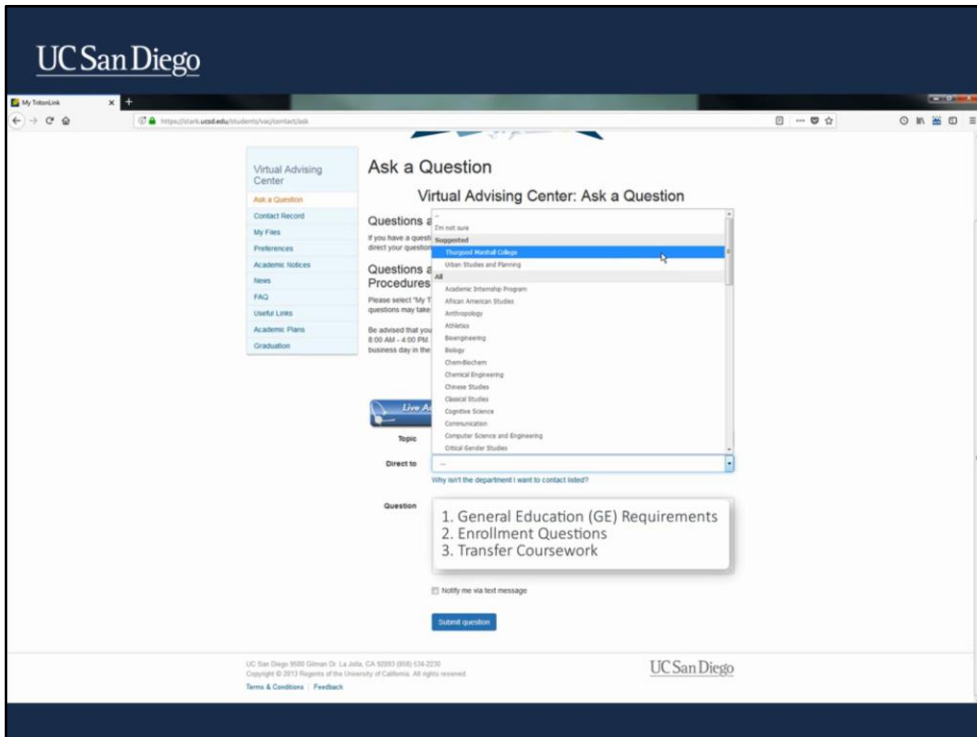
The 'Ask a Question' feature allows you to send academic questions to different academic departments.



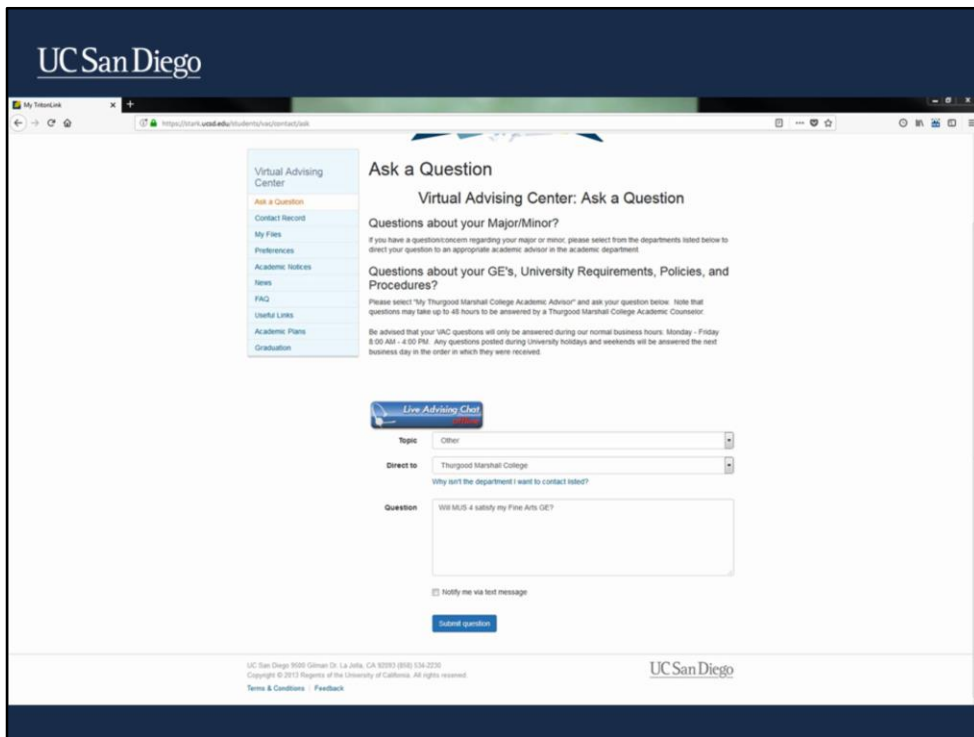
To use this tool, first select the topic that is most related to your question; if you cannot find one that fits, select “other.”



Next, select who you would like to direct your question to. For questions about major courses or other department offerings, please select the appropriate academic department from the drop-down menu.



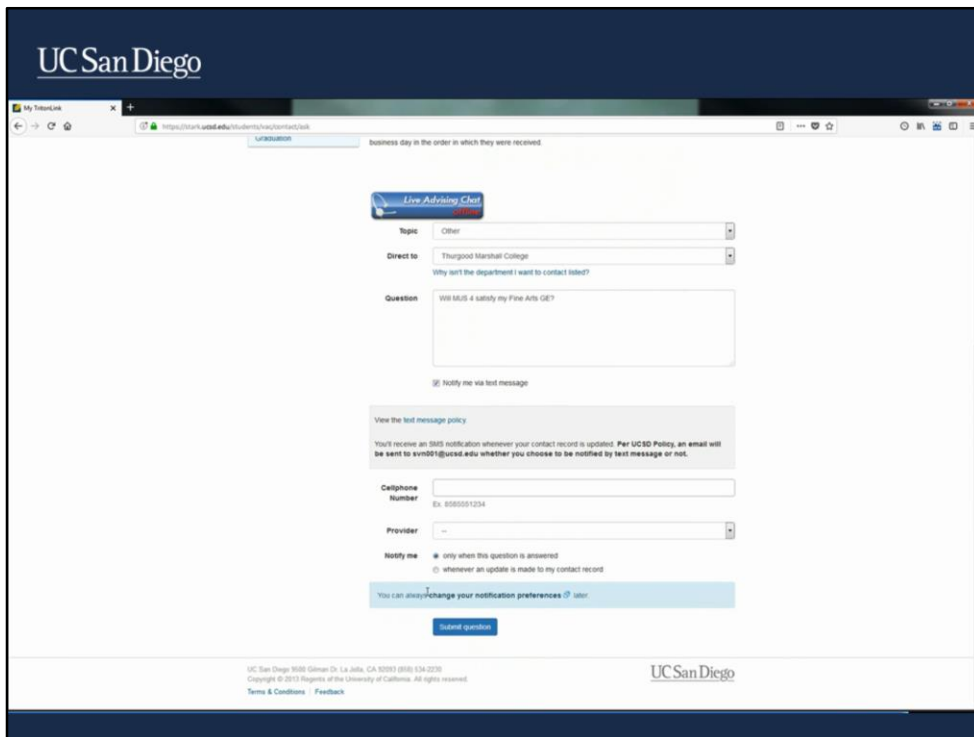
For questions about General Education (GE) requirements, general enrollment information, or transfer coursework, select “Thurgood Marshall” from the list of available options.



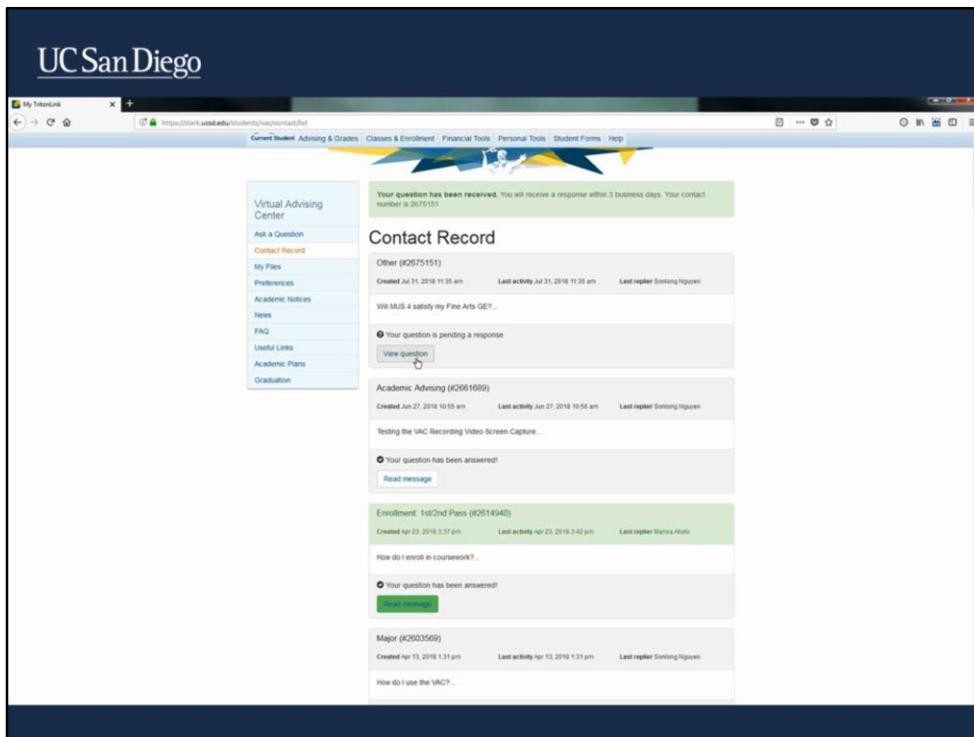
When composing your question, consider the following:

- Be sure that your question is specific enough that it can be answered in a couple of sentences. Questions that are more complex are best addressed during Walk-In Advising.
- Include relevant details, such as course subjects, numbers or requirement categories. For example, instead of writing – “Will Music satisfy my GE for Marshall?, you can ask - “Will MUS 4, satisfy my Fine Arts GE?”
- Academic counselors have access to your academic records including your student PID, Declared Major/Minor and your class schedule, so you don’t have to include this information in your message. Additionally, counselors also have access to your past VAC correspondence, making it easy to follow-up if you have additional questions or need clarification after the fact.

Remember, the VAC is designed for academic questions only. For non-academic inquires, such as questions regarding Financial Aid, Student Billing, or Housing, please contact the office directly. Contact Information can be found on the office or department’s website.



You will receive a notification via your UC San Diego Email address once a counselor has responded to your question. In addition to the email notification, you can also request to be notified through text message – an option that can be selected at the bottom of this page or through the 'Preferences' tab. In these notifications, you will be directed to view your 'Contact Record' on the VAC.



Your “Contact Record” is your record of questions you submitted and the responses to them. Additionally, your record may include contact notes from meetings with academic counselors or counselor-initiated messages.

UC San Diego



VAC.UCSD.EDU

Thurgood Marshall College, Academic Advising
Thurgood Marshall Administration Building, Room 120
marshall.ucsd.edu

Now that you're familiar with these tools in the Virtual Advising Center, please feel free to contact us with any academic questions that you may have. We hope you have enjoyed this video tutorial. For more video tutorials, please check out our Academic Resources page under the Academics tab on the Marshall website at marshall.ucsd.edu.