

SSC Campus Front Desk User Guide University of Oregon

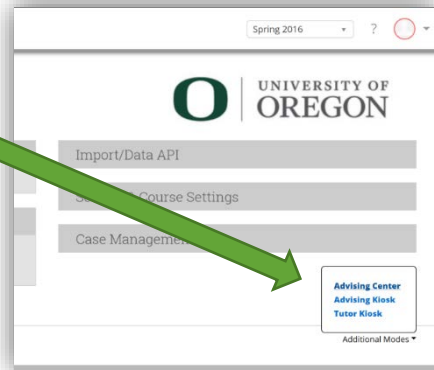


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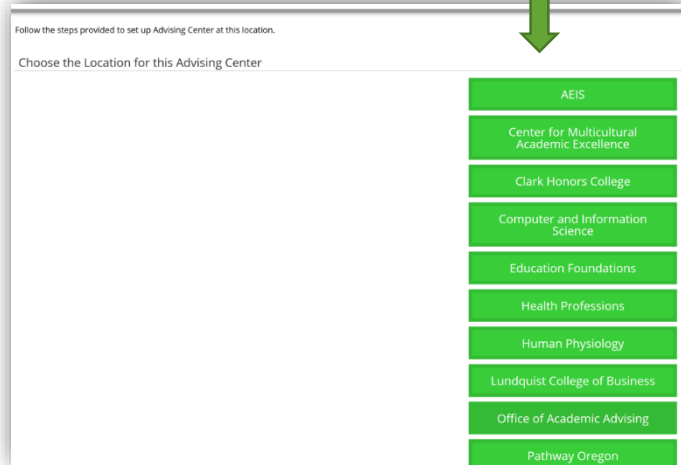
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Advising Center

From the home page, access the advising center by clicking on the 'Additional Modes' drop down menu and choosing 'Advising Center.'



Choose the Location for this Advising Center.



Here you can schedule, cancel and move appointments, and put students in a drop-in queue.

Office of Academic Advising

Appointment | Advisor Waiting Lists

Search for a Student

Calendar Options: Available Times Only

Student Service: All Services

Time Increment: 30 min

One Click Create (On)

Move Appts (Off)

Find First Available? Wednesday - 4/27/16

7:00a to 5:00p

Reload

First Available

Current wait: none

Choose Advisor(s)

Jagdeep Bala

Current wait: none

Thomas Bush

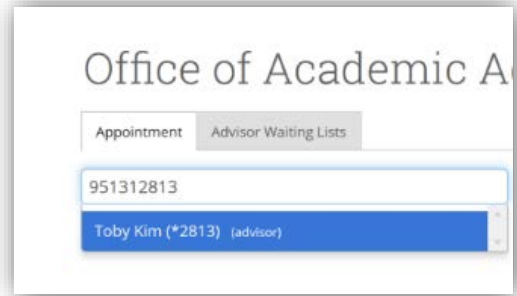
Availability For Apr 27 2016

TIME	DAISY AHLSTONE	JAGDEEP BALA	THOMAS BUSH	DULCE CASTRO	MAYRA CHAVEZ RODRIGUEZ	TAD FALK	MEGAN FLANIGAN	KARLA HAUGHT	TAMI HILL	REBECCA HODGES	KIMBERLY JOHNSON	KRIS KATKUS	BIL MORRILL	MELINA PASTOS	KIERRA ROWAN	CYNTHIA SMYTHE	ARTURO ZAVALA
7:00a																	
7:30a																	
8:00a																	
8:30a																	
9:00a	COURSE																GENERAL
9:30a																	
10:00a	COURSE				COURSE										COURSE		

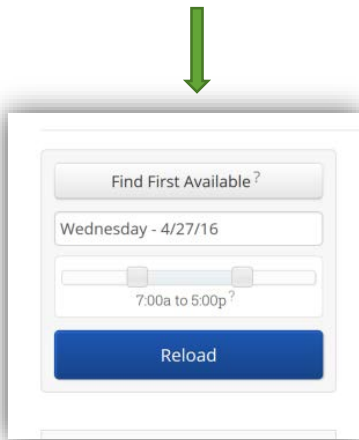
Appointments

Schedule an Appointment

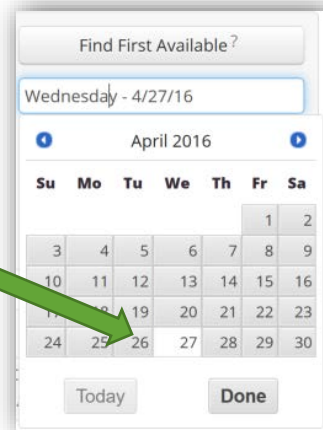
Step 1- On the Appointment tab enter the student's 95# and then select the student's name.



Use the "Find First Available?" box to find availability other than today.

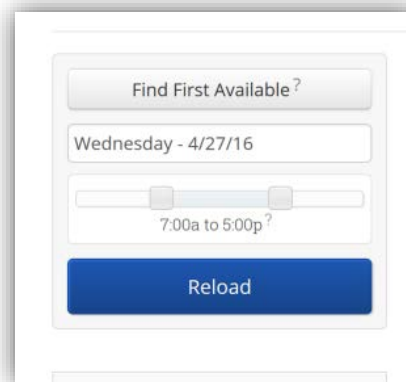


Step 2- Click in the day/date box to see the pop up calendar. Choose a future day by clicking that day on the calendar.

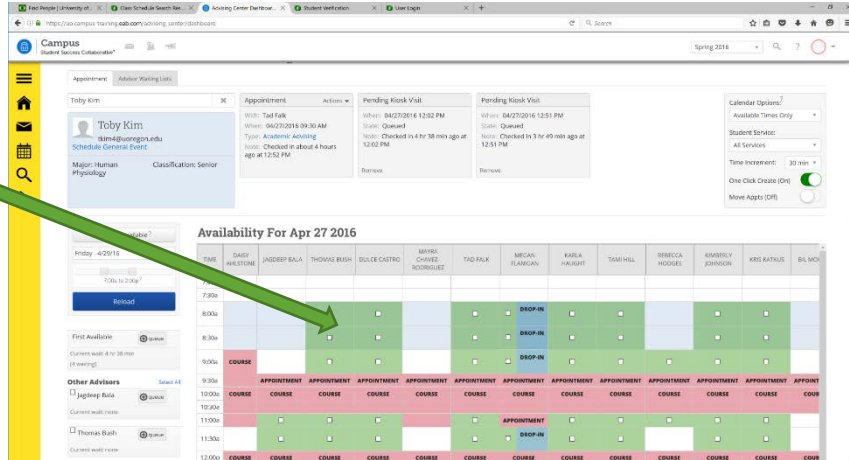


Step 3- The range of time can be narrowed on the slider bar.

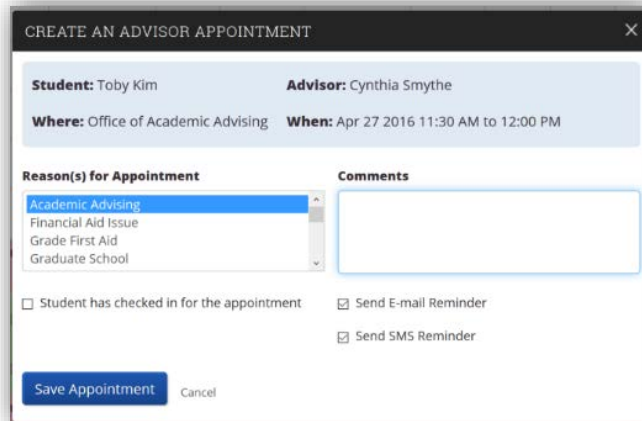
Step 4- Click the Reload button to apply these steps and view new First Availability.



Step 5- Select one of the boxes in the Availability grid to create an Advisor Appointment.



Step 6- In the Create an Advisor Appointment box, choose a reason for the appointment. Note that comments entered will be visible to student in their reminder email.



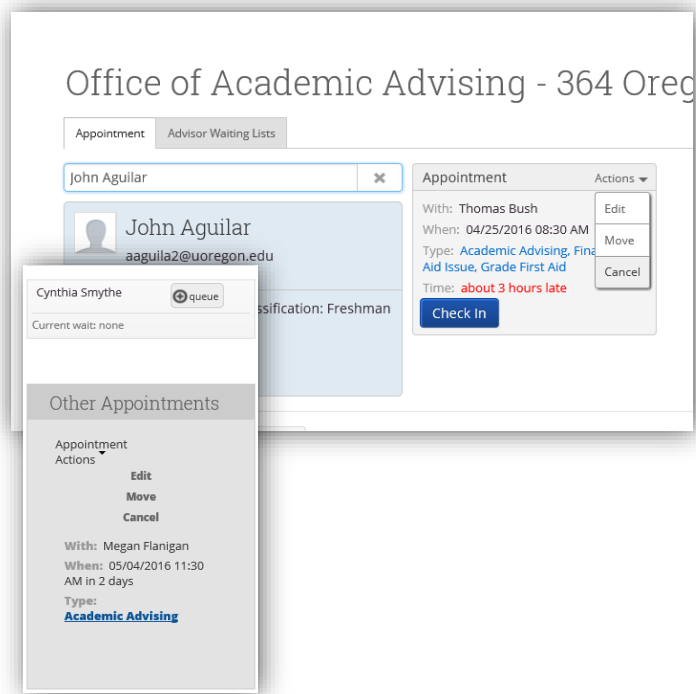
Cancel an Appointment

Step 1- Enter the student's 95# in the Search for Students box.

Step 2- Select the student's name.

Step 3- For same day appointments, click the actions drop down menu In the Appointment details box.

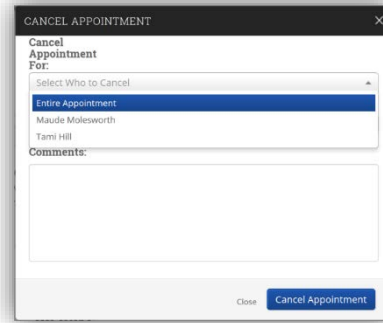
Future appointments will be visible in the Other Appointments box below the advisor queues.



Step 4- Select cancel.

Step 5- Cancel Appointment box – Select who the appointment is cancelled for and the reason.

Step 6- Click the Cancel Appointment button and a message will automatically sent to the attendees.



Move an Appointment

Step 1- Enter the student's 95# in the Search for Students box.

Step 2- Select the student's name.

Step 3- In the Appointment details box, click the Actions drop down arrow.

Step 4- Select Move.

Step 5- Select an available slot to move appointment to.

Step 6- If you are moving an appointment to another advisor but keeping the same appointment time, you will need to Unlock times With Conflicts in the Calendar Options box.

The screenshot shows the npus interface with the following components:

- Appointment Details:** Toby Kim (tkim4@uoregon.edu), Major: Human Physiology, Classification: Senior. Appointment with Cynthia Smythe on 04/27/2016 at 11:30 AM. State: Queued. Note: Checked in 10 min ago at 12:02 PM.
- Calendar Options:** A dropdown menu is open, showing options: Available Times Only (selected), Available Times Only, Unlock Non-Available Times, and Unlock Times With Conflicts. There are also toggle switches for 'One Click Create (Off)' and 'Move Appts (On)'.
- Availability For Apr 27 2016:** A grid showing advisor availability. The grid has columns for advisors: DAISY AHLSTONE, JAGDEEP BALA, THOMAS BUSH, DULCE CASTRO, MAYRA CHAVEZ-RODRIGUEZ, TAD FALK, MEGAN FLANIGAN, KARLA HAUGHT, TAMI HILL, REBECCA HODGES, KIMBERLY JOHNSON, KRIS KATKUS, and BIL. Rows show times from 7:00a to 8:30a. Green squares indicate available slots. A blue square with 'DROP-IN' is visible in the 8:00a slot for MEGAN FLANIGAN.

Step 7- Confirm move.

You are about to move an appointment with
Toby Kim from:

Apr 27th, 2016 at 11:30AM with Cynthia Smythe
to

Apr 27th, 2016 at 9:30AM with Tad Falk

Cancel Move **Confirm Move**


Check in for an
Appointment

To check a student in for an appointment, enter the student's 95# in the appointment tab and click the Check In button in the Appointment Box.

Office of Academic Advising

Appointment Advisor Waiting Lists

Toby Kim



Toby Kim
tkim4@uoregon.edu
[Schedule General Event](#)

Major: Human Physiology Classification: Senior

Appointment Actions ▾

With: Cynthia Smythe
When: 04/27/2016 11:30 AM
Type: [Academic Advising](#)
Time: **43 minutes late**

Pending Kiosk Visit

When: 04/27/2016 12:02 PM
State: Queued
Note: Checked in 10 min ago at 12:02 PM

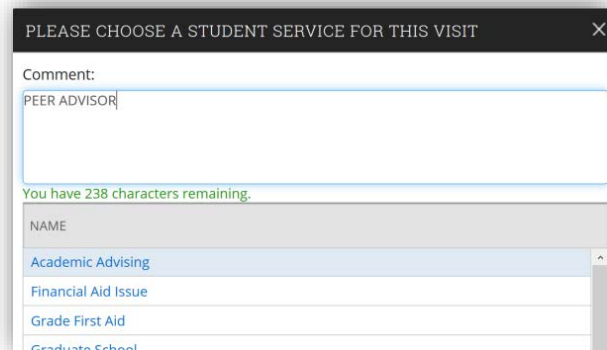
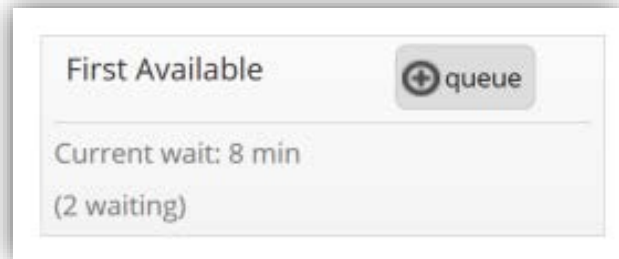
Check in for Drop-In Advising

Step 1- Enter the student's 95# in the Search for Students box and click the student's name.

Step 2- Click the queue button in the First Available box.

Step 3- Student Service box. Select a student service for the visit. If the student is coming for Peer Advising, type Peer Advising in the comment box before selecting the student service.

Step 4- If a student requests a specific advisor, find that advisors queue in the Other Advisors section below the First Available box.



Advisor Waiting Lists

This is where you can monitor the queues. The Actions drop-down menu in any queue will allow you to send a message to a student, move them to the top of the queue or remove them from the queue.

Students In First Available's Queue

Actions	STUDENT NAME	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
Send a Message Move to Top Remove	ample Student	Peer Advisor - schedule pla...		11:23a	1 hr 30 min
	Toby Kim	PEER ADVISOR		12:02p	51 min

Students In Daisy Ahlstone's Queue

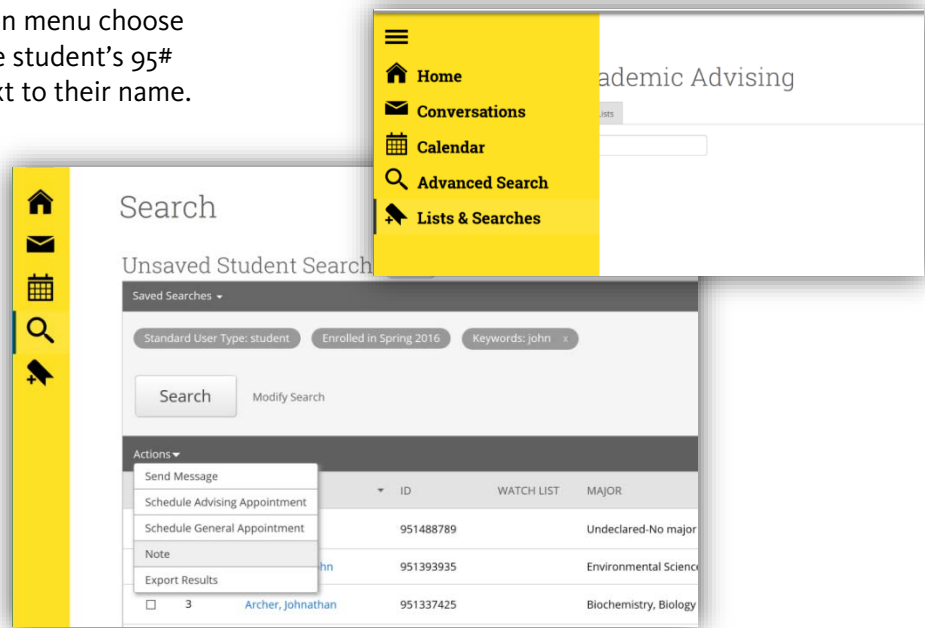
SELECT	STUDENT NAME	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
There are no students waiting on this advisor					

Notes

Notes can be used to attach documents to a student's record and keep track of information about that student, such as education plan.

Step 1- From the navigation menu choose Advanced Search. Enter the student's 95# and then check the box next to their name.

Step 2- Select "Note" from the Actions drop-down menu.



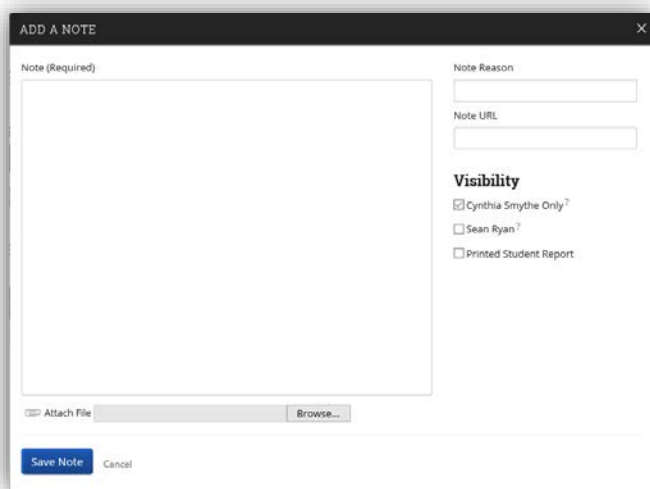
Step 3- Enter the text for your note.

Step 4- Enter a Note Reason (required).

Step 5- Attach a file (optional).

Step 6- Select the proper permissions and visibility settings.

Step 7- Review your note and click "Save Note."



My Calendar

Your calendar is a quick way to view appointments or events at a glance. The calendar can be accessed clicking on the calendar icon on the left side menu bar.

My Calendar

Calendar View | List of Calendar Items | Subscriptions

LEGEND ADVISING ASSIGNMENT TUTORING GENERAL COURSE FREE BUSY CANCELLED

Add Calendar Event | Print Calendar

October 2015

today < day week month >

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	30	1 11:30a Advising 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	2	3
4	5	6 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	7	8 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	9	10
11	12	13 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	14	15 2p HIST1112-1112-1 SUR OF WORLD HIST SINCE 1500	16 2:30p Advising	17

Key Features

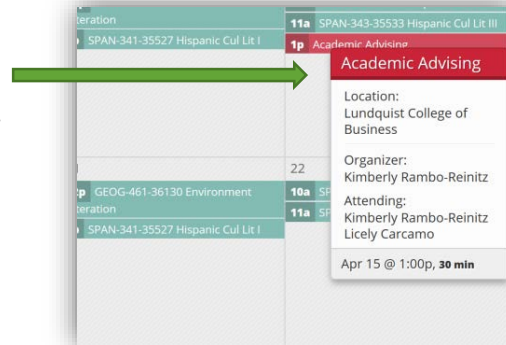
Add Calendar Event – Clicking Add Calendar Event will bring up your appointment scheduling page.

Print Calendar – Here you can send your monthly or weekly calendar views directly to PDF.

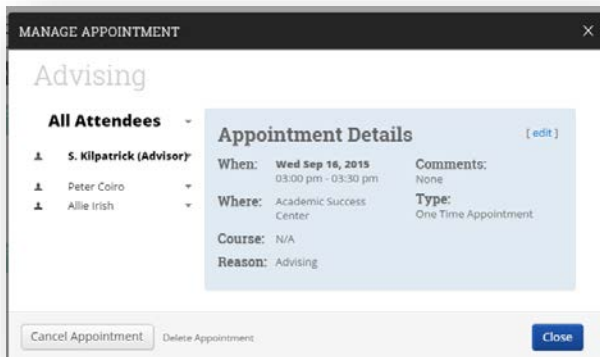
View today, day, week or month – Quickly choose to view just Today, or view by day, week or month. Using the left or right arrows allows you to view previous or future dates if desired.

Notice the Legend just above the calendar grid. Options listed include: **Advising, Assignment, Tutoring, General, Course, Free Busy and Cancelled**. Selecting one of the checkboxes enables associated appointments to show on the calendar grid. Deselecting the checkbox hides them. (These options are automatically checked by default).

To view details of an appointment simply hover over the event on your calendar. A pop up like this one will appear.



Clicking on the event will open the Manage Appointment box, allowing you to edit, cancel, or delete with the appointment.



List of Calendar Items-The List of Calendar Items tab provides, in list form, any appointments you have on schedule for today, this week, and next week. Appointments with 'Edit' next to them can be edited by you.

