

Advising Center

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The Advising Center tab allows advisors to monitor and maintain visits for students in their queue or other advisors' queues.

Students Upcoming Appointments My Availability **Advising Center** Advising Requests

Notification Methods: Ding E-mail Text Message

Students Who Have Checked In For Their Appointments

Actions ▾			
SELECT	NAME	REASON	TIME OF APPT.
<input type="radio"/>	Robinson, Sarah	Advising	11:30a-12:00p

Students In My Queue

Actions ▾							
SELECT	NAME	REASON	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
<input type="radio"/>	Robinson, Sarah	Advising				10:31a	399 hr 25 min

Students In Queue For Other Advisors

Actions ▾							
SELECT	NAME	ADVISOR	REASON	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
<input type="radio"/>	Aarons, Lilianna	Visor, Addie	Career Counseling			10:33a	2487 hr 23 min
<input type="radio"/>	Matthews, Peter	LeDuc, Brian	Advising			3:31p	730 hr 25 min

Students Who Have Checked in for Their Appointments

This grid shows any students who have checked in for an appointment and are waiting to see you. In other words, the student is in the waiting room ready to see you. When you are ready to meet with the student, click the circle beside the student and press the Start Appointment button in the Actions Menu. Doing this starts the appointment and brings up an advising report for you to fill out at the conclusion of the appointment.

Students In My Queue

This grid displays students who are waiting to see you, or the first available advisor. This queue only shows students that have dropped in to meet with an advisor. Students that show in this queue did not have a previously scheduled appointment, otherwise they would fall into the Checked In category. The list is sorted by placing the student who checked in first at the top. Along with this grid, you have given several options in the Actions Menu to manage the list of students.

Students in Queue for Other Advisors

This grid lists students who are on the waiting list for other advisors. This is perfect for when advisors want to help other advisors meet with their students. They can simply select one of the advisor's students and click the Start Appointment button in the Actions Menu.

Notifications

Each advisor will need to set their notification methods of how they will be notified when a student visits the Advising Center. The settings for these notifications are selected by going to the Advisors home page and clicking the Advising Center tab. At the top of that page, the advisor can then choose to receive notifications by checking a box for: ding (audible), email or text message.

A student is added to a waiting list – Notifications are sent via ding (audible), pop up message (top right side of your screen), email and/or text message if selected. (See example below for an email notification).

An appointment is created – Notifications are sent via email (these notifications go out regardless, when an appointment is created).

A student checks in for an appointment – Notifications are sent via ding (audible), pop up message (top right side of your screen), or email. The email notifications that are sent are advising appointment emails e.g. "A student has checked in for the appointment".

An appointment is cancelled – Notifications are sent via email. Email notifications go out when the student appointment is cancelled on their calendar.

A student is removed from the queue – Notifications are sent via pop up message.

Notification Bar

The Notification Bar (top left of your screen) includes the Advising Queue icon and provides a shortcut to the Advising Queue. There is also a link next to a student's name that will allow you to file a report for that student from the notification bar. Simply click "Start Appointment". The Advising Queue title (next to the people icon) is also a link which will navigate you directly to your Advising Center when clicked.




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Advising Queue



Coco Deadmond (Current wait: **76 hr 34 min**)  **Start Appt**

Advisor Home ▾