
PANTHER SUCCESS NETWORK (PSN) FRONT DESK STAFF MANUAL

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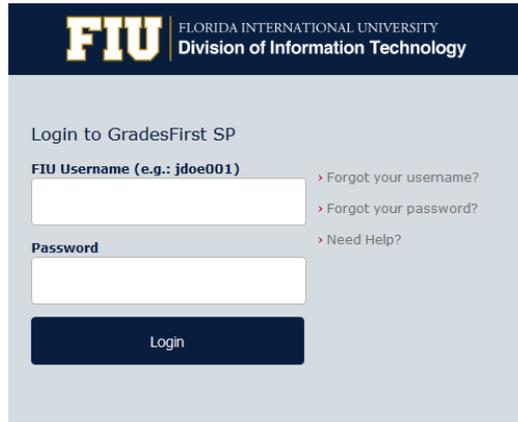
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Accessing the Panther Success Network

To log into the Panther Success Network, visit <https://go.fiu.edu/psn>

Proceed to log-in using your FIU Panther ID # or username and password.

Note: If you possess the Student role, the Success Network tile is already provided for you when you log into your myFIU account.



The image shows the login page for the Panther Success Network. At the top, it features the FIU logo and the text "FLORIDA INTERNATIONAL UNIVERSITY Division of Information Technology". Below this is a "Login to GradesFirst SP" section. It includes a "FIU Username (e.g.: jdoe001)" field with a "Forgot your username?" link, a "Password" field with a "Forgot your password?" link, and a "Need Help?" link. A "Login" button is positioned at the bottom of the form.

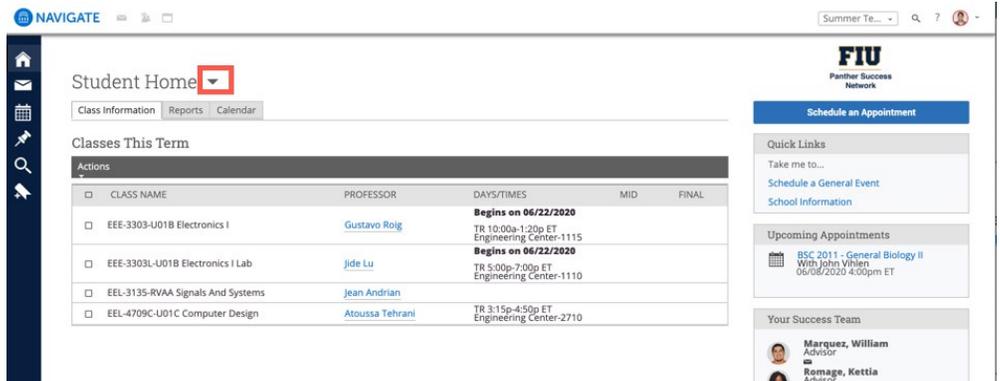
The Front Desk Homepage

Upon successful sign-in, you will be redirected to your homepage.

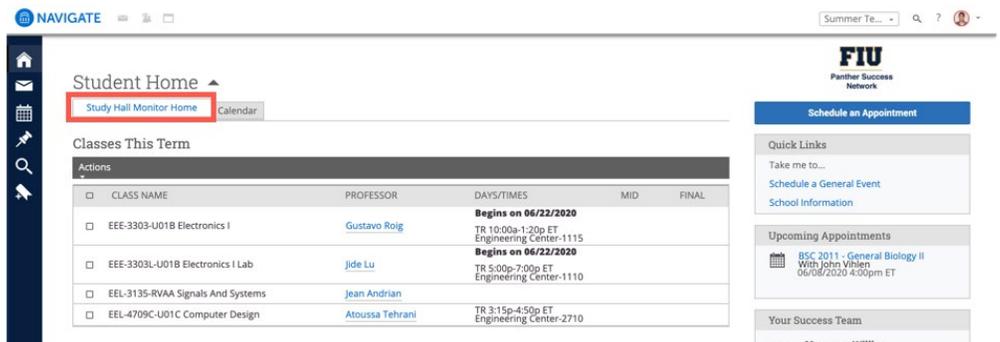
Should you possess more than one role, you are able to switch between the roles by clicking the role dropdown list, Click on the triangle icon to the right of the homepage label.

Select the role that you wish to view.

The page will automatically refresh to the new role.



This screenshot shows the "Student Home" page. The "Student Home" label has a dropdown arrow to its right, which is highlighted with a red box. Below the label are tabs for "Class Information", "Reports", and "Calendar". The main content area is titled "Classes This Term" and contains a table with columns for "CLASS NAME", "PROFESSOR", "DAYS/TIMES", "MID", and "FINAL". The table lists four classes: "EEE-3303-U01B Electronics I" (Gustavo Roig), "EEE-3303L-U01B Electronics I Lab" (Jide Lu), "EEL-3135-RVAA Signals And Systems" (Jean Andrian), and "EEL-4709C-U01C Computer Design" (Atoussa Tehrani). On the right side, there are several widgets: "Schedule an Appointment", "Quick Links", "Upcoming Appointments" (listing "BSC 2011 - General Biology II"), and "Your Success Team" (listing Marquez, William and Romage, Kettia).



This screenshot shows the "Student Home" page with the role dropdown menu open. The "Study Hall Monitor Home" option is highlighted with a red box. The rest of the page content, including the "Classes This Term" table and the right-hand widgets, is identical to the previous screenshot.

Viewing Your Conversations

You can access your *Conversations* by clicking on the *Envelope* icon located on the left-hand toolbar.

You will be redirected to the *My Conversations* page.

Here you will see all *Messages* sent and received.

You can filter your messages by:

- clicking on the *View Personal Messages Only* box
- clicking on the *View Unread Only* box



My Conversations

Panther Success Network

View Personal Messages Only View Unread Only Search by Users

Actions	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>	Sanan, Anchita		Follow up email	08/14/2019 01:04 PM
<input type="checkbox"/>	Vanegas, Alexandra		Organic Chem 1	08/14/2019 02:04 AM
<input type="checkbox"/>	Marrero, Alfonso		ENC 1102	08/13/2019 10:21 PM
<input type="checkbox"/>	Zambrano, Jacqueline		Course Enrollment	08/13/2019 07:17 PM
<input type="checkbox"/>	Maur, Jennifer	(2)	RE: Fall Enrollment Question	08/13/2019 02:58 PM

Reading Your Messages

When you receive a message in your *My Conversations* inbox, click on the message Topic to open.

You will be redirected to the message where you are able to read it.

If you wish to return back to the *My Conversations* page to see the list of messages in your inbox, click on *Back to My Conversations*. This will redirect you back.

My Conversations

Panther Success Network

View Personal Messages Only View Unread Only Search by Users

Actions	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>			Chm 2210	08/08/2019 03:29 PM
<input type="checkbox"/>			Re: RUSH Fwd: Carlos Serio - 3731792 - Business Minor	08/08/2019 12:19 PM
<input type="checkbox"/>			RUSH Fwd: Carlos Serio - 3731792 - Business Minor	08/08/2019 11:46 AM

Re: MAC1147

FIU Panther Success Network

To: Mark Demello via Email on Tuesday, August 6, 2019 at 02:32 pm

Subject: Re: MAC1147

Hi

Is it just that online course that it wont let me take? The online works better for my schedule. Do you know if theres another online option? I'll look later. If not, could I add to the waitlist?

If taking mac1147 online is not an option this semester, do you think it would be okay to take stats2 online? Would that still put me on track for graduation fall 2020?

Responding to Your Messages

When you read a message, click on the reply arrow icon.

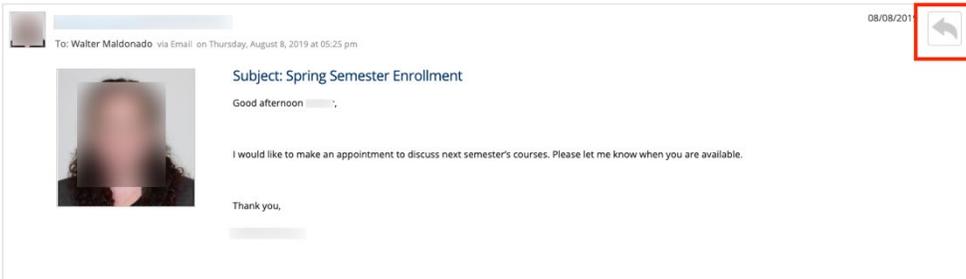
Fill in all applicable information in your return message.

Attach any relevant documentation if necessary.

Click on *Send Message*.

Spring Semester Enrollment

Panther Success Network



Spring Semester Enrollment

Panther Success Network

Respond by E-mail Respond by Text

To: [Redacted]

Subject: RE: Spring Semester Enrollment

Message:

B *I* [List Bullets] [List Squares] Paragraph [Undo] [Redo]

Thanks for reaching out. I'm available Monday - Friday from 10 am - 12 pm this week. Feel free to schedule your appointment using the "Schedule an Appointment" button found on the top right corner of your PSN home page. I look forward to seeing you.

----- Good afternoon [Redacted]; I would like to make an appointment to discuss next semester's courses. Please let me know when

Add Attachment:

Select file to attach

Send Additional E-mail Notifications To:

Cancel **Send Message**

Viewing a Student's Profile

To view a student's profile, click on the magnifying glass icon found at the top righthand corner of the page.

The *Quick Search* box will appear. You can search for the student by typing in their name or Panther ID.

A list of students' names will appear in a dropdown menu.

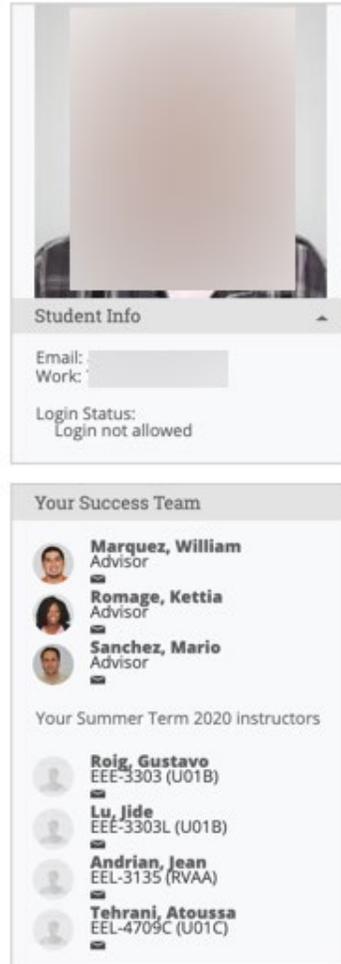


Select the name of the student whose profile you wish to view.

You will be redirected to the student's profile page.

On the student's profile page, you will find the student's picture, contact information and *Success Team*.

In the *Success Team*, you will see the student's current course enrollment and the instructor for the courses.



The student profile also provides you with the ability to see the student's

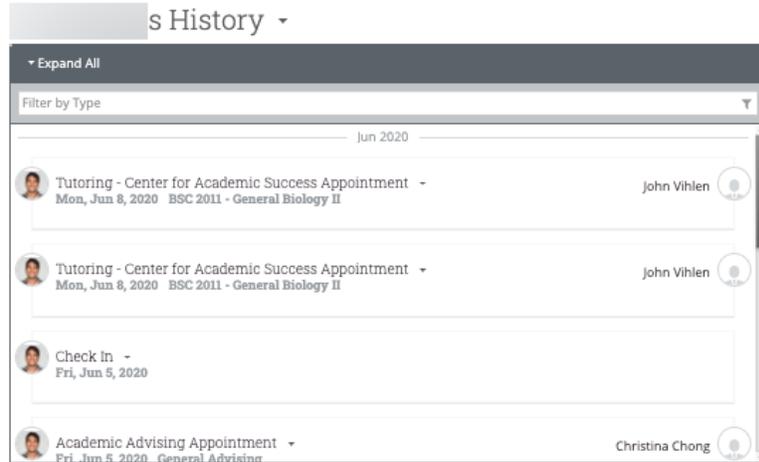
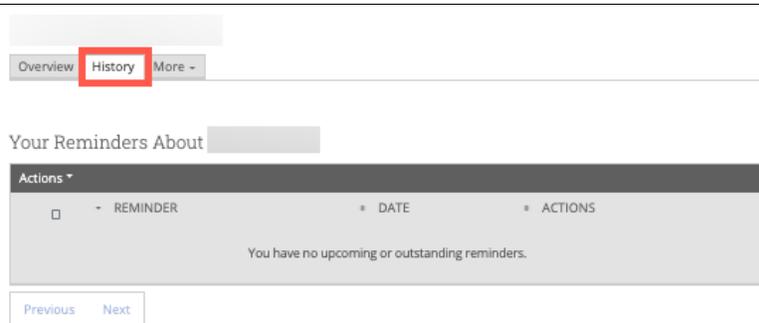
- **Overview**
- **Reminders**
- **History (Notes)**
- **Study Hall**
- **Appointments**

The **Overview** tab provides a short snippet of identifying information for the student.

The screenshot shows a student profile for 'Computer Engineering - BS - COMPEG:BS'. The 'Overview' tab is selected. The student's name is redacted. The profile includes fields for 'STUDENT ID', 'CLASSIFICATION' (College Senior), 'MOST RECENT ENROLLMENT' (Summer Term 2020), and 'ADDITIONAL ROLES' (Study_hall_monitor). A 'Tags' field is empty. On the right, a 'Current Alerts' sidebar shows options like 'Message Student', 'Add a Note to this Student', 'Add a Reminder to this Student', 'Report on Appointment', and 'Schedule an Appointment'. Below the alerts is a 'Student Info' section with a redacted photo and a 'Your Success Team' section listing advisors: Marquez, William; Romage, Kettia; Sanchez, Mario. It also lists 'Your Summer Term 2020 instructors': Reig, Gustavo; Lu, Jide; Andrian, Jean; Tehrani, Atoussa.

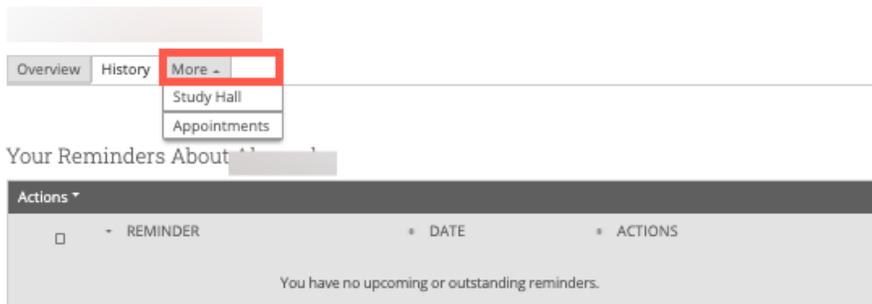
This screenshot is identical to the one above, but the 'Overview' tab in the navigation bar is highlighted with a red box to indicate it is the active view.

The *History* tab provides a chronological listing of documentation entered for the student. In this tab, you will find *Appointment Summary Reports, Notes, and Check-Ins*.



In the *More* tab located at the top of profile page, you will find more information for tutoring appointments and recorded time.

The *More* tab is composed of Study Hall and Appointments.



Study Hall statistics are recorded.

Overview History More -

Current Study Hall Status
Not In Study Hall

Study Hall Statistics

Required
0 minutes

Today
0 minutes

This Week
0 minutes

Last Week
1 hours 30 minutes

The Appointments tab breaks down appointment related information in terms of Upcoming, Recent and No-Show.

Overview History More -

Upcoming Appointments

Care Unit: All care units

Show Cancelled

DATE	CARE UNIT	SERVICE/COURSE	COMMENT	ORGANIZER
does not have any upcoming appointments for Summer Term 2020.				

If you need to read the appointment summary from a previous appointment, you can do so by clicking on the Details button attached to the session.

Recent Appointments

Care Unit: All care units

DATE	CARE UNIT	SERVICE/COURSE	COMMENT	ORGANIZER	REPORT FILED?
06/08/2020	Tutoring - Center for Academic Success	BSC 2011 - General Biology II		Vihlen, John	Not Yet.
06/08/2020	Tutoring - Center for Academic Success	BSC 2011 - General Biology II		Vihlen, John	Not Yet.
06/05/2020	Academic Advising	General Advising		Chong, Christina	Not Yet.
06/01/2020	Academic Advising	General Advising		Marquez, William	Not Yet.
05/27/2020	Tutoring - Center for Academic Success	BSC 2011 - General Biology II		Vihlen, John	Details
05/26/2020	Tutoring - Center for Academic Success	PHY 2049 - Physics with Calculus II		Calero, Giselle	Not Yet.
05/26/2020	Tutoring - Center for Academic Success	CHM 1020 - Chemistry & Society		Bracho, Asier	Not Yet.

No Show Appointments

Care Unit: All care units

Actions

DATE	CARE UNIT	SERVICE/COURSE	COMMENT	ORGANIZER	REPORT FILED?
: does not have any no show appointments for Summer Term 2020.					

Creating a Tutor's Availability (Scheduled Appointments & Campaigns)

In order for students to schedule their own appointments, an Appointment Availability must be saved on the platform for each tutor.

To do so, begin by using the Quick Search to locate the Tutor's profile page.

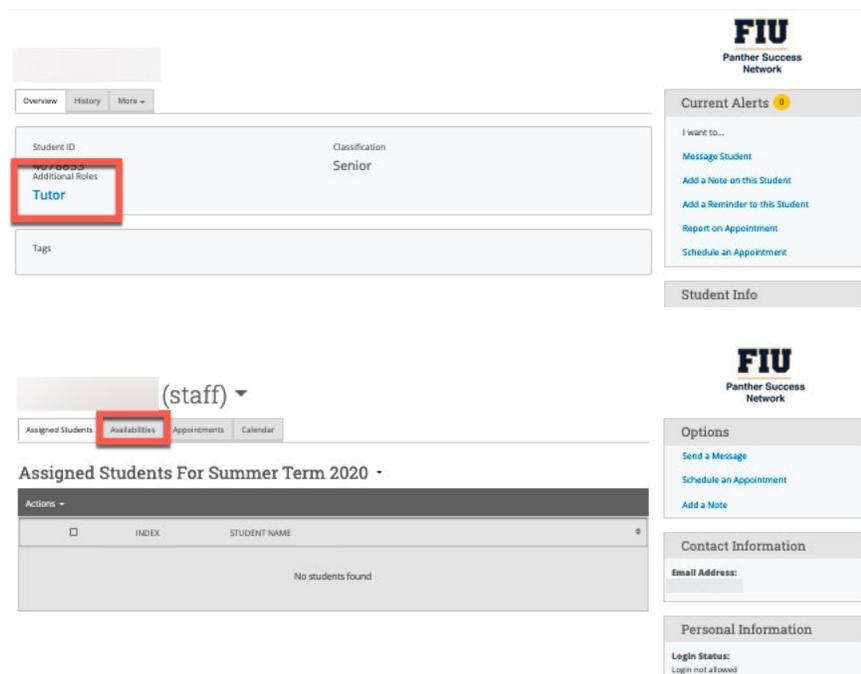
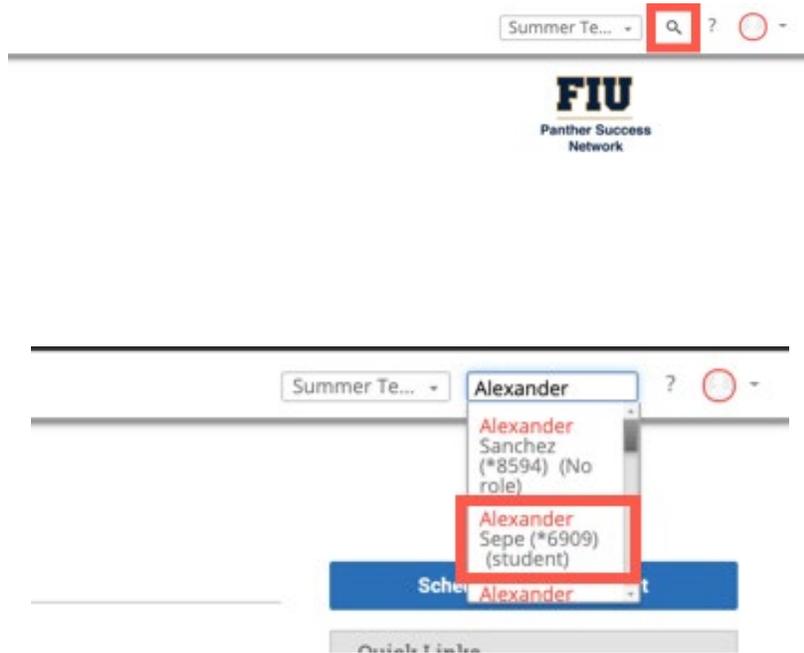
Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name found in the Additional Roles label.

Below the Tutor's name, you will find a series of tabs. Click on the *Availabilities* tab.

To add an *Availability*, click on the *Actions* menu found at the top of the table.



Available Times

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	inactive/Edit

* All times listed are in Eastern Time (US & Canada)

Available Times

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	inactive/Edit

* All times listed are in Eastern Time (US & Canada)

A menu will open with options to Add, Copy and Delete time.

Select Add Time.

A pop-up will appear.

In the Add Availability formulary select the following:

- Dates of Week for Availability
- Start & End Times
- Duration of Availability (can be set to Term, Range of Dates or Forever)
- Type of Availability (Appointment and/or Campaign)
- Care Unit (Tutoring – CFAS)
- Location
- Service (Course(s) that the tutor specializes in)
- Zoom URL/Phone Number

ADD AVAILABILITY ✕

When are you available to meet?

Mon
 Tue
 Wed
 Thu
 Fri
 Sat
 Sun

From To

All times listed are in Eastern Time (US & Canada).

How long is this availability active?

What type of availability is this?
 Appointments
 Drop-Ins
 Campaigns

Care Unit

Location

Services

URL / Phone Number

Special instructions for Student

- Special Instructions for Student (Comment on Session Length for example)
- Number of students per appointment

Once all information is selected, click Save.

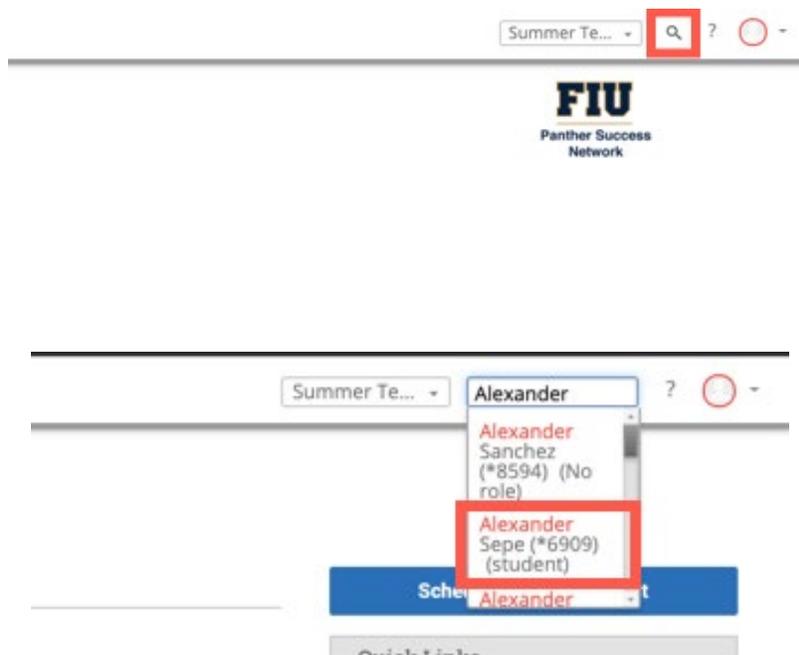
Note: If *Campaigns* will be utilized throughout the semester, you can set the *Availability* for both Appointments and Campaign beforehand.

Creating a Tutor's Availability (Drop-In Course Based Tutoring)

Drop-In availabilities allow for students to be seen by a tutor for course based tutoring during certain time blocks without a previously scheduled appointment.

In order for a student to be able to see the *Drop-In Availability* for each Tutor on the platform, a *Drop-In Availability* must be created.

To do so, begin by using the *Quick Search* to locate the Tutor's profile page.



Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name found in the *Additional Roles* label.

Below the Tutor's name, you will find a series of tabs. Click on the *Availabilities* tab.

To add an *Availability*, click on the *Actions* menu found at the top of the table.

A menu will open with options to *Add*, *Copy* and *Delete* time.

Select *Add Time*.

A pop-up will appear.

FIU Panther Success Network

Current Alerts 0

I want to...
Message Student
Add a Note on this Student
Add a Reminder to this Student
Report on Appointment
Schedule an Appointment

Student Info

FIU Panther Success Network

Options
Send a Message
Schedule an Appointment
Add a Note

Contact Information
Email Address:

Personal Information
Login Status:
Login not allowed

Available Times

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	Inactive/Edit

* All times listed are in Eastern Time (US & Canada)

Available Times

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	Inactive/Edit

* All times listed are in Eastern Time (US & Canada)

In the **Add Availability** formulary select the following:

- Dates of Week for Availability
- Start & End Times
- Duration of Availability (can be set to Term, Range of Dates or Forever)
- Type of Availability (Drop-Ins)
- Care Unit (Tutoring – CFAS)
- Location
- Service (Course(s) that the tutor specializes in)
- Zoom URL/Phone Number
- Special Instructions for Student (Comment on Session Length, for example)
- Number of students per appointment

Once all information is selected, click **Save**.

The screenshot shows the 'ADD AVAILABILITY' form. The 'When are you available to meet?' section includes a day selector (Mon, Tue, Wed, Thu, Fri, Sat, Sun), a 'From' field (9:00am) and a 'To' field (2:00pm), and a dropdown for 'How long is this availability active?' (Summer Term 2020). Below this, the 'What type of availability is this?' section has three buttons: 'Appointments', 'Drop-ins' (highlighted with a red box), and 'Campaigns'. Other fields include 'Care Unit' (Tutoring - Center for Academic Success), 'Location' (Center for Academic Success @ MMC (GL 120)), 'Services' (BSC 2011 - General Biology II, BSC 2010 - General Biology I), and 'URL / Phone Number' (Zoom URL).

The screenshot shows the 'ADD AVAILABILITY' form. The 'Location' field is set to 'Center for Academic Success @ MMC (GL 120)'. The 'Services' field contains 'BSC 2011 - General Biology II' and 'BSC 2010 - General Biology I'. The 'URL / Phone Number' field is 'Zoom URL'. The 'Special Instructions for Student' field has a rich text editor with bold, italic, list, and link icons. Below this, the 'Will you be meeting with multiple students?' section has a note: 'These settings will not be used for Atlook and campaign purposes.' and a 'Max Number of Students per Appointment' dropdown set to '1'. The 'Save' button is highlighted with a red box.

Creating a Tutor's Availability (Extra Credit Workshop)

Creating a Tutor's Appointment Availability for the purpose of the Extra Credit Workshops is similar to a one-on-one

Drop-in Tutoring Availability.

There are, however, differences:

- Select **Extra Credit Workshop Name** instead of Course Name for Service
- **One Availability will be created for each Session in the workshop series.**
- Set Availability to allow for group Appointment with cap set to the number of students per session
- Save Availability to begin **15 minutes** before ECW session is scheduled to begin. Doing so will allow students to check-in on the Kiosk prior to the session's scheduled start time.

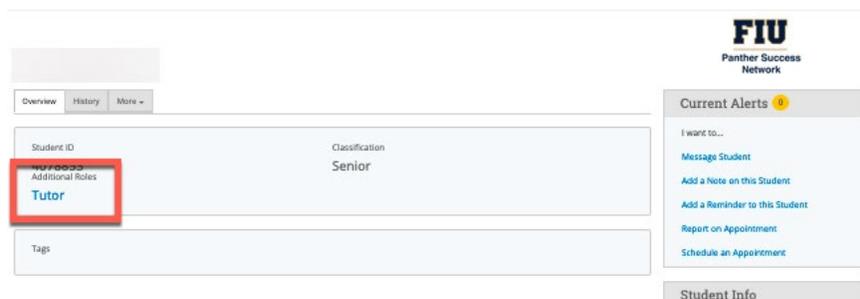
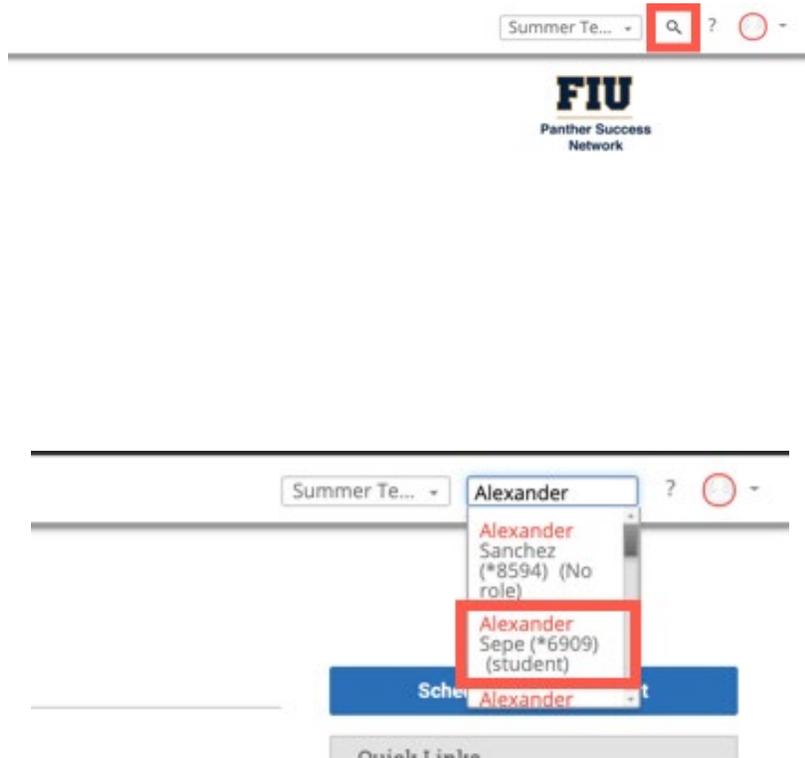
The overall process is as follows.

Begin by using the *Quick Search* to locate the Tutor's profile page.

Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name



found in the **Additional Roles** label.

Below the Tutor's name, you will find a series of tabs. Click on the **Availabilities** tab.

To add an **Availability**, click on the **Actions** menu found at the top of the table.

A menu will open with options to **Add, Copy and Delete** time.

Select **Add Time**.

A pop-up will appear.

Available Times

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	Inactive/Edit

* All times listed are in Eastern Time (US & Canada)

Available Times

	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT		
<input type="radio"/>	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit	
<input type="radio"/>	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
<input type="radio"/>	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	Inactive/Edit

* All times listed are in Eastern Time (US & Canada)

In the **Add Availability** formulary select the following:

- Dates of Week for Availability
- Start & End Times
- Duration of Availability (Date Range. You will specify the date that the session is taking place)
- Type of Availability (Drop-Ins)
- Care Unit (Tutoring – CFAS)
- Location
- Service (Extra Credit Workshop Name)
- Zoom URL/Phone Number
- Special Instructions for Student (Comment on Session Length, for example)
- Number of students per appointment

Once all information is selected, click **Save**.

The screenshot shows the 'ADD AVAILABILITY' form with the following elements highlighted in red:

- The days of the week: **Tue**
- The time range: From 4:45pm to 6:00pm
- The date range: Starting on 6/9/2020 and Ending on 6/9/2020
- The type of availability: **Drop-ins**

The screenshot shows the 'ADD AVAILABILITY' form with the following elements highlighted in red:

- The service: **TLC - BSC 2010 (General Biology I)**
- The maximum number of students per appointment: **10**

Opening the Appointment Center

The Appointment Center is the central page to viewing

the schedule for your department.

To open the Appointment Center, click on the Additional Modes menu found at the bottom of your PSN homepage.

Opening this menu will show two options. Select Appointment Center from the two.

Be careful not to select Kiosk. If Kiosk is elected, you will be automatically logged out of the platform.

Following selection of Appointment Center, you will be redirected to a list of Appointment Locations granted to your department.

Select the location that you wish to view.

The Scheduling Grid

Following your selection, you will be redirected to the location's *Scheduling Grid*. The *Scheduling Grid* allows you to view the availability and appointment schedule for all tutors that assist

The screenshot shows a user interface with a sidebar on the left containing a search bar and a list of 'Appointment Center' options. On the right, a 'Your Success Team' section lists advisors: Marquez, William; Romage, Kettia; Sanchez, Mario. Below this, 'Your Summer Term 2020 instructors' are listed: Reig, Gustavo; Lu, Jide; Andrian, Jean; Tehrani, Atoussa. At the bottom right, a red box highlights the 'Additional Modes' dropdown menu.

This screenshot shows the 'Appointment Center' selection screen. It features the same 'Your Success Team' and 'Your Summer Term 2020 instructors' list as the previous screenshot. A red box highlights the 'Appointment Center' option in the 'Additional Modes' dropdown menu.



Choose Appointment Center Location

Appointment Center Name

Available Locations

- Center for Academic Success - Online
- Center for Academic Success @ BBC (AC1 160)
- Center for Academic Success @ MMC (GL120)

students at this particular location.

Appointment Schedule For Tuesday, June 9, 2020

Orientation Display Name
Vertic... Service

Open Time Staff Unavailable

	Aaron Armbrister	Asier Bracho	Giselle Calero	Dante Cook	Andres Gomez	Ana Guerrero Rosario	Alejandro Pimentel
8 AM ET	Drop In	Drop In	Drop In				
9 AM ET							
10 AM ET				MAC 1105 - College...			
11 AM ET				MAC 1147 - Pre-Cal...			
Noon ET							
1 PM ET			PHY 2048 - Physics ...	MAC 1114 - Trigon...			
2 PM ET			PHY 2053 - Physics ...				
3 PM ET			PHY 2054 - Physics ...				
4 PM ET			PHY 2049 - Physics ...				

Searching for a Student

Above the Scheduling Grid, you will find a field where you are able to enter the student's name or Panther ID.

The results from this search provide a snippet of information for the student. You will see the student's email, standing, major, and the Success Team.

Note: Only students who belong to Undergraduate and certain Graduate programs can be found on the platform.

Center for Academic Success @ MMC (GL 120)

FIU
Panther Success Network

Name or Panther ID

ID: [Redacted]

Senior
Computer Engineering - B...

View Success Team
Send Message
Schedule General Event
Track Time
Record Visit
Add to Staff Queue

ID: [Redacted]

Senior
Computer Engineering - B...

View Success Team
Send Message
Schedule General Event
Track Time
Record Visit
Add to Staff Queue

Scheduling Same Day Appointments

In addition to Calendar view, front desk staff can

make tutoring appointments on behalf of the student and tutor by using the *Appointment Schedule* grid.

Enter the student's name into the search bar and select the type of appointment in the Services dropdown menu. This will generate the student's availability and add it to the *Appointment Schedule* grid.

Note: In addition to the student's availability, you will be presented with the student's summary, e.g. Panther ID, email, major, and Success Team.

Felix Travieso

ID: 5
ftravies@flu.edu
Senior
Dual Enrollment - High S...
View Success Team
Send Message
Schedule General Event
Track Time
Record Visit
Add to Staff Queue

Scheduling Grid -

Date: 06/09/2020 Start Time (ET): 8:00AM End Time (ET): 5:00PM Refreshed Today 12:32pm ET

Care Unit: Tutoring - Center for Academic Success Service: All Services Staff: All Staff

Find First Available?

Appointment Schedule For Tuesday, June 9, 2020

	Felix Travieso	Naron Armbrister	Asier Bracho	Giselle Calero	Dante Cook	Andres Gome
8 AM ET						
9 AM ET						
10 AM ET					MAC 1105 - College Algebra	
11 AM ET					MAC 1147 - Pre-Calculus & Tr...	
Noon ET						
1 PM ET				PHY 2048 - Physics with Calc...	MAC 1114 - Trigonometry	

The *Appointment Schedule* grid now reflects the availability of both the student and the tutor.

To select the time of appointment, click on an available time period in the tutor's schedule column.

	Aaron Armbrister	Drop In	Asier Bracho	Drop In	Giselle Calero	Drop In	Dante Cook	Andres Gomez
8 AM ET								
9 AM ET								
10 AM ET							MAC 1105 - College Algebra	
11 AM ET							MAC 1147 - Pre-Calculus & Tr...	
Noon ET								
1 PM ET					PHY 2048 - Physics with Calc...		MAC 1114 - Trigonometry	

When you make this selection, the *Create An Appointment* window will open.

Select *Course* from the *Service* dropdown menu.

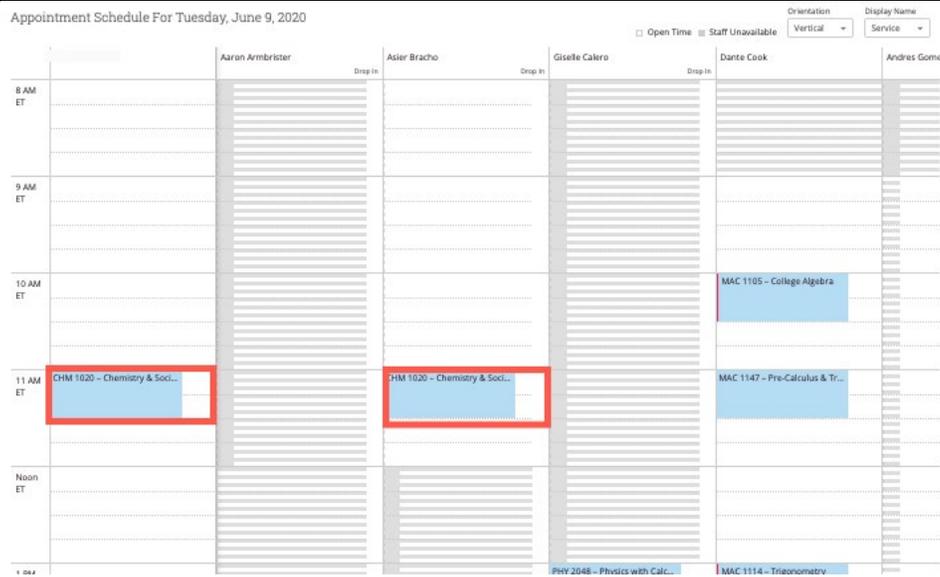
Verify the appointment detail, e.g. organizer (tutor), student and date/time.

Click *Save Appointment* to confirm or *Edit* to change appointment details.

Once the appointment has been confirmed, the appointment will appear on the scheduling grid. It will reflect in both the student and tutor's calendar.

Note: The student and tutor will both receive email notifications that the

tutoring appointment was made.



Scheduling Future Appointments

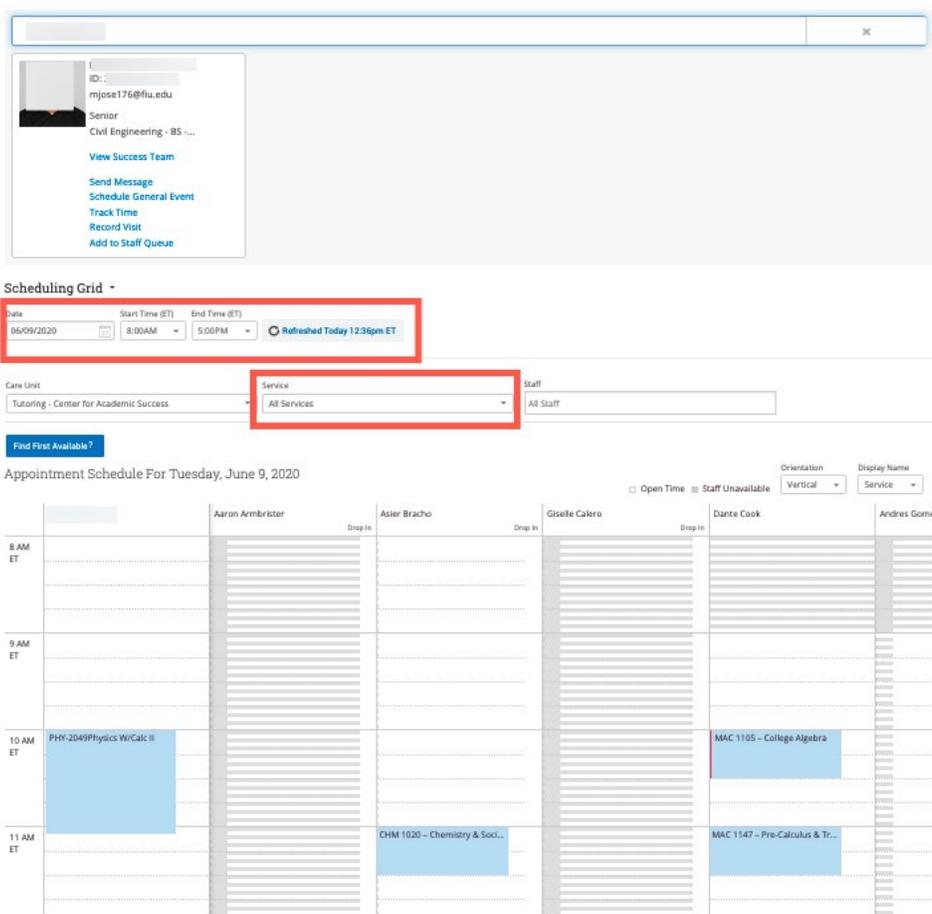
To schedule a tutoring appointment that will occur at a future date, enter the student's name into the search bar and press **Enter**.

Next, select the type of appointment in the **Services** dropdown menu. This will generate the student's availability and add it to the Appointment Schedule grid.

To designate the future date of the appointment, click on the date box to open a calendar. Select the date.

Refresh to show applicable availability of the student and tutor.

Note: In addition to the student's availability, you will be presented with the



student's summary, e.g. Panther ID, email, major, and Success Team.

The **Appointment Schedule** grid now reflects the availability of both the student and the tutor.

To select the time of appointment, click on an available time period in the tutor's schedule column.

Appointment Schedule For Friday, June 12, 2020

	Michael Joseph	Dante Cook	Andres Gomez	Alejandro Pimental	John Vihien
8 AM ET		Unavailable	Unavailable	Unavailable	
9 AM ET		Unavailable	Unavailable	Unavailable	
10 AM ET		Available	Unavailable	Unavailable	
11 AM ET		Unavailable	Unavailable	Unavailable	
Noon ET		Unavailable	Unavailable	Unavailable	

When you make this selection, the **Create An Appointment** window will open.

Select **Course** from the **Service** dropdown menu.

Verify the appointment detail, e.g. organizer (tutor), student and date/time.

Click **Save Appointment** to confirm or **Edit** to change appointment details.

CREATE AN APPOINTMENT

Service: **MAC 1114 - Trigonometry** [Show All Services for this location](#)

Organizer: Dante Cook

Student: [Redacted]

When: Times listed are in ET.
06/12/2020 10:00am 60 min

Comments: Enter comments

Options:
 Student has checked in for appointment
 Send E-mail Reminder to the organizer attendees
 Send E-mail Reminder to non organizer attendees
 Send Text Reminder to the organizer attendee
 Send Text Reminder to non organizer attendees

Cancel **Create Appointment**

Once the appointment has been confirmed, the appointment will appear on the scheduling grid. It will reflect in both the student and tutor's calendar.

Note: The student and tutor will both receive email notifications that the tutoring appointment was made.

Appointment Schedule For Friday, June 12, 2020

Orientation: Vertical | Display Name: Service

	Michael Joseph	Dante Cook	Andres Gomez	Alejandro Pimentel	John Vihlen
8 AM ET					
9 AM ET					
10 AM ET	MAC 1114 - Trigonometry	MAC 1114 - Trigonometry			
11 AM ET					

Canceling a Tutoring Appointment on Behalf of the Student

There are two manners to cancelling a tutoring appointment. You can choose to cancel the appointment utilizing the student summary or the appointment schedule grid.

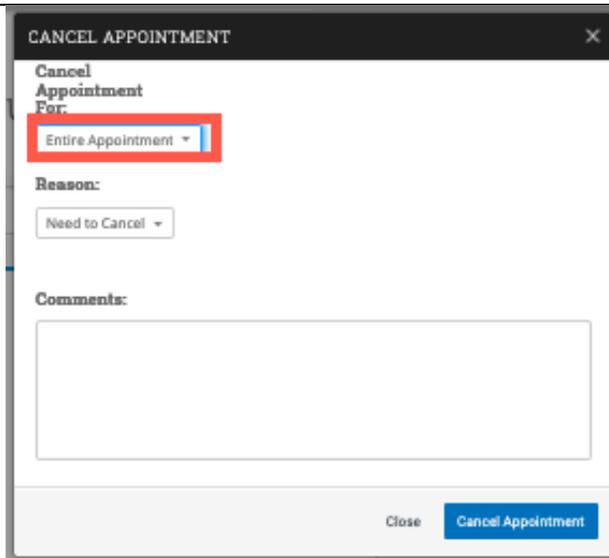
Enter the student's name in the search bar. This will pull up the student's summary and appointment information

Option 1

In the student's summary, you will find a dropdown menu labeled *Actions*. Click on the menu to open and select *Cancel*.

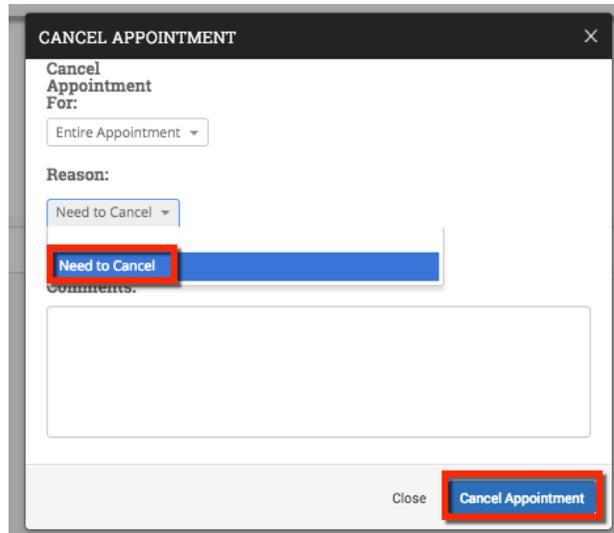
The *Cancel Appointment* pop-up window will open.

Select *Entire Appointment* from the *Cancel Appointment* dropdown menu.



Select *Need to Cancel* from the *Reason* dropdown menu.

Click on *Cancel Appointment* button.



Option 2

Enter the student's name in the search bar. This will pull up the student's summary and appointment information.

Click on the applicable appointment box on the Appointment Schedule grid.

	Justin Deleon	Aaron Armbrister	Asier Bracho	Giselle Calero	Dante Cook	Andres Gomez
8 AM ET						
9 AM ET						
10 AM ET					MAC 1105 - College Algebra	
11 AM ET			CHM 1020 - Chemistry & Soci...		MAC 1147 - Pre-Calculus & Tr...	
Noon ET						
1 PM ET	MAC 1114 - Trigonometry			PHY 2048 - Physics with Calc...	MAC 1114 - Trigonometry	
2 PM ET				PHY 2053 - Physics without C...		

The Manage Appointment window will open.

Select Cancel Appointment.

MANAGE APPOINTMENT ✕

MAC 1114 – Trigonometry

All Attendees ▾

- ↓ Dante Cook (Organizer)
- ↓ [Avatar]

Appointment Details [edit | move]

When Tue Jun 09, 2020
1:00pm - 2:00pm ET

Care Unit Tutoring - Center for Academic Success

Where Center for Academic Success @ MMC (GL 120)

Comments None

Service MAC 1114 – Trigonometry

Type One Time Appointment

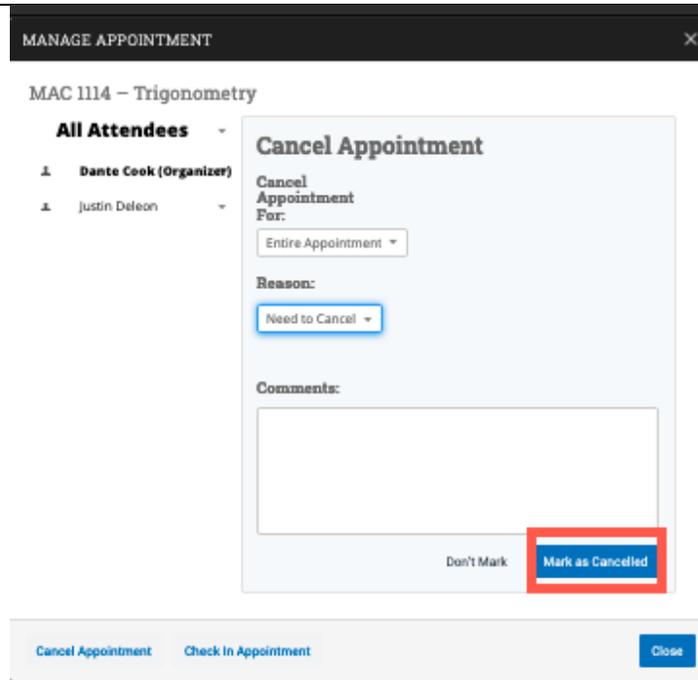
Course N/A

Cancel Appointment
Check In Appointment
Close

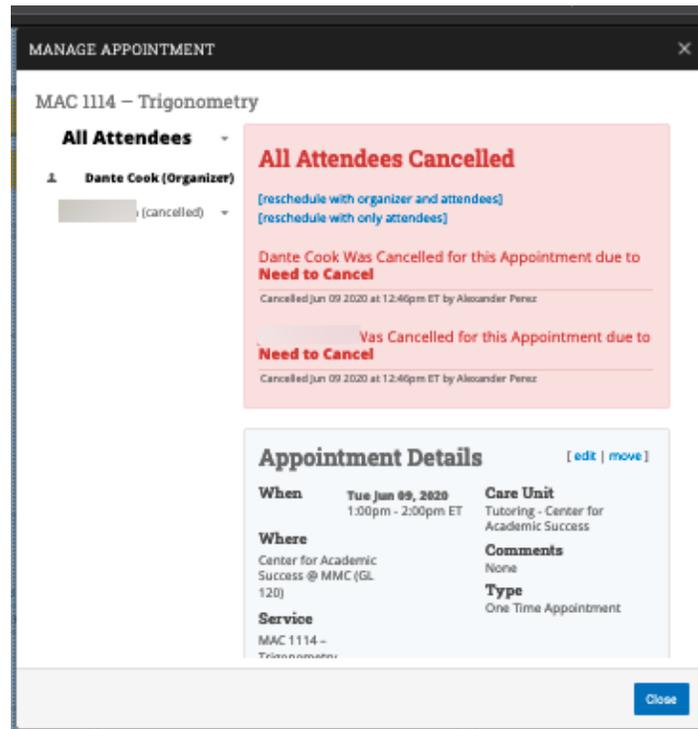
You will be redirected to the *Cancel Appointment* window.

Select *Entire Appointment* from *Cancel Appointment For* and *Need to Cancel* from the *Reason* dropdown menu.

Click on *Mark as Cancelled* button.



You will receive a confirmation once the appointment is cancelled.



Editing (Rescheduling) a Tutoring Appointment

Option 1

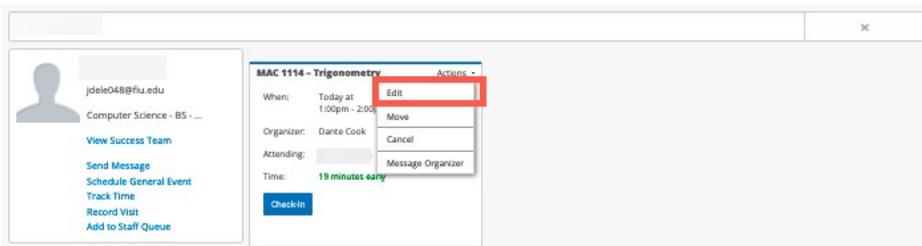
To edit a previously made tutoring appointment, enter the student's name into the search bar. This will pull up the appointment information.

To edit, select Edit from the Actions dropdown menu located in the Appointment summary box that appears below the search bar.

You will be redirected to the Edit an Event page.

Select the new date that you would like to move the tutoring appointment to take place.

Select the tutor that the student will meet with.



Edit an Event

Filters

Care Unit
Tutoring - Center for Academic Success

Location
Center for Academic Success @ MMC (GL ...

Service
CHM 1020 - Chemistry & Society

Course
[Search]

URL / Phone Number
[Text Input]

Comments
[Text Area]

Select a Date
June 2020
Calendar grid showing dates from 1 to 30.

Reminders

- Send E-mail Reminder to the organizer attendees?
- Send E-mail Reminder to non-organizer attendees?
- Send a text reminder to the organizer attendees?
- Send a text reminder to non-organizer attendees?

People Attending (1)

Astencio, Mayra (Student)

Add an Attendee:
[Search]

Select An Advisor

SELECT	ADVISOR	AVAILABLE TIMES
<input checked="" type="radio"/>	Abdelmalak, Christina	Mon-Tue, Thu-Fri 9:30am-11:00am (Summer Term 2018) Mon-Tue, Thu 2:00pm-4:00pm (Summer Term 2018)
<input type="radio"/>	Aguiar, Jennifer	Wed 8:00am-5:00pm (Summer Term 2018) Drop-In Availability:Wed 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Callahan, Hilda Christina	Mon-Fri 8:00am-5:00pm Mon-Fri 8:00am-5:00pm Campaigns Only:Mon-Fri 8:00am-5:00pm Drop-In Availability:Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Chong, Christina	Mon-Fri 8:00am-5:00pm Drop-In Availability:Mon-Fri 8:00am-5:00pm
<input type="radio"/>	Diaz, Jacqueline	Mon-Fri 9:00am-4:00pm (Summer Term 2018) Drop-In Availability:Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Diaz, Veronica	Tue-Thu 8:30am-4:00pm (June 11, 2018 - June 15, 2018)

Note: If the new appointment takes place on the same day as originally scheduled for, you will not be required to select the tutor.

You can now see the available appointments for this tutor. Select the new time for the tutoring appointment.

Click on Save Appointment.

People Attending (1)

Available Slots Left in Appointment: 0

Add an Attendee

Select An Organizer

SELECT	ORGANIZER	AVAILABLE TIMES
<input checked="" type="radio"/>	Bracho, Asier	For: Appointments/Drop-Ins Tue, Thu 8:00am-12:00pm ET (Summer Term 2020)
<input type="radio"/>	Pimentel, Alejandro	For: Appointments Mon-Fri 9:00am-1:00pm ET (Summer Term 2020)
<input type="radio"/>	Armbrister, Aaron	
<input type="radio"/>	Calero, Giselle	
<input type="radio"/>	Cook, Dante	
<input type="radio"/>	Gomez, Andres	

Choose A Time To Meet

Length: 60 min

Repeat This Appointment?

Repeat: Does not repeat

Save Appointment Cancel

Checking In Drop-In Appointments

When checking in a student as a drop-in appointment, enter their name in the search bar.

Next to the student's picture, you will find the Add to Staff Queue link.

Click on this link.

A pop-up will appear.

Select the tutor's name and applicable course for

ID: [redacted]
mespi122@flu.edu
Biological Sciences - BS...

View Success Team
Send Message
Schedule General Event
Track Time
Record Visit
Add to Staff Queue

ADD TO STAFF QUEUE

Choose a Staff (Organizer)
Aaron Armbrister

Choose a Service
MAD 1100 - Math for IT

Add a Comment
Enter a comment

You have 250 characters remaining.

Cancel Add to Staff Queue

which the student is requesting tutoring for.

Click on the Add to Staff Queue button to confirm.

The student has been placed in the tutor's queue.

To view the queue, switch to the Drop-In Appointments page using the Scheduling Grid menu.



Viewing Upcoming Scheduled Appointments

To view your center location's upcoming appointments, switch from the *Scheduling Grid* page to the *Scheduled Appointments* page. You will see *upcoming, In Progress* and *recent* scheduled appointments. Each appointment status is separated into its own table.

Scheduled Appointments -

Date: 06/09/2020 Refreshed Today 12:59pm ET

Care Unit: Tutoring - Center for Academic Success Service: All Services Staff: All Staff

Upcoming Appointments

Actions	BEGINNING IN	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
<input type="checkbox"/>	1 minute	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilu: 5900761	Giselle Calero	No
<input type="checkbox"/>	about 1 hour	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
<input type="checkbox"/>	about 2 hours	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
<input type="checkbox"/>	about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No

In Progress Appointments

Actions	STARTED AT	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER
No appointments to show for the selected filters							

Recent Appointments

Actions	RECORDED TIME	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER
<input type="checkbox"/>	06/09/2020 10:00am - 11:00am ET	06/09/2020 10:00am ET	less than a minute	MAC 1105 - College Algebra	N/A	Sofia Arencibia: 3726052	Dante Cook
<input type="checkbox"/>	06/09/2020 11:00am - 12:00pm ET	06/09/2020 11:00am ET	less than a minute	MAC 1147 - Pre-Calculus & Trigonometry	N/A	David Castaneda: 6002810	Dante Cook
<input type="checkbox"/>	06/09/2020 11:00am - 12:00pm ET	06/09/2020 11:00am ET	less than a minute	CHM 1046 - General Chemistry II	N/A	Alexander Perez: 5770831	Alejandro Pimentel

Navigating Upcoming Appointments' Functions

The *Actions Menu* of the *Upcoming Appointments* table allows you to perform various functions.

To perform these functions, select the student from the table by clicking on the box to the left of the column labeled “Beginning In.”

Open the Actions Menu and select the action the action that you wish to perform.

Sending a Message to the Attendee/Organizer

Click on the box to the left of the appointment whose attendee you wish to message.

Select *Send Message to Attendee* (or *Send Message to Organizer*) from the *Actions* dropdown menu.

A pop-up window will open. Fill out all applicable boxes.

Attach any documentation (if needed).

Click on *Send Message*.

Viewing Appointment Details

Upcoming Appointments

Actions							
	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee							
Send Message to Organizer							
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilu: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6252356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Cancel							
<input type="checkbox"/> about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No

Upcoming Appointments

Actions							
	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee							
Send Message to Organizer							
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilu: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6252356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Cancel							
<input type="checkbox"/> about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No

Click on the box to the left of the appointment whose details you wish to view.

Select **View Appointment Details** from the **Actions** dropdown menu.

A pop-up labeled **Manage Appointment** will open.

Here you will be able to **Edit or Cancel** this appointment.

Checking In a Scheduled Appointment

Click on the box to the left of the appointment whose attendee you wish to check in.

Select **Check In** from the **Actions** dropdown menu.

A pop-up window will open. Select **Check In**.

The student will be automatically placed in the applicable tutor's queue. You will see the notification (at right) confirming.

Upcoming Appointments

Actions	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee							
Send Message to Organizer							
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilera: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Cancel							
<input type="checkbox"/> about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No

MANAGE APPOINTMENT

PHY 2054 - Physics without Calculus II

All Attendees - Giselle Calero (Organizer)

Appointment Details

When: Tue Jun 09, 2020 3:00pm - 4:00pm ET
Where: Center for Academic Success @ MMC (GL 120)
Service: PHY 2054 - Physics without Calculus II
Course: N/A

Care Unit: Tutoring - Center for Academic Success
Comments: None
Type: One Time Appointment

[Cancel Appointment](#) [Close](#)

Upcoming Appointments

Actions	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee							
Send Message to Organizer							
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilera: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Cancel							
<input type="checkbox"/> about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No

CHECK IN APPOINTMENT

Check in user for PHY 2054 - Physics without Calculus II

Check In: [input field]

[Check In](#) [Close](#)

Campus Student Success Collaborative

FIU Campus Summer Term 20...

Student checked in for appointment.

Modesto Maidique Campus (MMC)

Marking an Appointment a No-Show

Click on the box to the left of the appointment whose attendee you wish to mark as a no show.

Select *Mark No-Show* from the *Actions* dropdown menu.

A pop-up window will open. Select *Mark No-Show*.

The Tutoring Report window will open. Fill out all applicable information.

Click on *Save this Report* to confirm.

Upcoming Appointments

Actions	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee							
Send Message to Organizer							
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 - Physics with Calculus I	N/A	Ana Aguilu: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 - Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 - Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Cancel	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 - Physics with Calculus II	N/A	Jose Mac: 5679519	Giselle Calero	No
<input type="checkbox"/> about 3 hours							

MARK NO-SHOW FOR APPOINTMENT

Mark No-Show attendee(s) for PHY 2054 – Physics without Calculus II

Mark No-Show

Mark No-Show Close

APPOINTMENT REPORT FOR

Appointment Details

Appointment: 06/09/2020 3:00pm - 4:00pm ET - PHY 2054 - Phys...

Care Unit: Tutoring - Center for Academic Success

Location: Center for Academic Success @ MMC (JL 120)

Service: PHY 2054 - Physics without Calculus II

Course: Start typing to search all courses

Meeting Type: Select Meeting Type

Date of visit: 06/09/2020

Meeting Start Time: 3:00pm to Meeting End Time: 4:00pm

All times listed are in Eastern Time (US & Canada).

Attendees

Giselle Calero
Student, Tutor
 Attended
This includes time spent with all students attending the appointment.

Attended
Checkin to Checkout

Summary Details For

Assignments Discussed:

Objectives of the Session:

Study Skills Used:

Goals For Next Session:

Student arrived on time and was ready to begin our session. Yes No N/A

Student was prepared (attended class, read lesson, had notes, etc.?) Yes No N/A

Student asked for explanation of material not understood? Yes No N/A

Student responded positively to instruction (as you suggested)? Yes No N/A

Student was aware of future assignments? Yes No N/A

Student shows a better understanding of the material since our last session. Yes No N/A

Appointment Summary

B I Paragraph

Attachments: Attach File No file selected.

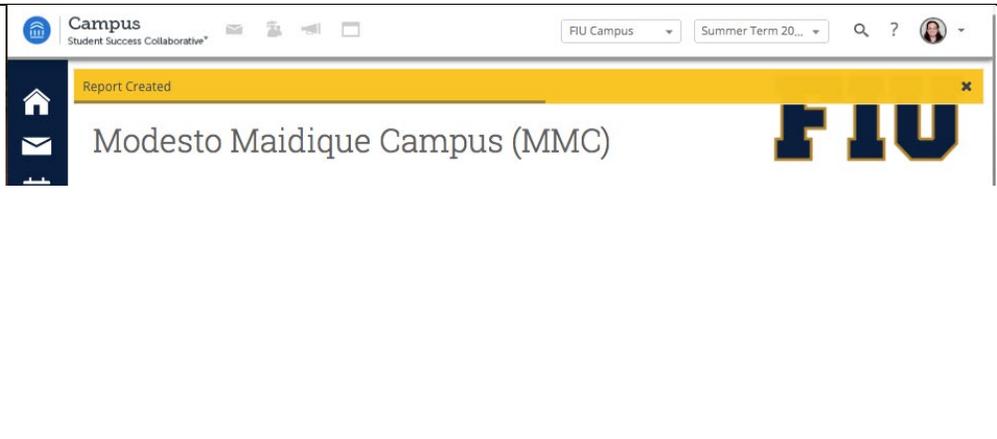
Suggested Followup

This will be saved on the report as a suggestion. No appointment will be created.

Date: Time:

Save this Report

The student's appointment will be automatically marked as a No-Show. You will see the notification (at right) confirming.



Checking Out an Appointment

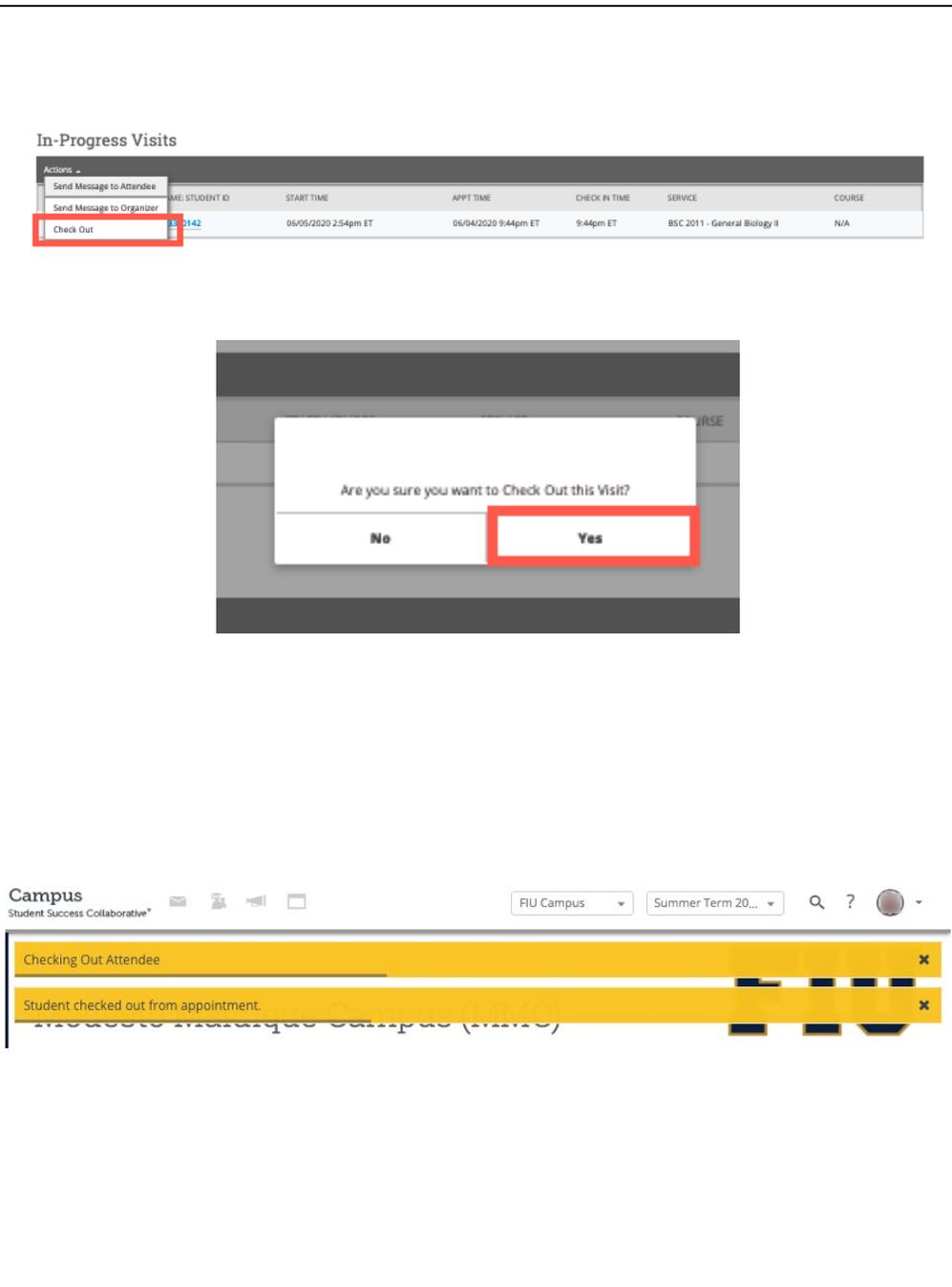
Once a student has been checked in, you will also be able to check them out.

In the *In Progress Appointments* table, click on the box to the left of the appointment whose attendee you wish to Check Out from a session.

Select *Check Out* from the *Actions* dropdown menu.

Click on Yes to confirm.

The student's appointment will be automatically concluded. You will see the notification (at right) confirming.



Managing the Kiosk

The *Kiosk* should be set up at a location that is readily accessible to students in your center.

To take advantage of this mode, a laptop, desktop computer or iPad can be utilized.

The front desk supporting staff will open the *Kiosk* through their own SSC home page.

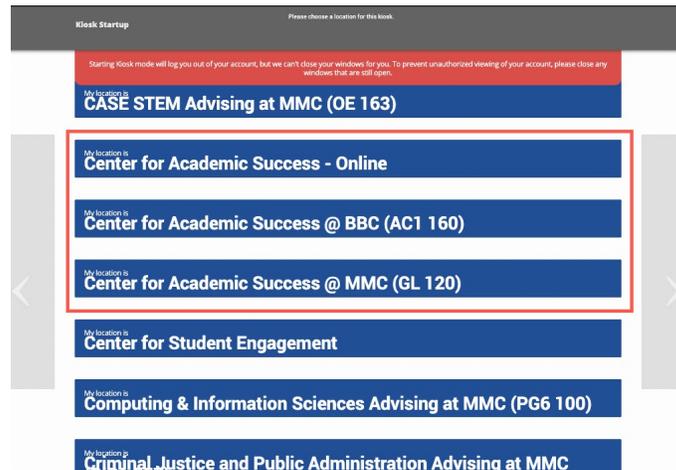
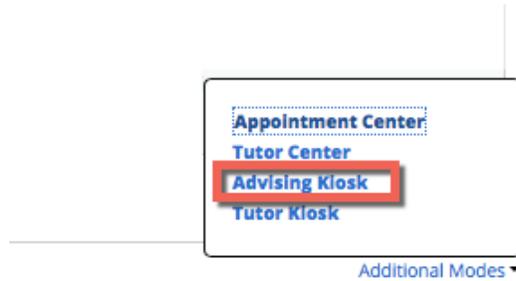
To open the *Kiosk* select from the *Additional Modes* menu located at the bottom of the home page.

A pop-up window will open prompting you to choose the appropriate office location where this kiosk is located.

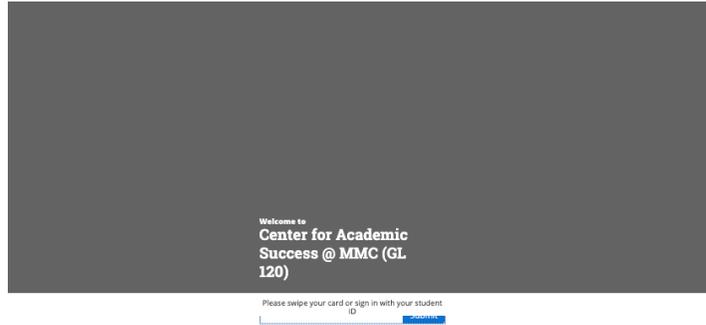
Select the location from the list of available options.

Note: Once the *Kiosk* is open, the staff member will be signed out and will need to sign in on their personal computer to continue using the *Appointment Center*.

Select the All Available Services option that appears.



The Kiosk will revert back to this log in page.



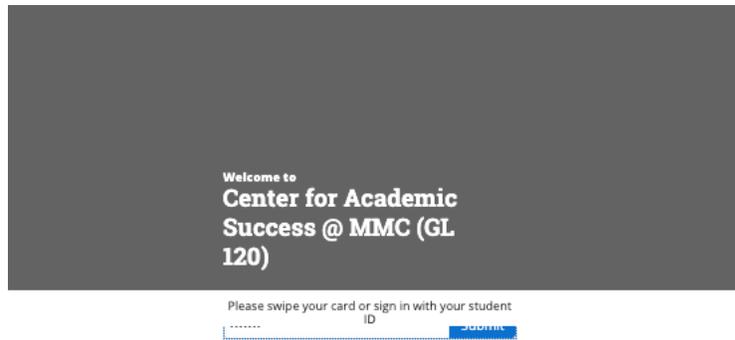
Checking In A Student With An Appointment

When a student is checking him/herself in, the student will be presented with the advising center's welcome page.

Have the student swipe their OneCard or type in their Panther ID.

Press Submit.

The student is now logged into the advising kiosk. If they have already scheduled an appointment with their tutor, the screen will reflect the appointment time and tutor's name. To check-in to their appointment, they will click on the green *Check In* box.



Once the student is checked in, the student will receive the message at right confirming the student's placement in the tutor's queue.

Checking In A Student As A Drop-In Appointment

When a student is checking him/herself in, the student will be presented with the advising center's welcome page.

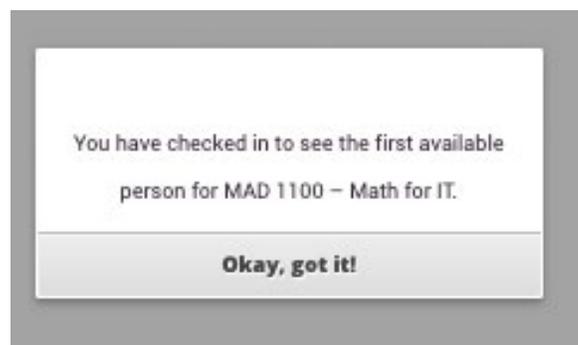
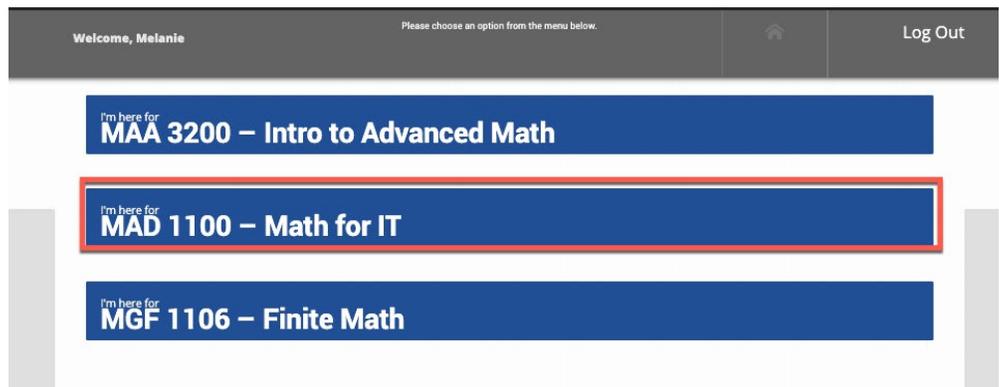
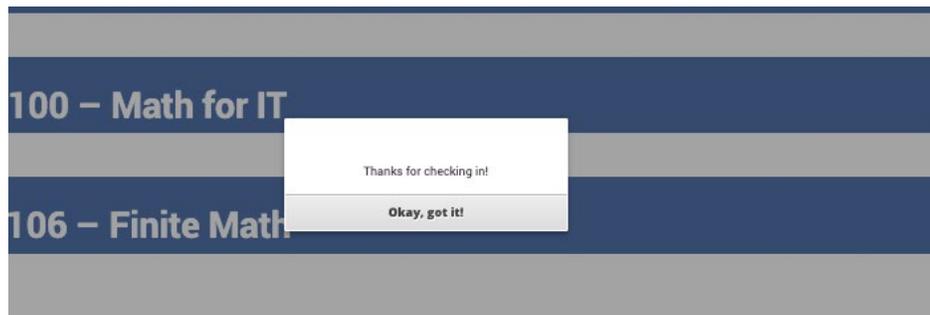
Have the student swipe their OneCard or type in their Panther ID.

Press Submit.

The student will be redirected to the next page. To be placed in the waitlist, he/she must click on the course name that has an active drop-in availability.

Next, there is a prompt to select between a specific person or first available.

Once the student selects, a confirmation will appear.



If you have questions after reviewing this tutorial, please contact Advising Technology at advtech@fiu.edu.