

PANTHER SUCCESS NETWORK
CENTER FOR ACADEMIC SUCCESS (CFAS)
TUTOR MANUAL

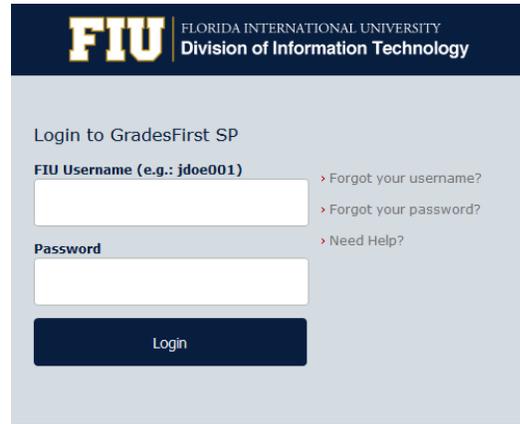
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Accessing the Panther Success Network

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.



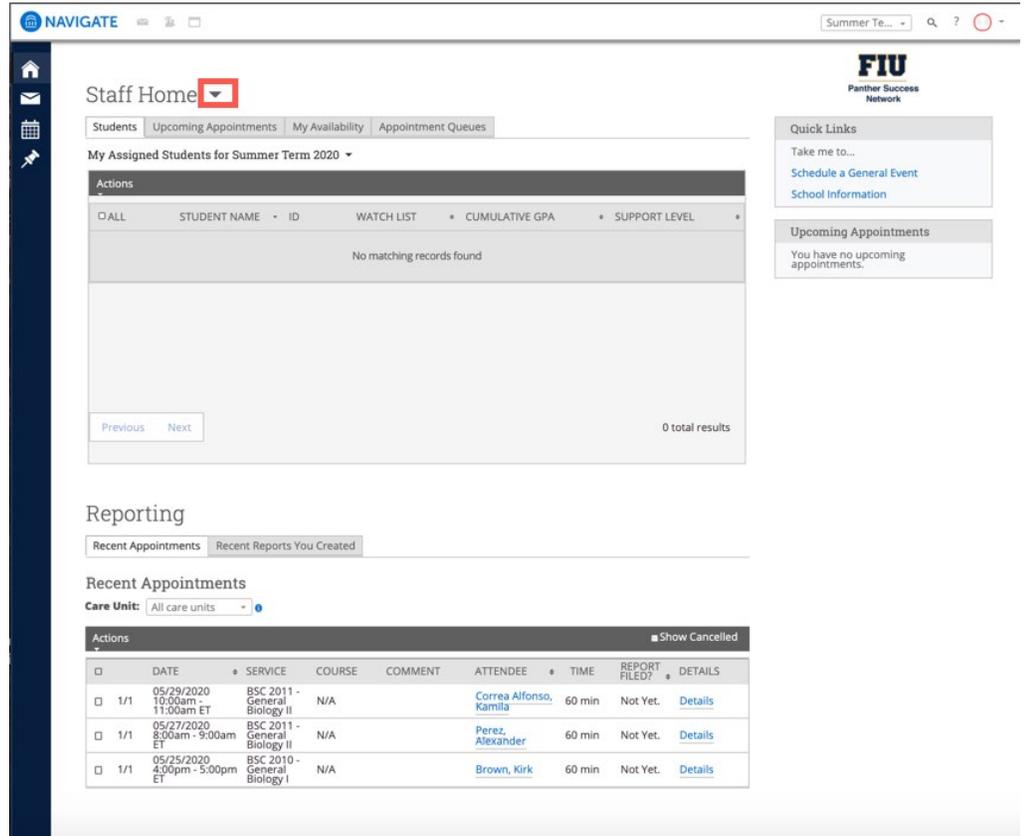
Your PSN homepage

After successfully logging in, you will find yourself on your PSN homepage.

Note: if you have more than one role on the platform, you can switch between roles. To do so, click on the triangle icon found at the top of the page.

At the top of your PSN homepage, you will find four tabs: *Students*, *Upcoming Appointments*, *My Availability* and *Appointment Queue*.

Towards the bottom of your PSN homepage, you will find two tabs: *Recent Appointments* and *Recent Reports You Created*.



Actions	DATE	SERVICE	COURSE	COMMENT	ATTENDEE	TIME	REPORT FILED?	DETAILS
<input type="checkbox"/>	1/1	05/29/2020 10:00am - 11:00am ET	BSC 2011 - General Biology II	N/A	Correa Alfonso, Kamila	60 min	Not Yet.	Details
<input type="checkbox"/>	1/1	05/27/2020 8:00am - 9:00am ET	BSC 2011 - General Biology II	N/A	Perez, Alexander	60 min	Not Yet.	Details
<input type="checkbox"/>	1/1	05/25/2020 4:00pm - 5:00pm ET	BSC 2010 - General Biology I	N/A	Brown, Kirk	60 min	Not Yet.	Details

Viewing your Upcoming Appointments

From your PSN homepage, you will see the Upcoming Appointments tab located at the top of the page.

To view your appointments, click on this tab.

The Upcoming Appointments will appear.

From this table, you will be able to perform certain functions using the *Actions* menu.

Staff Home ▾

Students **Upcoming Appointments** My Availability Appointment Queues

Upcoming Appointments

Care Unit: All care units ▾

Actions Show Cancelled

<input type="checkbox"/>	DATE	ATTENDEE	TIME	SERVICE	COMMENT	REPORT FILED?	DETAILS
<input type="checkbox"/>	06/05/2020 1:00pm - 2:00pm ET	Travieso, Felix	1:00pm - 2:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details
<input type="checkbox"/>	06/05/2020 3:00pm - 4:00pm ET	Aguila, Ana	3:00pm - 4:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details
<input type="checkbox"/>	06/05/2020 4:00pm - 5:00pm ET	Perez, Susan	4:00pm - 5:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details
<input type="checkbox"/>	06/08/2020 11:00am - 12:00pm ET	Banos, Nicole	11:00am - 12:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details
<input type="checkbox"/>	06/08/2020 12:00pm - 1:00pm ET	Carrier, Jake	12:00pm - 1:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details
<input type="checkbox"/>	06/08/2020 1:00pm - 2:00pm ET	Castaneira, Alex	1:00pm - 2:00pm ET	BSC 2011 - General Biology II		Not Yet.	Details

Creating Your Appointment Availability

On your home page, you will find the *My Availability* tab. The *Times Available* table lists all of your appointment availabilities.

Each availability can be set up for different appointment types, locations, date periods, days of the week and times.

To create a new time availability, select *Add Time* found in the *Actions* menu on the top left-hand corner of the *Available Times* table.

The *Add Availability* pop-up window will open.

Staff Home ▾

Students Upcoming Appointments **My Availability** Appointment Queues

Available Times

Actions Show Cancelled

<input type="checkbox"/>	DAYS	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="checkbox"/>	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="checkbox"/>	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
<input type="checkbox"/>	Fri	1:00p-5:00p	Spring Term 2020	Center for Academic Success @ BBC (AC1 160)	PCB 3063 Genetics For: Drop-Ins	Tutoring - Center for Academic Success	Inactive/Edit
<input type="checkbox"/>	Mon, Wed, Fri	9:00a-12:00p	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	MAC-1105, MAC-1114, MAC-1140, MAC-1147, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Inactive/Edit

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

Select details that are applicable to this availability:

- Days of the week
- Time Frame
- Duration of Availability
- Availability Type (Drop-in, Appointments or Campaigns)
- Care Unit
- Location (Appointment Center location)
- Service (Course)
- URL/Phone Number
- Special Instructions

Designate the maximum number of students per appointment you will be seeing during this availability. If you wish to create Group Advising availability, specify for multiple students.

Click Save.

Note: An availability must be made for each Time Frame, Availability Reason, Location, and Student Service provided.

The screenshot shows the 'ADD AVAILABILITY' form. The 'When are you available to meet?' section has 'Mon', 'Wed', and 'Fri' selected. The 'From' time is 12:00pm and the 'To' time is 5:00pm. The 'How long is this availability active?' dropdown is set to 'Summer Term 2020'. The 'What type of availability is this?' section has 'Appointments' selected. The 'Care Unit' is 'Tutoring - Center for Academic Success' and the 'Location' is 'Center for Academic Success @ BBC (AC1 160)'. The 'Services' dropdown is open, showing 'BSC 2010 - General Biology I' and 'BSC 2011 - General Biology II'. The 'URL / Phone Number' field is empty. The 'Save' button is highlighted with a red box.

The screenshot shows the bottom section of the 'ADD AVAILABILITY' form. The 'Services' dropdown is open, showing 'BSC 2010 - General Biology I' and 'BSC 2011 - General Biology II'. The 'URL / Phone Number' field is empty. The 'Special Instructions for Student' section has a text area containing 'Please bring class notes and study materials with you for session.' The 'Will you be meeting with multiple students?' section has a note: 'These settings will not be used for kiosk and campaign purposes.' The 'Max Number of Students per Appointment' field is set to '1'. The 'Save' button is highlighted with a red box.

Copying an Appointment Availability

To copy *Appointment Availabilities*, select the *Availability* you wish to copy from the *Available Times* table.

Click on *Copy Time* from the *Actions* drop down menu.

The *Copy and Add Availability* window will open. This will reflect the original time frame and *Student Service* designated from the previous *Availability* made.

Make all the applicable changes to the *Availability*.

Note: Remember to Specify *Office Location* for this *Availability* as well. It will also be specified in the appointment confirmation.

Click **Save**.

Staff Home ▾

Students Upcoming Appointments My Availability Appointment Queues

Available Times

Actions ▾	OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="button" value="Add Time"/> <input type="button" value="Copy Time"/> <input type="button" value="Delete Time"/>	Thu	10:00a-12:00p	Fall Term 2019	Arts, Sciences & Education Advising at BBC (AC1 300)	General Advising For: Appointments	Academic Advising	Inactive/Edit
<input checked="" type="radio"/>	Mon, Wed, Fri	8:30a-12:00p	Fall Term 2019	Arts, Sciences & Education Advising at BBC (AC1 300)	General Advising For: Appointments	Academic Advising	Inactive/Edit

COPY AND ADD AVAILABILITY

When are you available to meet?

Mon Tue **Wed** Thu Fri Sat Sun

From To

12:00pm 5:00pm

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

How long is this availability active?

Summer Term 2020

What type of availability is this?

Appointments Drop-ins Campaigns

Care Unit

Tutoring - Center for Academic Success

Location

Center for Academic Success @ BBC (AC1 160)

Services

BSC 2010 - General Biology I

BSC 2011 - General Biology II

URL / Phone Number

Cancel Save

Deleting an Appointment Availability

To delete *Appointment Availabilities*, select the *Availability* you wish to delete from the *Available Times* table.

Click on *Delete Time* from the *Actions* drop down menu.

A yellow banner will appear at the top of your screen confirming this action.

Staff Home

Students Upcoming Appointments My Availability Appointment Queues

Available Times

Actions						
SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT
<input type="checkbox"/>	Tue, Thu	10:00a-12:00p	Fall Term 2019	Arts, Sciences & Education Advising at BBC (AC1 300)	General Advising For: Appointments	Academic Advising Inactive/Edit
<input checked="" type="checkbox"/>	Mon, Wed, Fri	8:30a-12:00p	Fall Term 2019	Arts, Sciences & Education Advising at BBC (AC1 300)	General Advising For: Appointments	Academic Advising Inactive/Edit

Available times deleted.

Staff Home

Students Upcoming Appointments My Availability Appointment Queues

Available Times

Actions						
SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT
<input type="checkbox"/>	Tue, Thu	10:00a-12:00p	Fall Term 2019	Arts, Sciences & Education Advising at BBC (AC1 300)	General Advising For: Appointments	Academic Advising Inactive/Edit

Viewing Your Calendar

On the left-hand toolbar, you will be able to access your *Calendar* by clicking on the *Calendar* icon. You will be redirected to the *My Calendar* page.

The *Calendar* assigns a color to each type of event, e.g. *Advising Appointments, General, Free Busy, Cancelled, etc.*

At the top of the *Calendar*, you will find boxes for the different categories of events. Checking



off these boxes allows you to filter the events by category.

Additionally, you are able to navigate your *Calendar* by utilizing the *Today, Day, Week, Month* buttons at the top right-hand corner of the *Calendar*.

My Calendar

Calendar View List of Calendar Items

Settings and Sync

Academic Advising Course Assignment General Busy Cancelled

Print Calendar (PDF) Add Calendar Event

August 2019

today < day week month >

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
	9am Busy 10am General Advising 10:30am General Advising 11:30am General Advising 1pm Busy 2pm General Advising 2:30pm General Advising 3pm Busy 3:30pm Busy	9am Busy 9:30am Busy 1:30pm Busy 3:30pm Busy	10am Busy 10am General Advising 10:30am General Advising 11am Busy 3:30pm Cancelled: General Advising	9am Busy 10:30am Busy 10:30am General Advising 11:30am Cancelled: General Advising 2pm Cancelled: General Advising 3pm Busy 3pm General Advising 3:30pm Cancelled: General Advising	10am General Advising 10:30am General Advising 11am General Advising 11:30am General Advising 1pm Busy 2pm General Advising 2:30pm General Advising 3pm General Advising 3:30pm General Advising	
4	5	6	7	8	9	10
	9am Busy 9:30am Busy 10am General Advising 10:30am General Advising 11am General Advising 11:30am General Advising 2pm General Advising 2:30pm General	9am Busy 9am Busy 1pm Busy 3pm Busy 4pm Busy	10am General Advising 10:30am General Advising 11am Busy 1pm Busy 2pm Busy	10am General Advising 10:30am General Advising 11am General Advising 11:30am General Advising 1pm Busy 2pm General Advising 2pm General Advising 2:30pm General	10am General Advising 10:30am General Advising 11am General Advising 11:30am General Advising 1pm Busy 2pm General Advising 2:30pm Busy	

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
- **Search by Users**

My Conversations

Panther Success Network

<input checked="" type="checkbox"/> View Personal Messages Only <input checked="" type="checkbox"/> View Unread Only <input type="text" value="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

<input checked="" type="checkbox"/> View Personal Messages Only <input type="checkbox"/> View Unread Only <input type="text" value="Search by Users"/>				
Actions	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>		3	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.

Spring Semester Enrollment

Panther Success Network

To: Walter Maldonado via Email on Thursday, August 8, 2019 at 05:25 pm

Subject: Spring Semester Enrollment

Good afternoon ;,

I would like to make an appointment to discuss next semester's courses. Please let me know when you are available.

Thank you,



Click on *Send Message*.

Spring Semester Enrollment

Panther Success Network

Respond by E-mail Respond by Text

To: [redacted]

Subject: RE: Spring Semester Enrollment

Message:

B I [bulleted list icon] [numbered list icon] [link icon] Paragraph [dropdown arrow] [undo icon] [redo icon]

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**

Adding Events to Your Calendar

At the top right-hand corner of *Calendar View* you will see the *Add Calendar Events* button.

To initiate this process, press the *Add Calendar Events* button. You will be redirected to the *Schedule Appointment* page.

You will be redirected to the *Schedule Appointment* page.

My Calendar

Panther Success Network

[Settings and Sync](#)

Calendar View List of Calendar Items

Course Assignment General Busy Cancelled

Print Calendar (PDF)

Add Calendar Event

August 2019

today

<

day

week

month

>

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3

Specify the following:

- Care Unit
- Location
- Service
- Date of Appointment

Add the name of the student that you will be meeting with on the date that you selected. You will add the student by typing in his/her name to the *Add an Attendee* box.

If you wish to add any other persons to the appointment, continue to add these persons by typing their names into the *Add an Attendee* box.

Schedule Appointment

Filters

Care Unit
Tutoring - Center for Academic S... ▾

Location
Center for Academic Success @ ... ▾

Service
BSC 2010 - General Biology I ▾

Course
 🔍

Comments

Select a Date

June 2020						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Reminders

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

People Attending (0)

Available Slots Left in Appointment (0)

Add an Attendee

5770831 🔍

Alexander Perez (*0831) (student)

Additional Slots

Select An Organizer

SELECT	ORGANIZER	AVAILABLE TIMES
<input checked="" type="radio"/>	Vihlen, John	

Confirm that your name is selected in the *Select an Organizer* table.

By default, each session that appears will be allotted 60 minutes.

Select the desired appointment time.

Select if the appointment should repeat and its frequency.

Click on *Save Appointment*.

People Attending (1)
 | Perez, Alexander (Student, Study Hall Monitor) x
 | Available Slots Left in Appointment (0)

Add an Attendee Additional Slots

Select An Organizer

SELECT	ORGANIZER	AVAILABLE TIMES
<input checked="" type="radio"/>	Vihlen, John	

Choose A Time To Meet

Length: Availabilities: ?

TIME SLOT	06/07 (SUN)	06/08 (MON)	06/09 (TUE)	06/10 (WED)	06/11 (THU)	06/12 (FRI)	06/13 (SAT)
9:00am - 10:00am ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00am - 11:00am ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00am - 12:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00pm - 1:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:00pm - 2:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00pm - 3:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3:00pm - 4:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	<input type="checkbox"/>
4:00pm - 5:00pm ET	<input type="checkbox"/>	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	CONFLICTS	<input type="checkbox"/>	<input type="checkbox"/>
6:00pm - 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repeat This Appointment?

Repeat

Viewing a Student's Profile

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

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

Summer Te... ?

FIU
 Panther Success Network

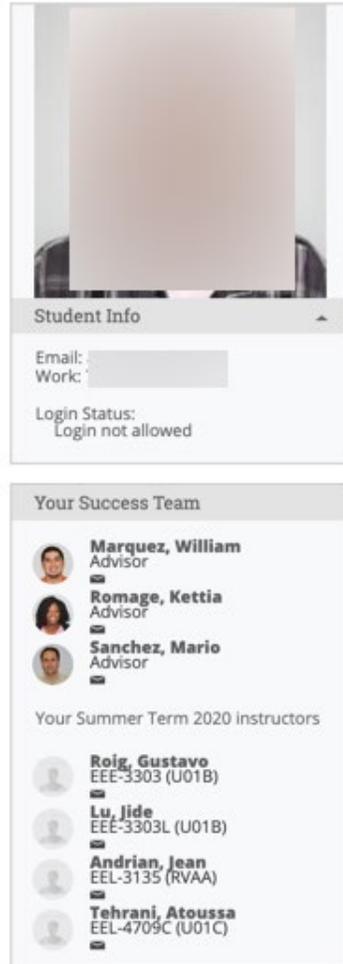
A list of students' names will appear in a dropdown menu.

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 information on logged *Study Hall* hours, if applicable.

FIU Panther Success Network

More -

Current Study Hall Status
Not In Study Hall

Charity Time [Manage Charity Time](#)

Study Hall Statistics

Required
0 minutes

Today
0 minutes

This Week
1 hours

Last Week
1 hours

Current Alerts **2**

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

Your Success Team

- Marquez, William**
Advisor
- Romage, Kettia**
Advisor
- Sanchez, Mario**
Advisor

Your Summer Term 2020 instructors

- Roig, Gustavo**
EEE-3303 (U01B)
- Lu, Jide**
EEE-3303L (U01B)
- Andrian, Jean**
EEL-3155 (RVAA)
- Tehrani, Atoussa**
EEL-4709C (U01C)

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

Alexander Perez

More -

- Study Hall
- Appointments**
- Current Study Hall Status
Not In Study Hall

Charity Time [Manage Charity Time](#)

Study Hall Statistics

Required
0 minutes

Today
0 minutes

This Week
1 hours

Last Week
1 hours

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

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.

More -
Study Hall
Appointments

Upcoming Appointments

Care Unit: All care units

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

Recent Appointments

Care Unit: All care units

DATE	CARE UNIT	SERVICE/COURSE	COMMENT	ORGANIZER	REPORT FILED?
05/27/2020	Tutoring - Center for Academic Success	BSC 2011 - General Biology II		Vihien, 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?
Alexander Perez does not have any no show appointments for Summer Term 2020.					

Creating a Note for a Student

In the event that you would like to place a comment on a student's file that is not attached to a tutoring session, e.g. student notes or handouts for review sessions or internal documentation, you do so using a *Note*.

To issue a Note, begin by using the Quick Search function.

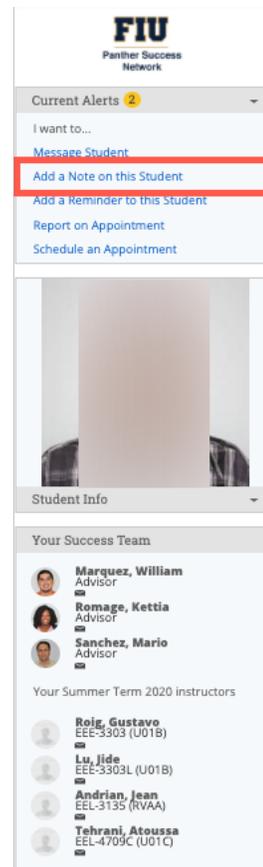
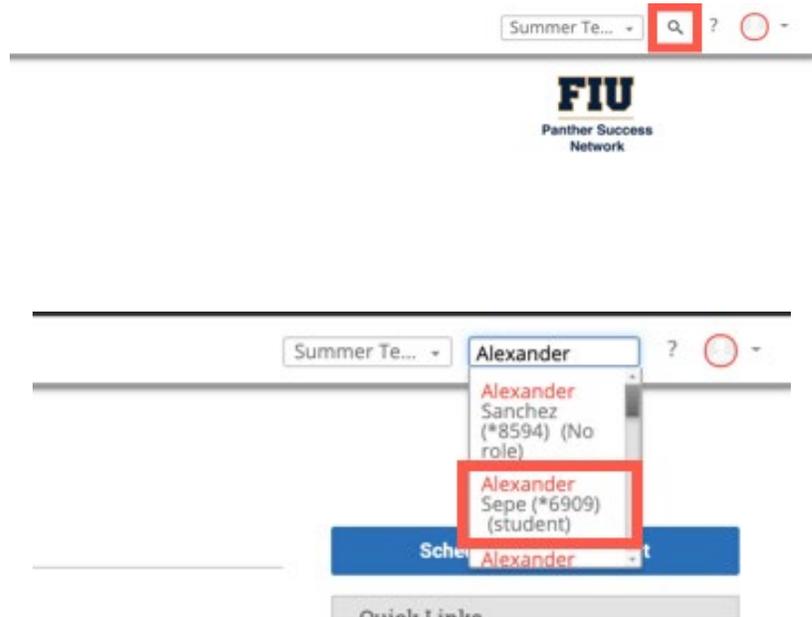
Click on the magnifying glass icon and search for the student's name or Panther ID.

Click on the student's name when it populates.

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

Below the Panther Success Network logo, you will find the "I want to...." menu.

Select *Add a Note to this Student* from the options.



A pop-up will appear.

Fill in any necessary comments to the Note.

Select the applicable Note Reason.

Set the *Visibility* settings by selecting whether you wish for the student to view the Note.

Note: For the student to be able to view a Note, you must check of their name.

Click *Save Note* when ready to confirm.

Creating a Tutoring Summary Report for a Scheduled Session

When a student checks in for a scheduled tutoring session, they will do so using the appointment kiosk.

You will be notified that a student has arrived for their session when a notification appears on the *Appointment Queue*

To start your session, click on the graduate icon and select *Start Appt.*

A blank tutoring summary report will open.

As a previously scheduled session, the report will reflect appointment details by default.



Fill in all applicable information for the tutoring session.

When ready, click on the *Save this Report* button.

Creating a Tutoring Summary Report for a Drop-In Session

If a tutor has a Drop-In availability scheduled on PSN, students are able to check themselves into the platform kiosk without scheduling a session ahead of time.

When a student checks-in to their drop-in session, you will receive a notification alerting you of a student in your queue.



To initiate the appointment, you will click on the graduate icon and select *Start Appt.*

Doing so will open a tutoring summary report. ((You are able to minimize the report while you attend to the student.))

When the session is complete, you will fill out all applicable information for the tutoring session and click on the *Save and Check Out Student* button.

Note: Being that this session was not previously scheduled, you will need to provide the Meeting Start and Meeting End Times.

Marking an Appointment as a No-Show

To designate a scheduled appointment as a *No-Show*, select the appointment from the *Recent Appointments* table found on your PSN homepage.

Open the *Actions* menu located at the top left-hand corner of

your Recent Appointments table and select **Mark No-Show**.

An Appointment Report form will open. You will notice that the student is not marked as **Attended**. Enter any applicable comments (optional) and click on the **Save this Report** button.

You will notice that the **Report File** status is now reflected as **No Show**.

Reporting

Recent Appointments Recent Reports You Created

Recent Appointments

Care Unit: All care units

Actions										Show Cancelled	
Add Appointment Summary											
			SERVICE	COURSE	COMMENT	ATTENDEE	TIME	REPORT FILED?	DETAILS		
<input type="checkbox"/>	1/1	05/25/2020 10:00am - 11:00am ET	BSC 2011 - General Biology II	N/A		Correa Alfonso, Kamila	60 min	Not Yet.	Details		
<input type="checkbox"/>	1/1	05/27/2020 8:00am - 9:00am ET	BSC 2011 - General Biology II	N/A		Perez, Alexander	60 min	Report Details	Details		
<input checked="" type="checkbox"/>	1/1	05/25/2020 4:00pm - 5:00pm ET	BSC 2010 - General Biology I	N/A		Brown, Kirk	60 min	Not Yet.	Details		

APPOINTMENT REPORT FOR KIRK BROWN

Appointment Details

Appointment: 05/25/2020 4:00pm - 5:00pm ...

Care Unit: Tutoring - Center for Academic...

Location: Center for Academic Success ...

Service: BSC 2010 - General Biology I

Course: Start typing to search all cour...

Meeting Type: Select Meeting Type

Date of visit: 05/25/2020

Meeting Start Time: 4:00pm to

Meeting End Time: 5:00pm

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

Attendees

John Vihlen
Student, Tutor
 Attended
This includes time spent with all students attending the appointment.

Kirk Brown
Freshman
Marine Biology - BS - MRNBIO:BS
 Attended

Checkin: _____ to _____ Checkout: _____

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

Date: _____ Time: _____

Summary Details For Kirk Brown

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

Student did not attend tutoring session. |

Attachments

Attach File
Choose File No file chosen

[Save this Report](#)

Managing your Appointment Queue

The Appointment Queue found at the top of your PSN homepage is just an overview of what is happening in the department.

The fourth tab located at the top of your homepage provides you with a more detailed view of the current status of the department.

In this tab, you will see the following:

- Students checked in for appointments
- Students checked in for drop-in sessions with you
- In Progress visits
- Students checked in for drop-ins with other staff members
- Students checked in for Study Hall

Within each table you will be able to use the Actions menu to perform certain functions.

To perform any of these functions, click on the Actions menu found at the top of the table and select from the list that populates.

The screenshot displays the 'Staff Home' interface with the 'Appointment Queues' tab selected. It features several tables for monitoring student appointments:

- Students Checked In For Appointments:** A table with columns 'SELECT', 'NAME', and 'SERVICE'. It shows a message: "There are not any student appointments checked in".
- Students Checked In For Drop-Ins With Me:** A table with columns 'SELECT', 'NAME', 'SERVICE', 'COMMENT', 'FIRST AVAILABLE', 'PRIORITIZED AT', 'CHECKED IN AT', and 'WAIT DURATION'. It lists one student: Tran, Andrew, for BSC 2011 - General Biology II, checked in at 10:14pm ET with a 1 min wait.
- In-Progress Visits:** A table with columns 'SELECT', 'ATTENDEE NAME: STUDENT ID', 'START TIME', 'APPT TIME', 'CHECK IN TIME', 'SERVICE', and 'COURSE'. It lists one student: Maria Arias, 3330142, for BSC 2011 - General Biology II, with a start time of 06/04/2020 9:50pm ET and a check-in time of 9:44pm ET.
- Students In Other Staff Queues:** A table with columns 'SELECT', 'NAME', 'STAFF', 'SERVICE', 'COMMENT', 'PRIORITIZED AT', 'CHECKED IN AT', and 'WAIT DURATION'. It shows a message: "There are currently no students waiting on other staff".
- Students Checked In For Track Time:** A table with columns 'SELECT', 'NAME', 'SERVICE', 'COURSE', and 'CHECKED IN AT'. It lists one student: Lamboy, India, for Study Hall - Chemistry, checked in at 10:15pm ET.
- Students Checked In For Drop-Ins With Me (Detailed View):** A table with columns 'SELECT', 'NAME', 'SERVICE', 'COMMENT', 'FIRST AVAILABLE', 'PRIORITIZED AT', 'CHECKED IN AT', and 'WAIT DURATION'. It lists one student: Tran, Andrew, for BSC 2011 - General Biology II, checked in at 10:14pm ET with a 1 min wait. An 'Actions' menu is open over this row, showing options: Start Appointment, Not Attended To, Move to First Available, Send Message, Checkout (highlighted), and Remove.

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