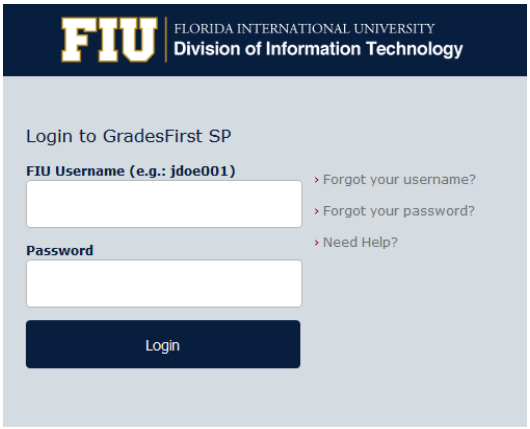
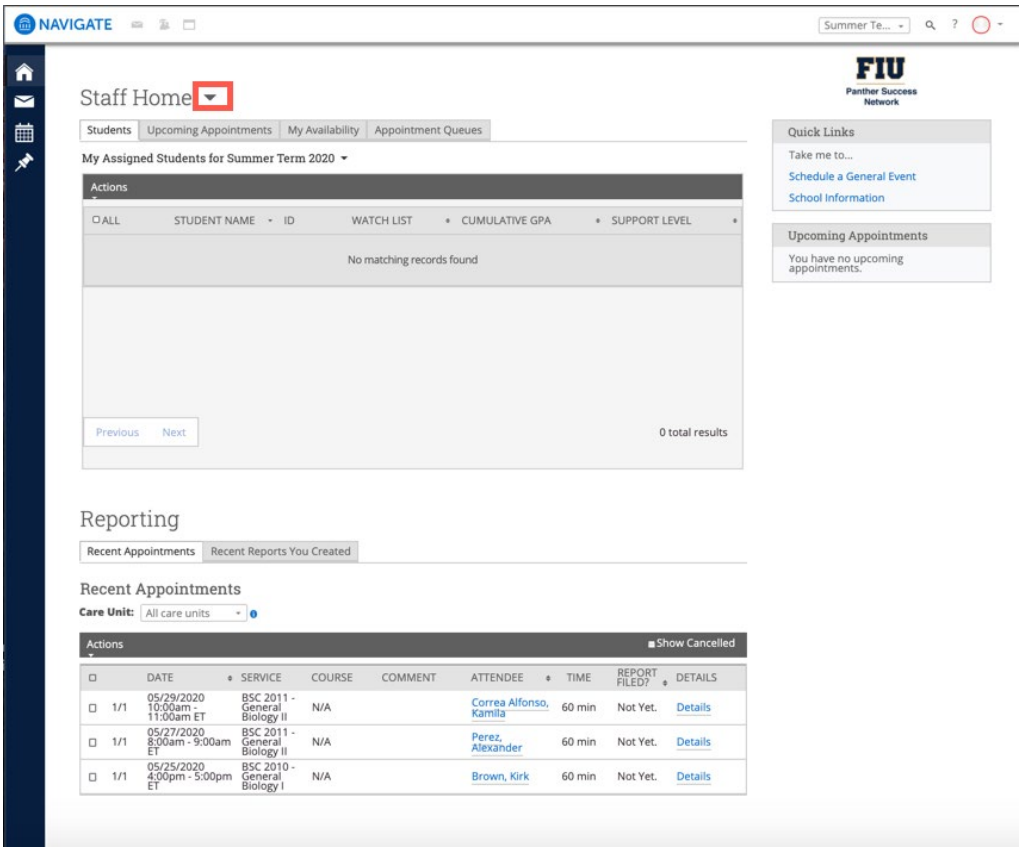
FIU | Academic and Career Success

Academic Advising Technology

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

Table of Contents

Accessing the Panther Success Network 3
Your PSN homepage 3
Viewing your Upcoming Appointments 3
Creating Your Appointment Availability 4
Copying an Appointment Availability 6
Click Save. 6
Deleting an Appointment Availability 7
Viewing Your Calendar 7
Viewing Your Conversations 8
Search by Users 9
Reading Your Messages 9
Responding to Your Messages 9
Adding Events to Your Calendar 10
Viewing a Student's Profile 12
Creating a Note for a Student 16
Creating a Tutoring Summary Report for a Scheduled Session 17
Creating a Tutoring Summary Report for a Drop-In Session 18
Marking an Appointment as a No-Show 19
Managing your Appointment Queue 21

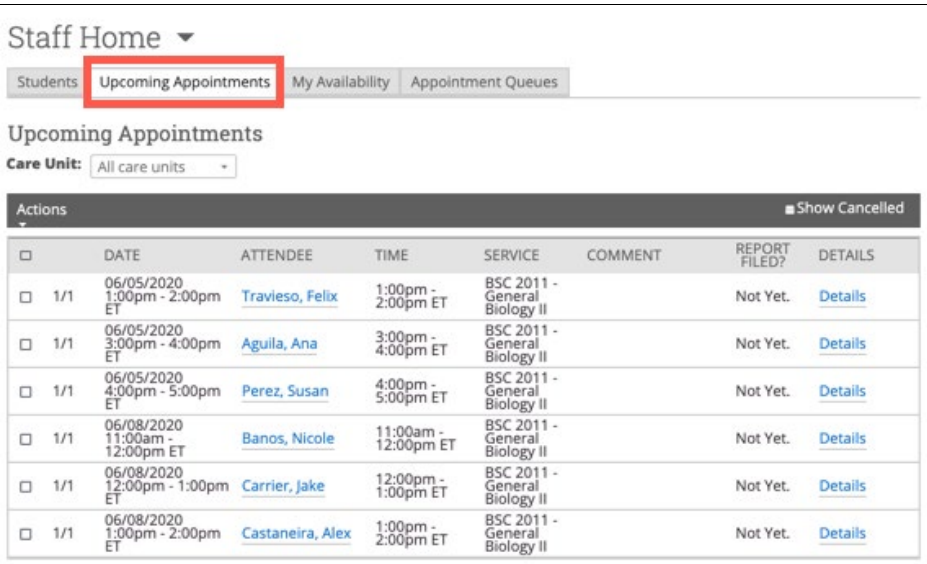
Accessing the Panther Success Network **To log into the Panther Success Network, visit https://go.fiu.edu/psn** **Proceed to log-in using your FIU Panther ID # or username and password.**	
Your PSN homepage **After successfully logging in, you will find yourself on your PSN homepage.** **Note: if you 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.***	
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 Appoimtments will appear.

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



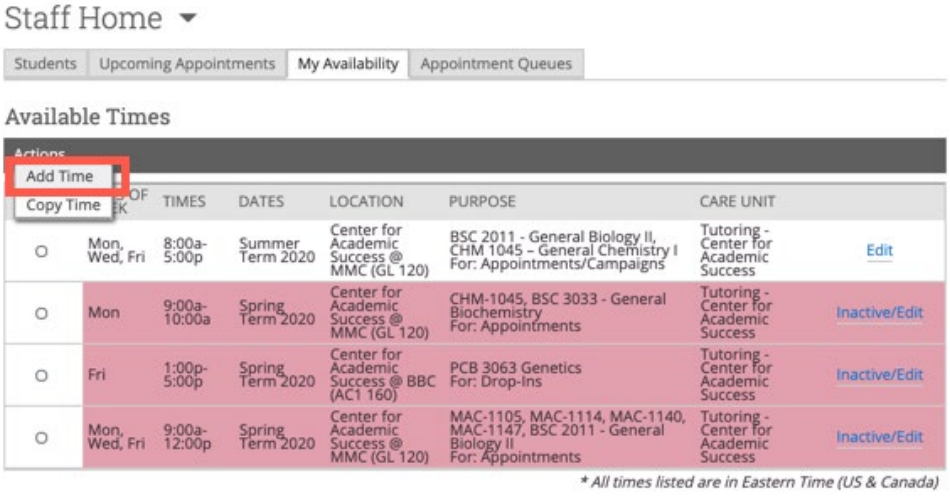
Creating Your Appointment Availability

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.

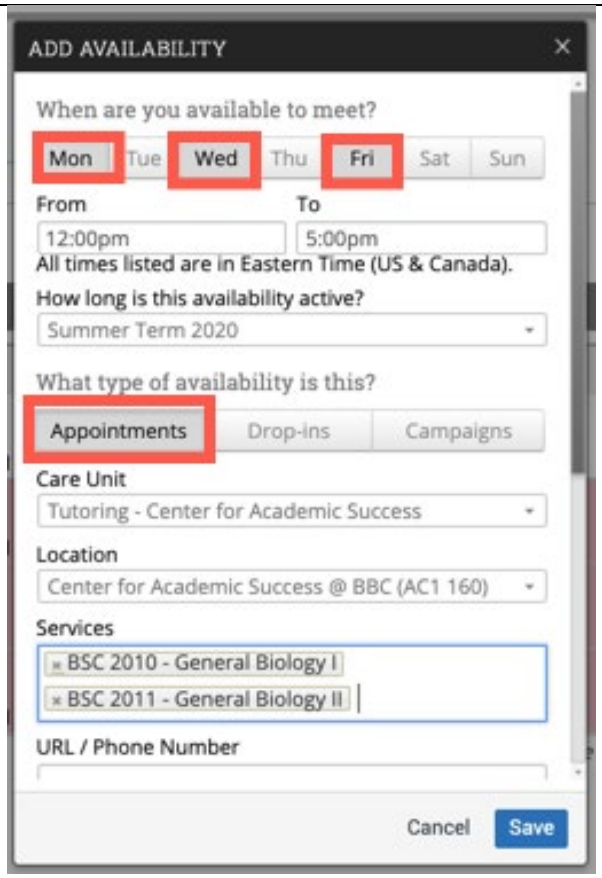
To create a new time availability, select *Add Time* found in the *Actions* menu on the top left-hand corner of the *Available Times* table.

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

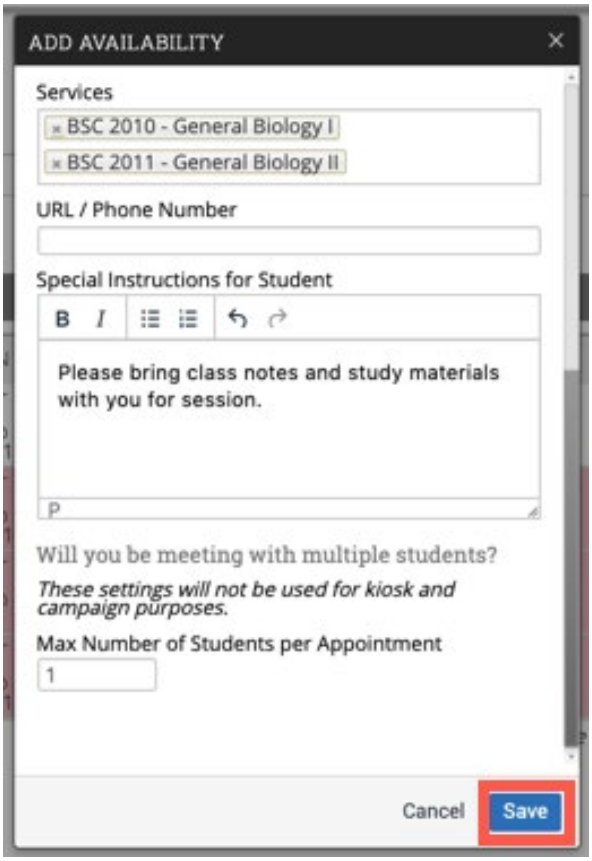


Select details that are applicable to this availability:

- **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.



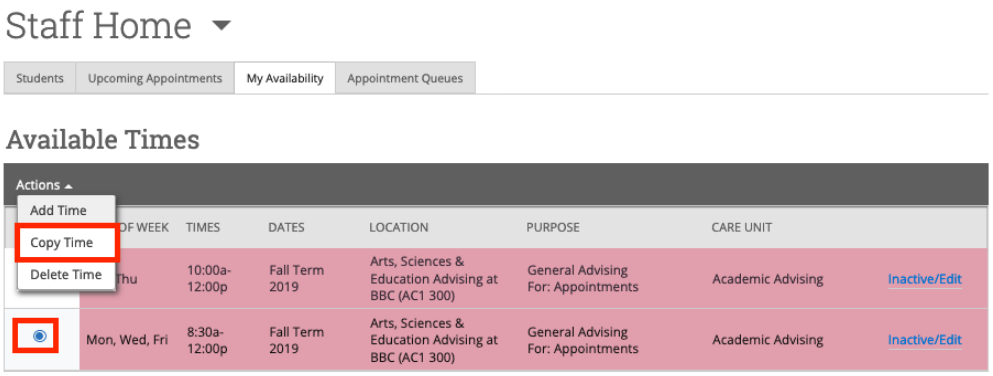
Click *Save*.

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

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.

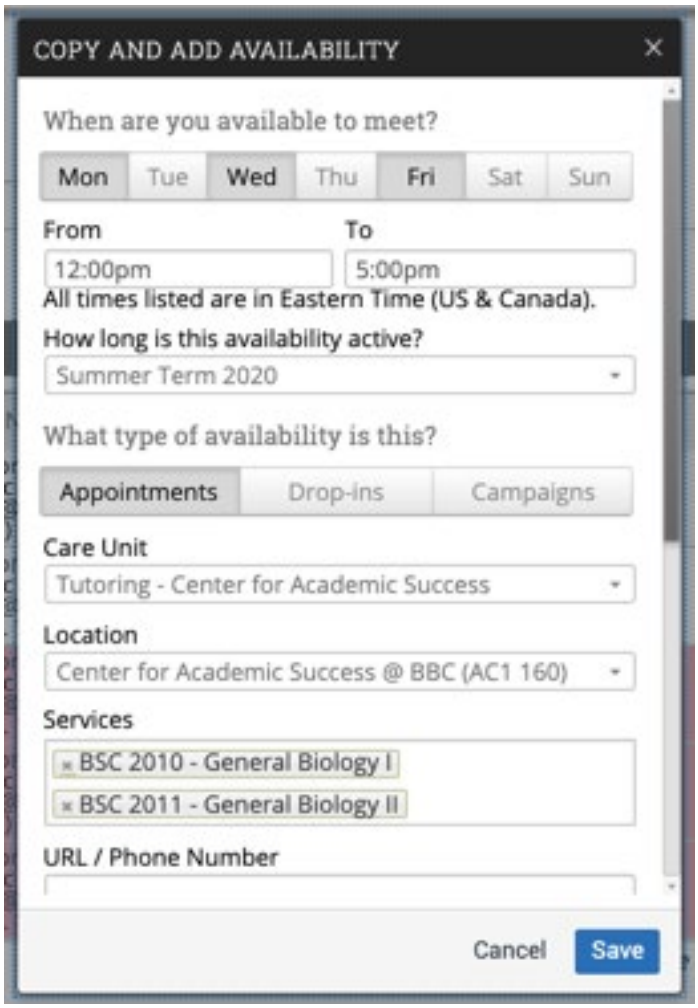


The *Copy and Add Availability* window will open. This will reflect the original time frame and *Student Service* designated from the previous *Availability* made.

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.*

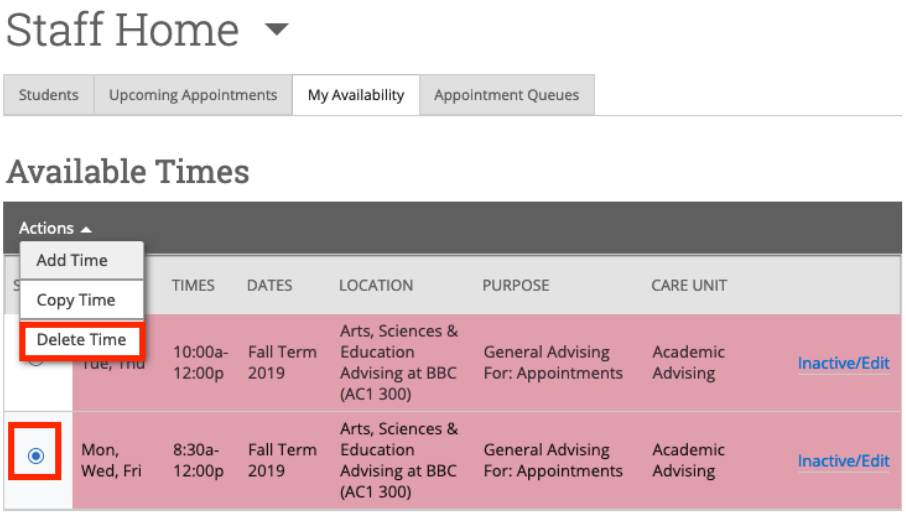


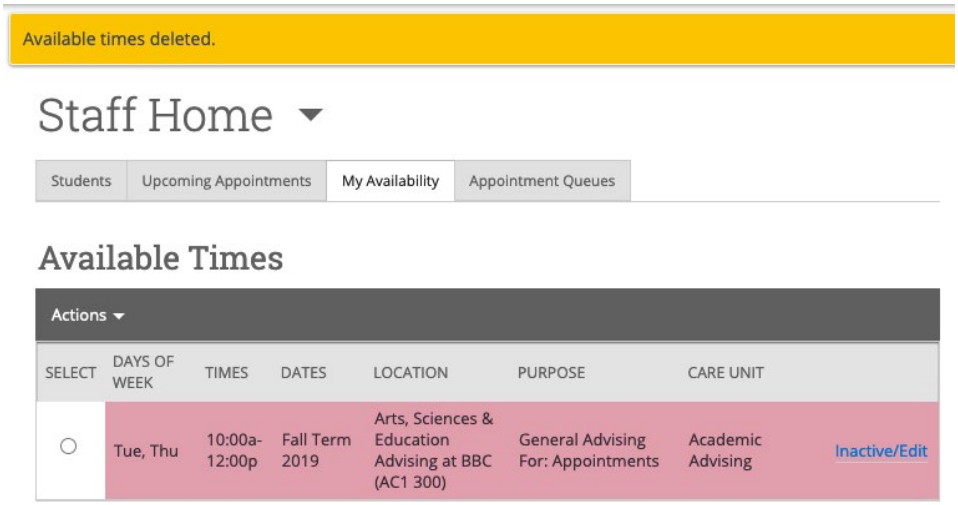
Deleting an Appointment Availability

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.





Viewing Your Calendar

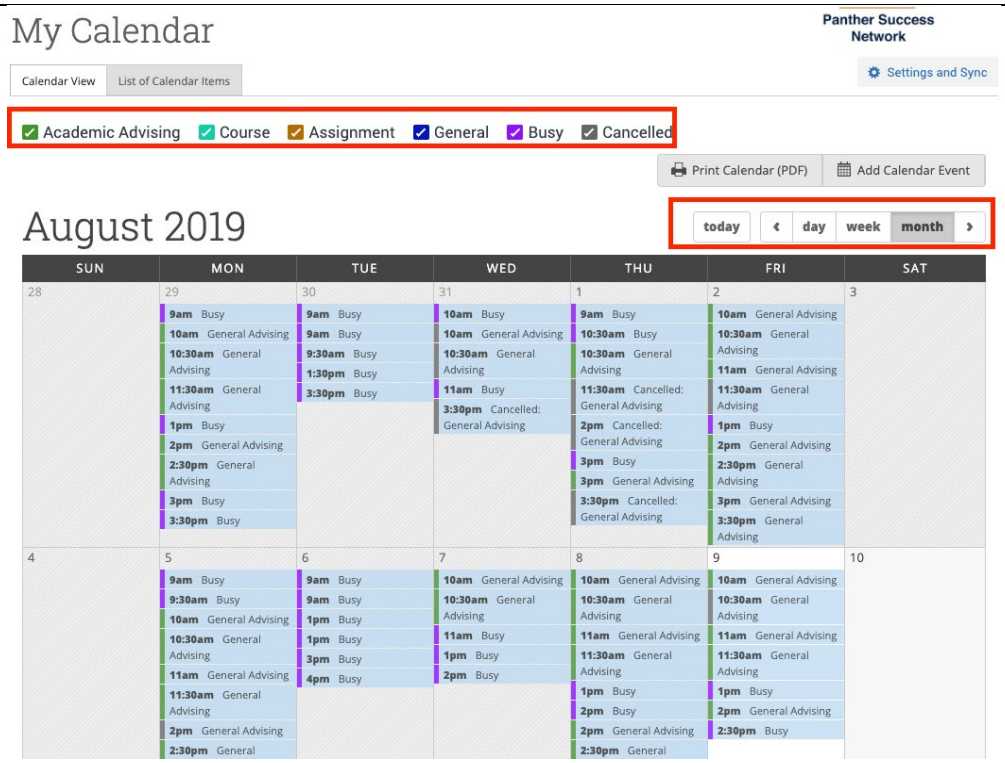
On the left-hand toolbar, you will be able to access your *Calendar* by clicking on the *Calendar* icon. You will be redirected to the *My Calendar* page.

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.*



Viewing Your Conversations

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

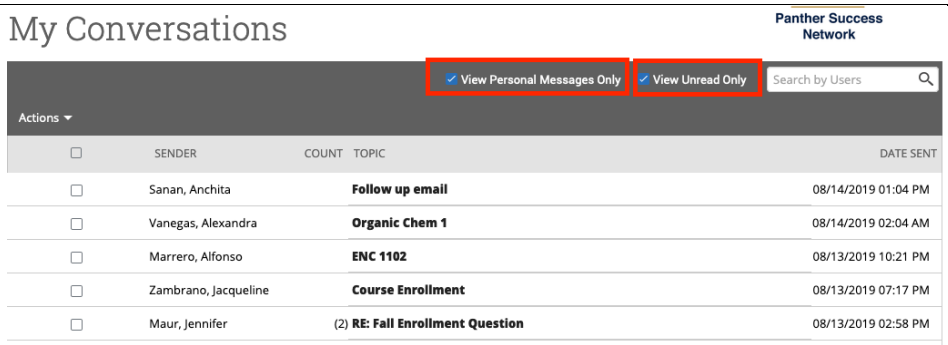
You will be redirected to the *My Conversations* page.

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

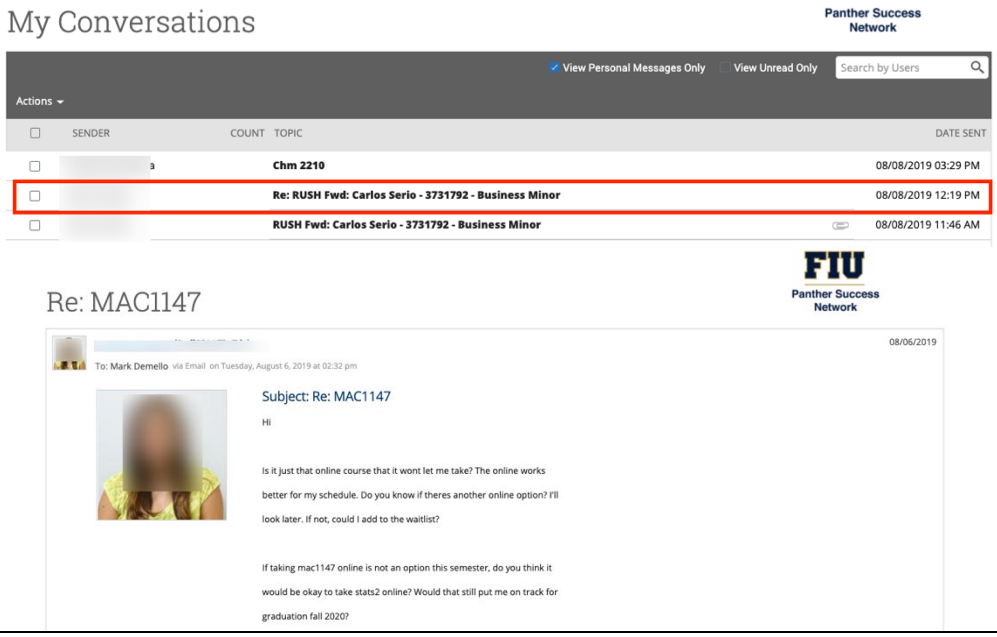


Reading Your Messages

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.

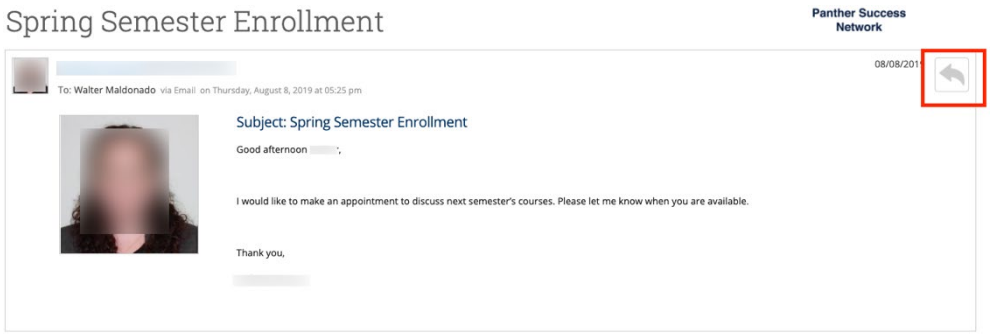


Responding to Your Messages

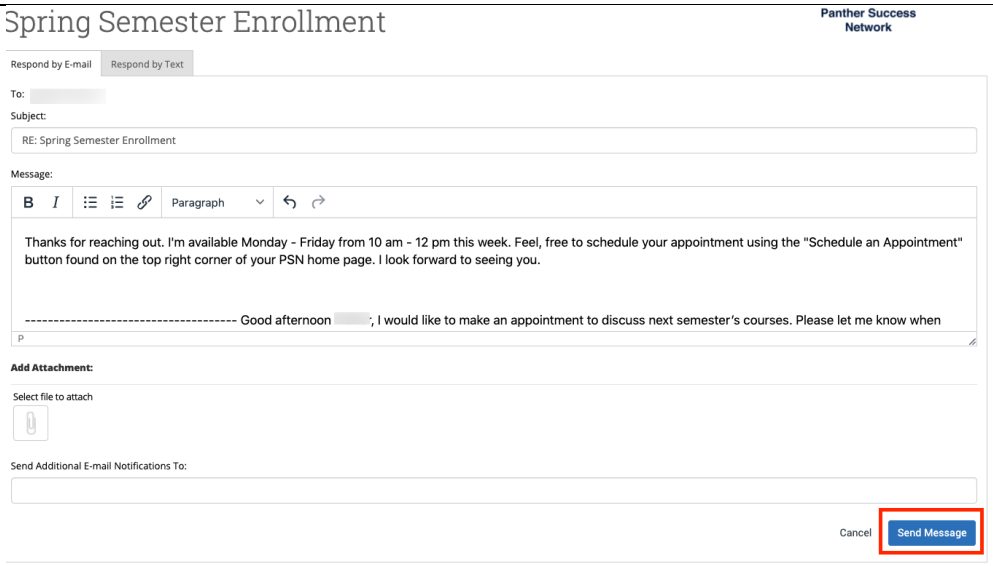
When you read a message, click on the reply arrow icon

Fill in all applicable information in your return message.

Attach any relevant documentation if necessary.



Click on *Send Message*.

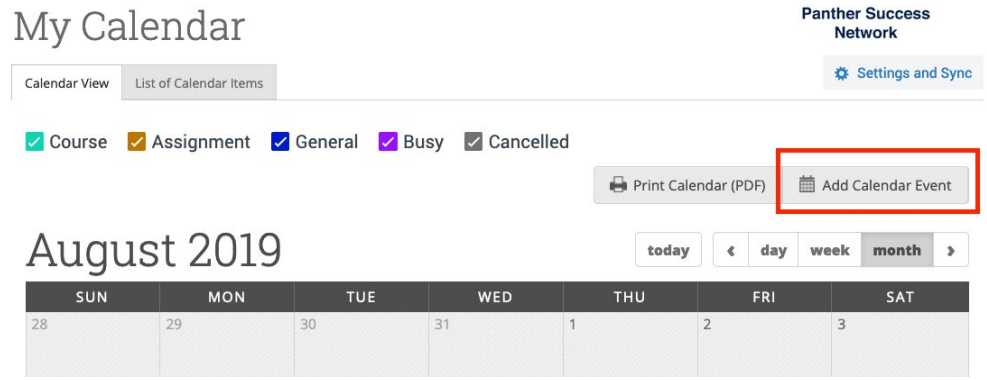


Adding Events to Your Calendar

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

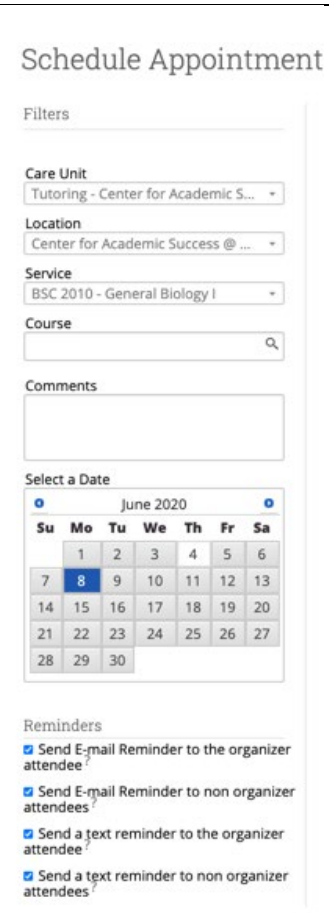
To initiate this process, press the *Add Calendar Events* button. You will be redirected to the *Schedule Appointment* page.

You will be redirected to the Schedule Appointment page.



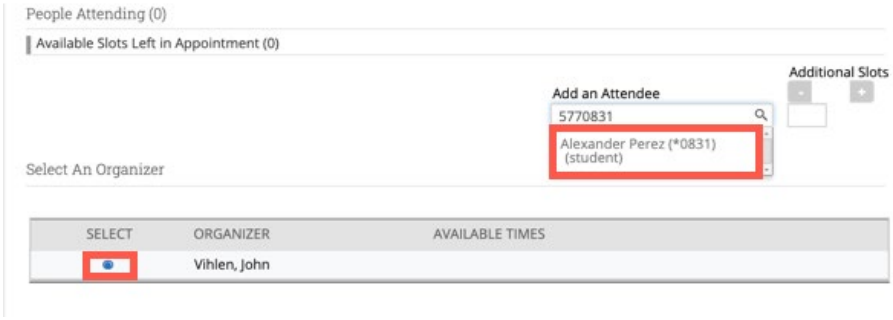
Specify the following:

- **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.



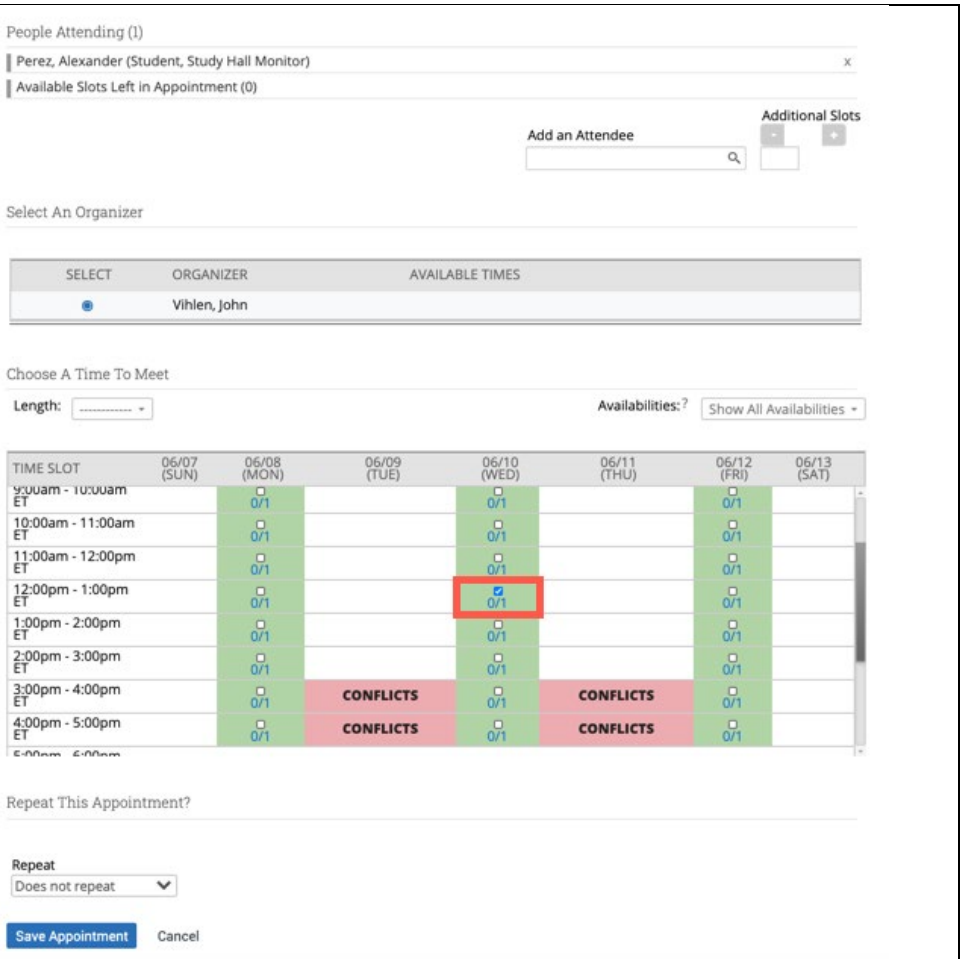
Confirm that your name is selected in the *Select an Organizer* table.

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.*



Viewing a Student's Profile

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

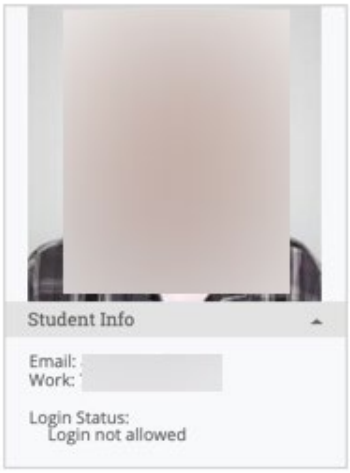
The *Quick Search* box will appear. You can search for the student by typing in their name or Panther ID.

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

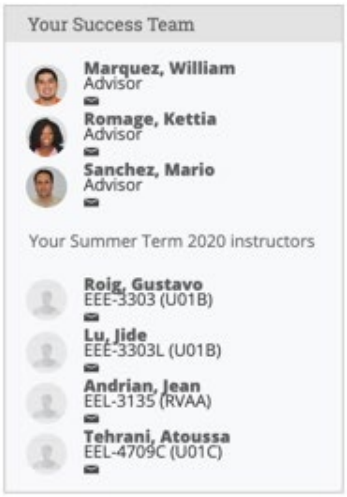
Select the name of the student whose profile you wish to view.

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

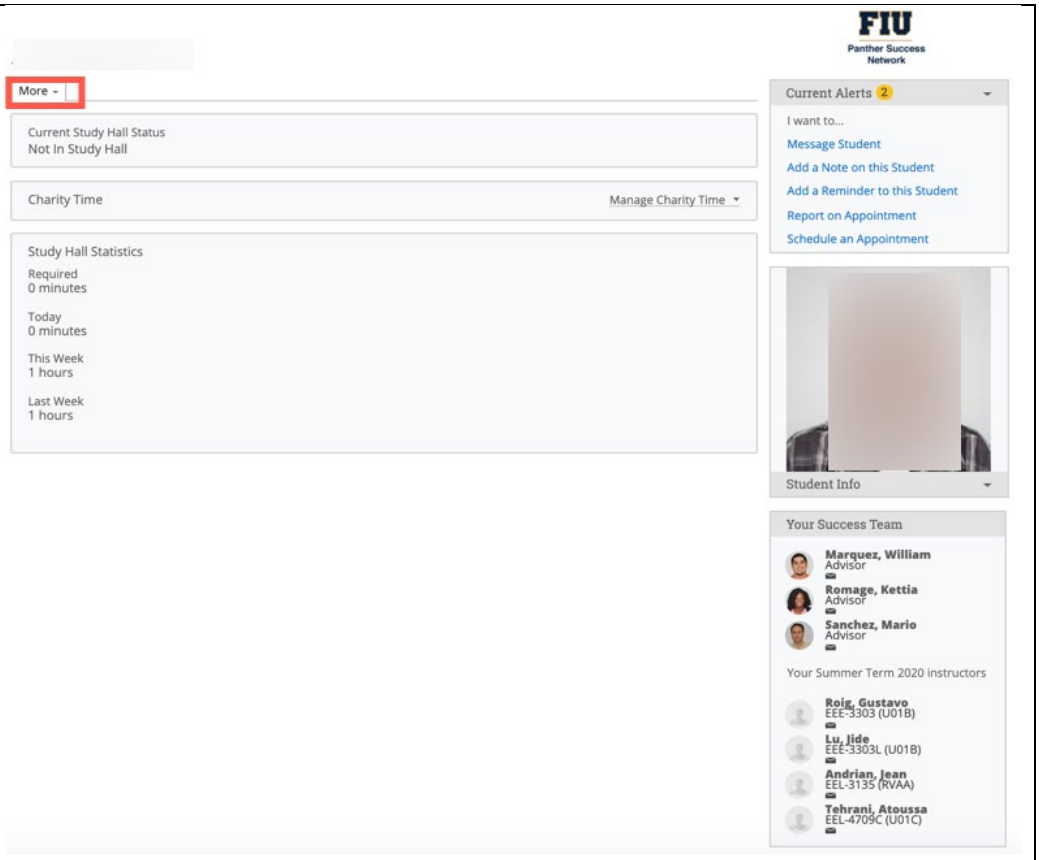
On the student's profile page, you will find the student's picture, contact information and *Success Team.*



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



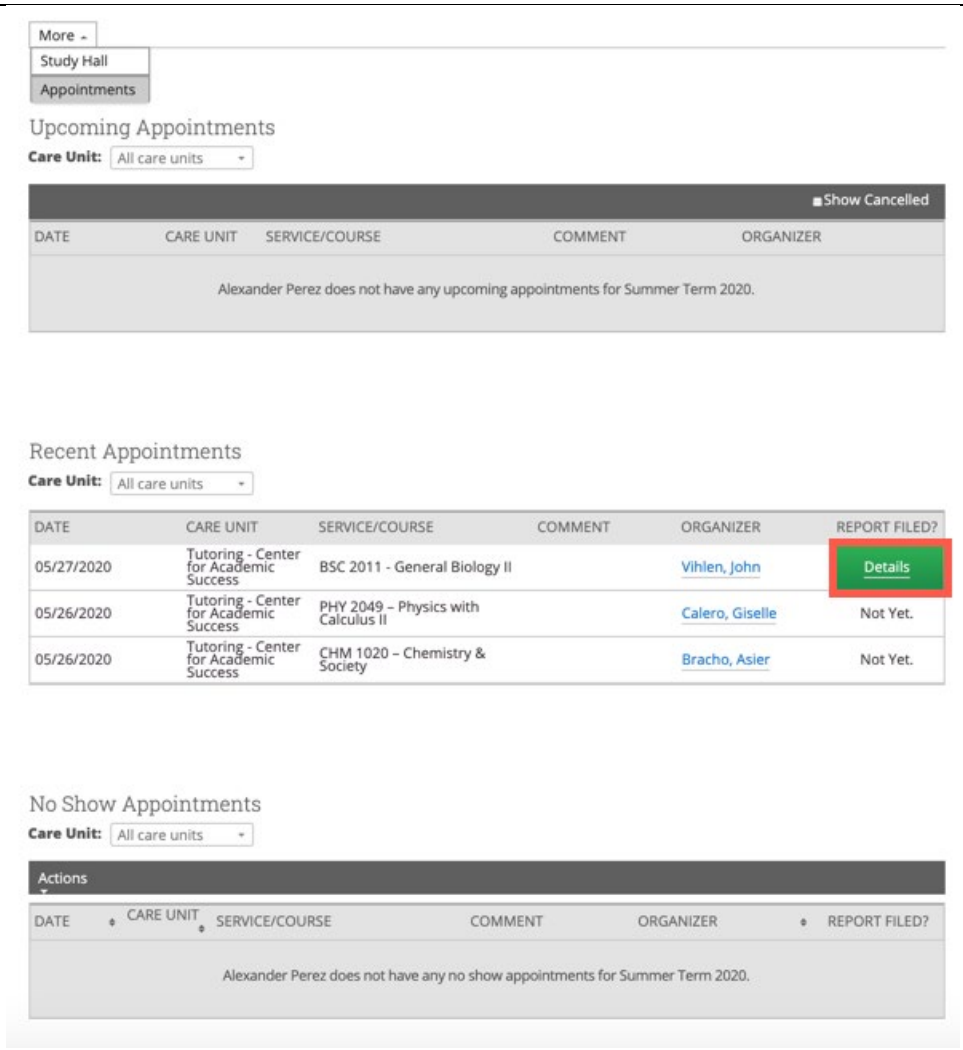
The student profile also provides you with information on logged *Study Hall* hours, if applicable.



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

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.



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.

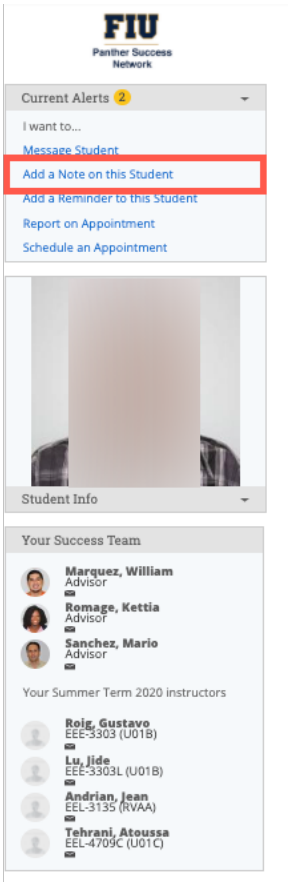
Click on the magnifying glass icon and search for the student's name or Panther ID.

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 wil appear.

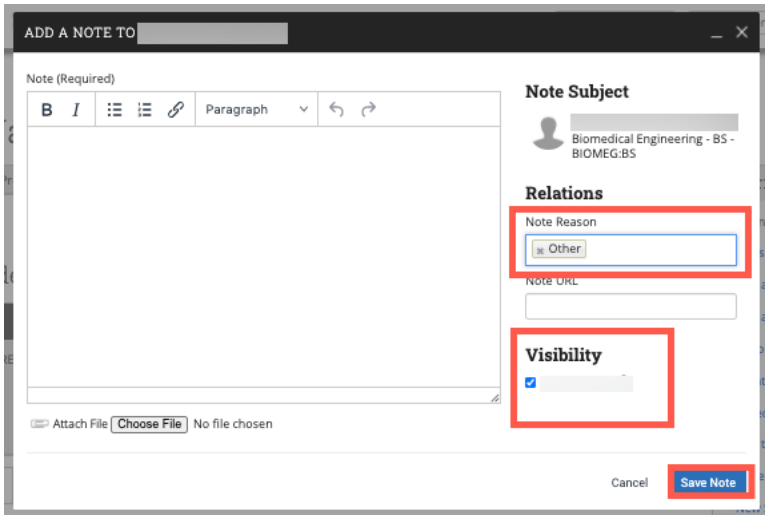
Fill in any necessary comments to the Note.

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*

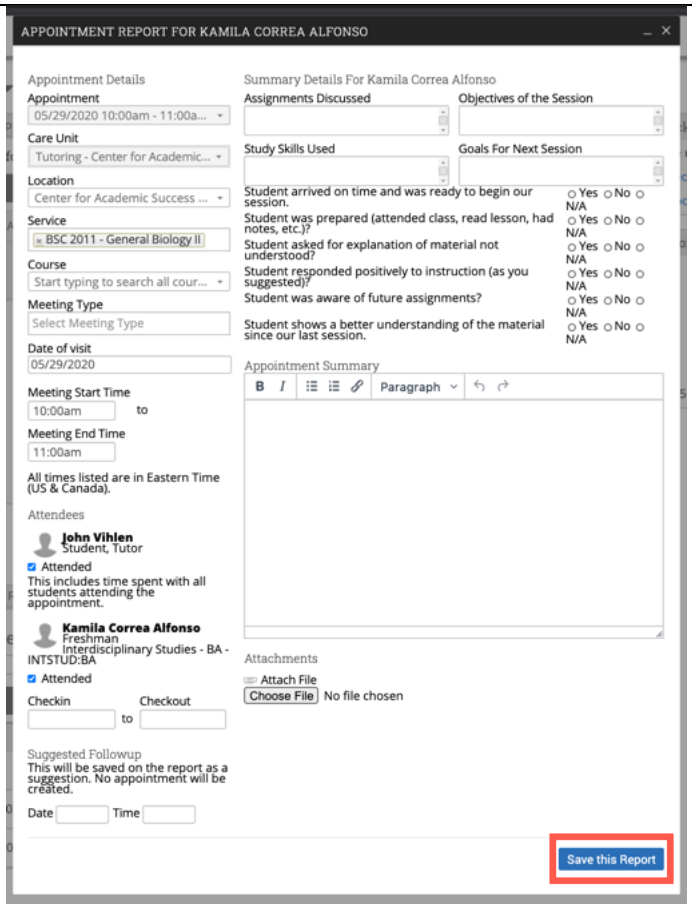
To start your session, click on the graduate icon and select *Start Appt.*

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.

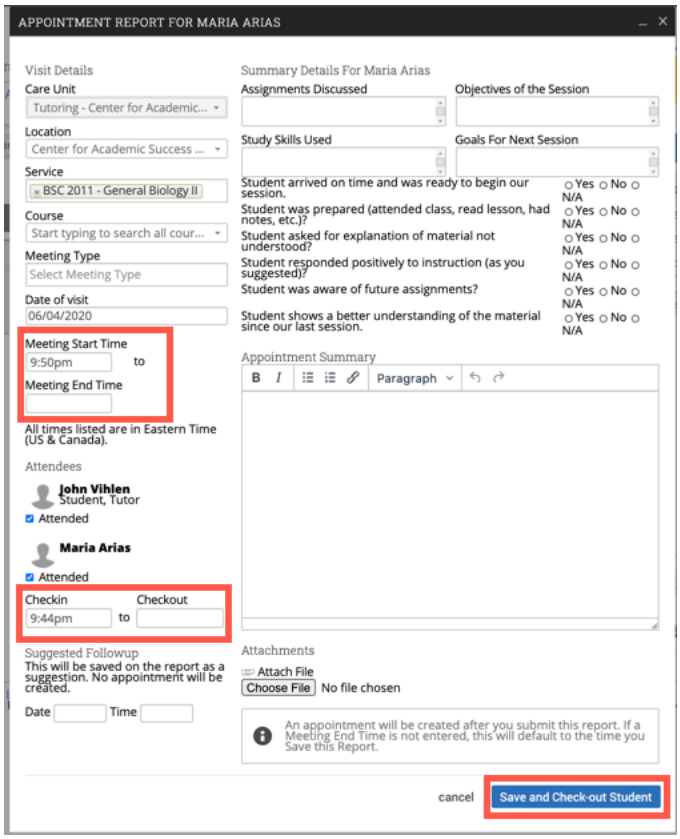
When a student checks-in to their drop-in session, you will receive a notification alerting you of a student in your queue.

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

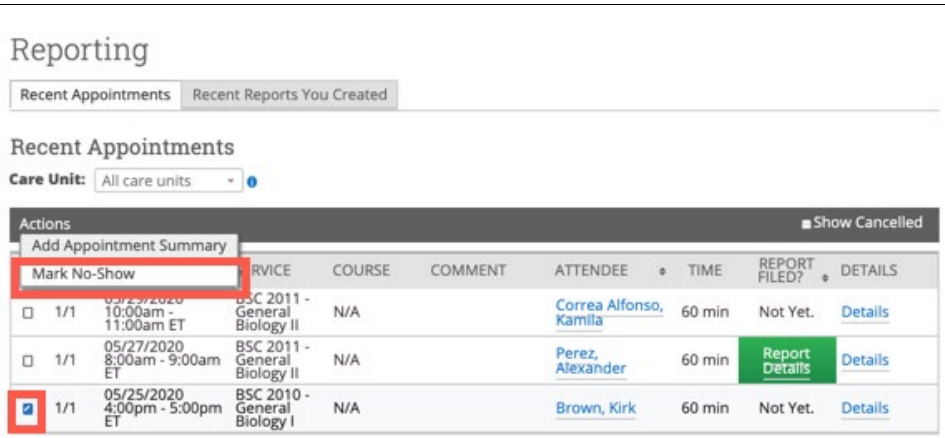
To designate a scheduled appointment as a *No-Show,* select the appointment from the Recent Appointments table found on your PSN homepage.

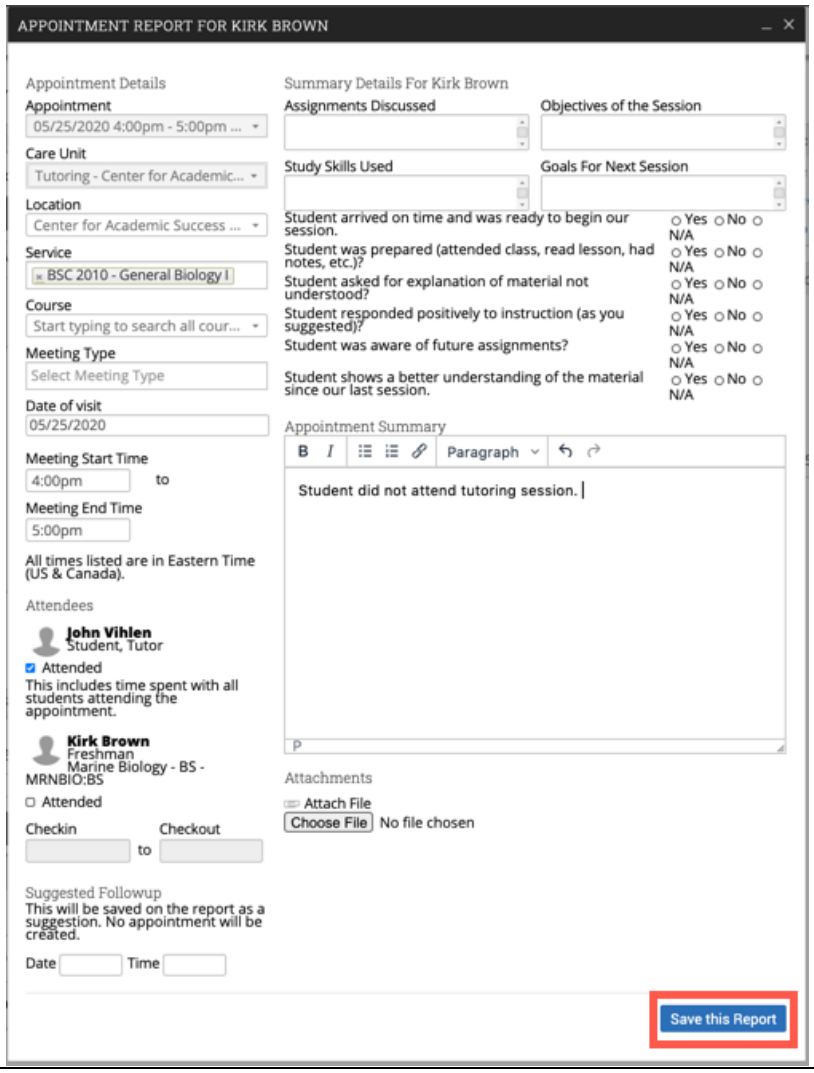
Open the *Actions* menu located at the top left-hand corner of

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*.





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.

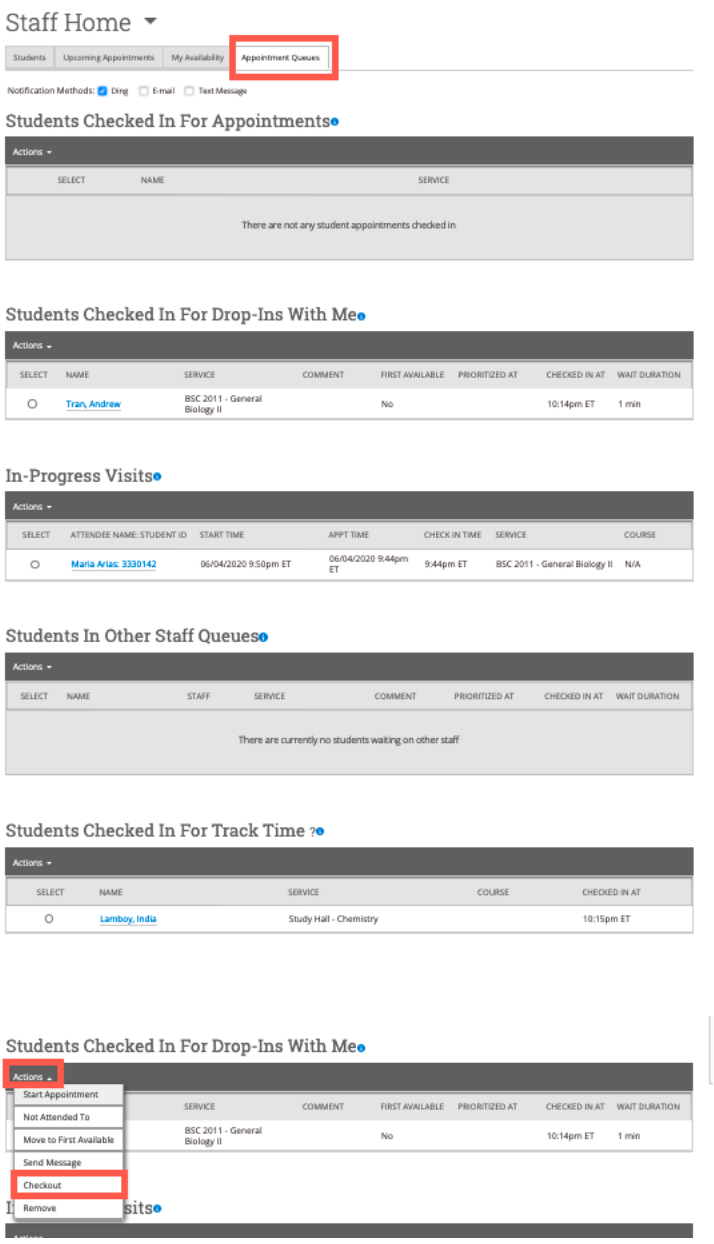
The fourth tab located at the top of your homepage provides you with a more detailed view of the current status of the department.

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.



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