



Spartan Success Network (SSN) Training

MODULE 5: APPOINTMENTS



SPARTAN SUCCESS NETWORK



Starfish
retention solutions

Training Agenda

- Appointment scheduling/office hours
 - Profile configuration
 - Types of office hours

SSN Resources for Faculty and Staff

www.ycp.edu/spartansuccess



RESOURCES FOR FACULTY, STAFF AND STUDENTS

Faculty and Staff Help

Student Help

SSN Faculty Liaisons

Contact Information

Faculty and Staff Help

Spartan Success Network (SSN) gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Below are a few resources to help you navigate your way through the Spartan Success Network.

Training Modules

- [Training Modules Slides](#)

Access and Navigation

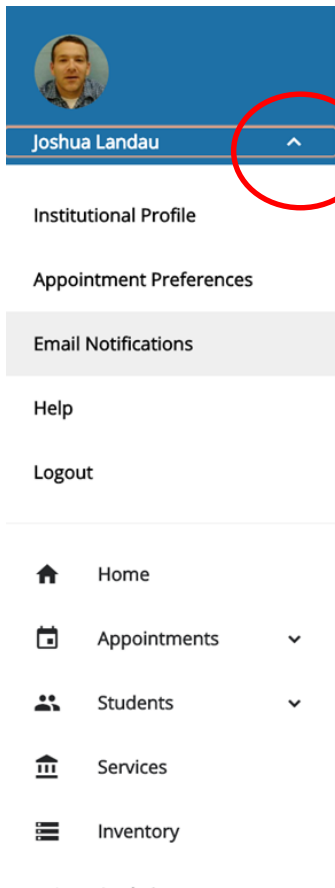
- [Getting Started Guide for Faculty and Staff](#)
- [FERPA quick review](#)
- [Moodle Tools for SSN - Adding the Attendance Activity](#)
- [Guide to Filtering Student Rosters in SSN](#)

Flags, Kudos, Referrals, and To-Dos

- [Student Attendance Verification Survey Instructions](#)
- [Student Performance Progress Survey Instructions](#)
- [Email Templates: Tracking Item Notifications to Students](#)

Preference settings

These settings allow you to set your preferences regarding your **Institutional Profile**, **Appointment Preferences**, and **Email Notifications**



The screenshot shows a user profile menu for Joshua Landau. The menu items are: Institutional Profile, Appointment Preferences, Email Notifications (highlighted), Help, and Logout. Below these are navigation links: Home, Appointments, Students, Services, and Inventory. A red circle highlights a small upward-pointing arrow icon on the right side of the user's name, which is used to open the preferences settings.

Search for Students

Joshua Landau

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Institutional Profile

Appointment Preferences

Email Notifications

Help

Logout

Home

Appointments

Students

Services

Inventory

Click on the arrow and it will open the preferences settings

Profile Settings

These settings allow you to set your preferences regarding your **Institutional Profile, Appointment Preferences, and Email Notifications**

☰ Starfish 🔍 Search for Students

Institutional Profile | Appointment Preferences | Email Notifications

NOTE: If you do not receive Spartan Success Network email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder in your email client and whitelist Spartan Success Network emails if this is the case.

Appointments Notifications

Planning Reminders send me a separate email reminder for each appointment
 send one email reminder with all appointments
 don't send me an email reminder

Send Planning Reminders: 9:00 am [v] the day of [v] the appointments

Appointment Alerts: Send me an email [15] [v] minutes before the start of an appointment

Send me an email with a calendar attachment for every:

change to my appointments change to my Office Hours/Group Sessions

Read busy times from my external Google calendar

Important: In order for this setting to take effect, you must share your private calendar link with Spartan Success Network. [Click here](#) for further instructions.

Summary Emails

Send me a summary email of all tracking item and appointment activity:

Daily at 2:00 am [v]
 Weekly on Monday [v] at 9:00 am [v]

Tracking Item Notifications

Institutional Profile Tab

Please fill out as much of your profile as possible; students will see this information.



[Upload Photo](#)

Yasmin Gold

[Last Login: 1:10 PM April 29, 2014]

Login Page:

Login: Institution Email:

Phone: Alternate Email: [mobile Users ?](#)

mobile:

Video Phone:

Send my correspondence to:
 Institution Email Alternate Email Both

Time zone:

Display all time zones

Tip:

If you have multiple roles at the campus, leave the title field blank. If your role is the same with all students, feel free to include your title.

General Overview

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time i work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from George Mason University in Virginia.

Tip:
Students see your biography before they see your general overview.

Appointment Preferences Tab

Institutional Profile

Appointment Preferences

Email Notifications

Basics

Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.

Minimum Appointment length

15 minutes

Scheduling deadline:

None

5:00 pm the day before the office hours

9:00 am the day of the office hours

1 hour(s) before the office hours

Allow drop-ins after deadline has passed

My Locations

Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

+ Add Location

Type

Name

Instructions

Calendar Managers

Select people to manage your calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.

Tip:

The first location in the list is the default location, which likely will be your office. If you choose to include your phone number as a "location," ensure that it isn't listed first.

Email Notifications Tab

Institutional Profile

Appointment Preferences

Email Notifications

NOTE: If you do not receive Spartan Success Network email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder case.

Appointments Notifications

Planning Reminders send me a separate email reminder for each appointment
 send one email reminder with all appointments
 don't send me an email reminder

Send Planning Reminders: 7:00 am the day of the appointments

Appointment Alerts: Send me an email 15 minutes before the start of an appointment

Send me an email with a calendar attachment for every:

change to my appointments change to my Office Hours/Group Sessions

Read busy times from my external Google calendar

Paste your Google Calendar private link here

Important: In order for this setting to take effect, you must share your private calendar link with Spartan Success Network [Click here](#) for further instructions.

Tip:

For a “cleaner” syncing experience between the SSN and your Google calendar, check “change to my appointments” but uncheck “change to my Office Hours/Group Sessions.”

Establish Your Appointment Availability



Office Hours Setup Wizard **Quick, basic setup**

- May require further configuration via the other options below
- p. 12 of User's Guide for Faculty and Staff

Office Hours **Recurring pattern of one-on-one meetings**

- Likely to be the most commonly used office hour setup option
- p. 13-16 of User's Guide for Faculty and Staff

Scheduling Wizard **Less structured and/or varied one-on-one meetings**

- Establishes availability one week at a time; recommended for short-term, high-traffic needs
- p. 17-18 of User's Guide for Faculty and Staff

Group Session **Group meetings limited to a certain number of participants**

- Likely useful for both advising and classroom contexts
- p. 19-24 of User's Guide for Faculty and Staff

Additional Office Hour Considerations

Scheduled vs. Walk-in

Add Office Hours Never Mind Submit

* Title

* What day(s)? Repeats every week(s)

Repeat on: Mon Tue Wed Thu Fri Sat Sun

* What time? to

* Where? Campbell Hall 200
Please sign in at the front desk.

* Office hours Type
Scheduled And Walk-ins *walk-ins*
Scheduled Appointments Only *length*
Walk-ins Only *length*

* How long?

Reserve Time

Reserve Time

Select the start and end time to block off time in your calendar as being unavailable for appointments.

* Description

* When to

Repeat Weekly

Until

* Required fields Never Mind Submit

Create an Appointment for a Student

The screenshot shows the 'Appointment Tools' interface. At the top, there are navigation tabs for 'Home', 'Appointments', and 'Students'. Below these are two buttons: 'Add Office Hours' and 'Add Appointment', with the latter circled in blue. A calendar for August 2014 is displayed on the left, with the 26th highlighted. To the right of the calendar is a 'Calendar Manager' section with 'Appointment Types' set to 'All Appointments' and 'Available Only' checked. The main area shows a weekly agenda for Tuesday, 08-26-2014, with a 'Dr. Gold's Advising' event. A tooltip with a green plus icon and the text 'Click to sign up' is visible over the 3:00-3:45 PM slot.

The screenshot shows the 'Add Appointment' form. It has three tabs: 'SCHEDULING', 'OUTCOMES', and 'SPEEDNOTES'. The 'SCHEDULING' tab is active. The form includes fields for 'Calendar' (My Calendar), 'With' (a dropdown menu showing 'Student Joe'), 'When', 'Where', 'Reason', 'Course', and 'Sharing' (Shared/Private). There is a 'Detailed Description' text area and a 'Permission' section. At the bottom right, there are 'Never Mind' and 'Submit' buttons.

Questions?

