

Student Scheduling and Requests

Clickable URL/Phone Number in Appointment Details

To help Advisors and their need for remote communications due to the current COVID-19 situation, EAB:Navigate has added a new "URL/Phone Number" text box to the Availability page. It will appear when Advisors/Staff add or modify an availability and can be used to provide additional information to their students who make appointments. This can be a very powerful tool because the information shows up on the student's appointment confirmation page, the appointment confirmation email, and again on the appointment reminder or text and it is **Actionable**.

This is only for academic advisors and staff members that use the appointment availability functionality. If you do not accept appointments in the AdvisingWorks system than this does not apply to you.

What this is.

This is simply an opportunity for you to give your students either a Phone Number or a URL: Clickable Hyperlink to more information.

What this is not.

This is not a dynamic URL that automatically changes for each of your student's appointments but you are able to edit each appointment to accomplish this.

What users can do.

This is not required but you can [update your availability](#) and [update existing appointments](#) with remote/virtual link or details. You can get creative with how you want to use this space.

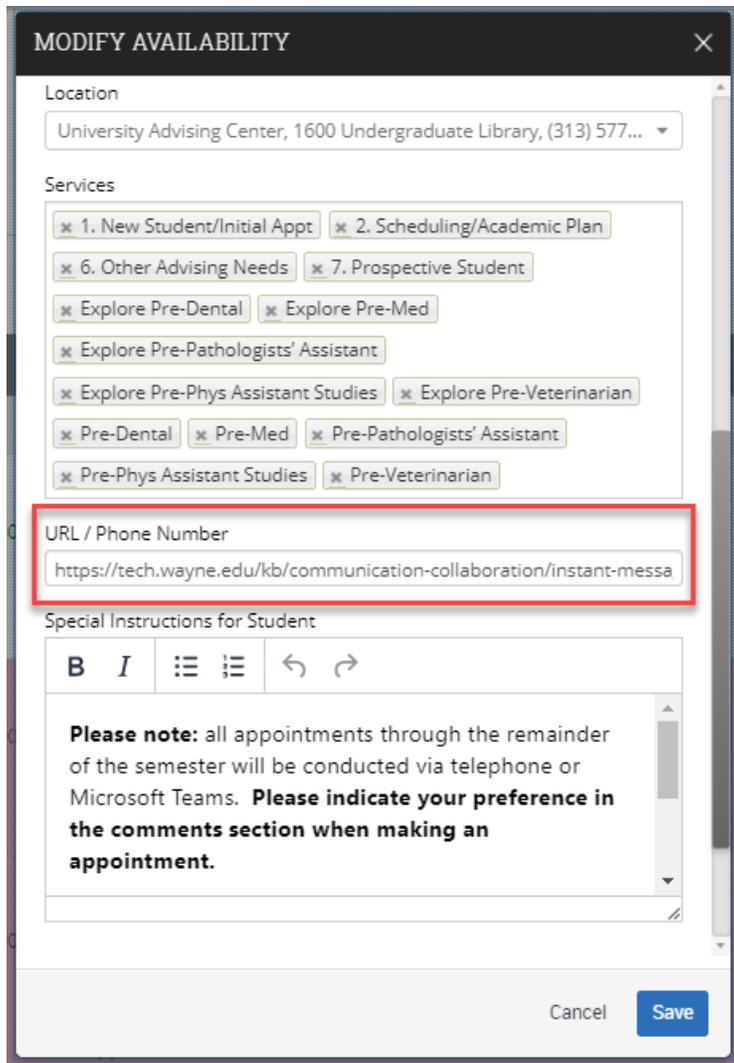
Some Suggestions:

- This URL/Phone Number could be used in tandem with the Additional Details that Advisors are putting in their Availability.
- Advisors could place a URL to web resources that is similar to all Advisors.
- Advisors could place a URL that shows students how to prepare for a virtual meeting.
- Advisors could place their new Audio Conferencing phone number feature for Microsoft Teams or Skype.
- Advisors could place a URL specific to and customized for the unique needs of the individual School/Colleges.
- Advisors may want to leave this space intentionally blank in their availability and then use the "edit an appointment" option to go in and place their Zoom meeting URL after they have set these up for each individual student.
- Schools/Colleges may want to place their Zoom virtual waiting URL in that space so that all their students are funneled to a centralized location.

Adding a Phone Number/URL will not retroactively apply to already scheduled appointments. Only new appointments. To update existing future appointments you need to use the "Edit Upcoming Appointments" process.

UPDATING "AVAILABILITY"

- ✓ Go to "My Availability" on your Home page
- ✓ Select an availability and click "edit"
- ✓ In "Special Instructions for Student" include any details you would like the student to see such as link to campus information, current URL for appointment, note that all appointments are virtual etc.
- ✓ If you have a phone number or a URL that you want to share with your students, you will see the new field called URL/Phone Number.
- ✓ Save the availability.
- ✓ You must repeat this process for each availability that you have active.



The screenshot shows a 'MODIFY AVAILABILITY' form. At the top, there is a 'Location' dropdown menu with the text 'University Advising Center, 1600 Undergraduate Library, (313) 577...'. Below this is a 'Services' section with multiple checkboxes for various services, including '1. New Student/Initial Appt', '2. Scheduling/Academic Plan', '6. Other Advising Needs', '7. Prospective Student', 'Explore Pre-Dental', 'Explore Pre-Med', 'Explore Pre-Pathologists' Assistant', 'Explore Pre-Phys Assistant Studies', 'Explore Pre-Veterinarian', 'Pre-Dental', 'Pre-Med', 'Pre-Pathologists' Assistant', 'Pre-Phys Assistant Studies', and 'Pre-Veterinarian'. A red box highlights the 'URL / Phone Number' field, which contains the text 'https://tech.wayne.edu/kb/communication-collaboration/instant-messa'. Below this is a 'Special Instructions for Student' section with a rich text editor containing the text: 'Please note: all appointments through the remainder of the semester will be conducted via telephone or Microsoft Teams. Please indicate your preference in the comments section when making an appointment.' At the bottom of the form are 'Cancel' and 'Save' buttons.

If you are adding a URL/Phone number, it will need to be done for each one of your Availabilities.

So, if you have many Availabilities created, you will need to do this many times.

This must be a Phone Number or a URL/Hyperlink

Figure 1. New URL/Phone Field in Add/Modify Availability

Your appointment has not been scheduled yet. Please review and click Confirm Appointment to complete.

Appointment Details

Who: Kenneth Smith with Amanda Horwitz

When: Friday, May 01
3:00pm - 3:30pm

Why: Pre-Med

Where: University Advising Center, 1600 Undergraduate Library, (313) 577-2680

Additional Details

Please note: all appointments through the remainder of the semester will be conducted via telephone or Microsoft Teams. **Please indicate your preference in the comments section when making an appointment.**

<https://tech.wayne.edu/kb/communication-collaboration/instant-messaging/500197>

If you HAVE NOT ATTENDED a Pre-Med or Pre-Dental Information Session, please do so before making an individual appointment. You can view the dates, times and locations of all information sessions at wayne.edu/advising/pre-health.

Is there anything specific you would like to discuss with Amanda ?

Send Me an Email

Send Me a Text

Please provide your mobile number

This is just a test to see what the URL looks like|

3132124722

Comments for your staff...

◀ Back

Confirm Appointment

This is what the student will see in the Student Scheduler before they confirm the appointment

Figure 2. Link in Appointment Details Before Student Confirms Appointment

Success! Your Appointment Has Been Created

Appointment Details

Who: Kenneth Smith with Amanda Horwitz

Why: Pre-Med

When: Fri May 01, 2020 03:00 pm - 03:30 pm

Where:

University Advising Center, 1600 Undergraduate Library, (313) 577-2680

Additional Details:

Please note: all appointments through the remainder of the semester will be conducted via telephone or Microsoft Teams. **Please indicate your preference in the comments section when making an appointment.**

If you HAVE NOT ATTENDED a Pre-Med or Pre-Dental Information Session, please do so before making an individual appointment. You can view the dates, times and locations of all information sessions at wayne.edu/advising/pre-health.

<https://tech.wayne.edu/kb/communication-collaboration/instant-messaging/500197>

What would you like to do now?

[Create Another Appointment](#)

[View My Calendar](#)

[Go Home](#)

This is what the student will see in the Student Scheduler after they confirm the appointment

Figure 3. Link in Appointment Details After Student Confirms Appointment

Appointment Scheduled

An appointment has been scheduled for 05/01/2020 3:00p-3:30p. Details are included below.

Additional Details

Please note: all appointments through the remainder of the semester will be conducted via telephone or Microsoft Teams. **Please indicate your preference in the comments section when making an appointment.**

If you **HAVE NOT ATTENDED** a Pre-Med or Pre-Dental Information Session, please do so before making an individual appointment. You can view the dates, times and locations of all information sessions at wayne.edu/advising/pre-health.

<https://tech.wayne.edu/kb/communication-collaboration/instant-messaging/500197>

The link will be displayed and clickable in the appointment confirmation, update, and reminder emails.

This will also be displayed in appointment SMS reminders.

Organizer	Location
Amanda Horwitz (313-577-9376)	University Advising Center, 1600 Undergraduate Library, (313) 577-2680
Topic	Date of Appointment
Pre-Med	05/01/2020 3:00p-3:30p
Comments	Time
Kenneth Smith: This is just a test to see what the URL looks like.	3:00p-3:30p

Figure 4. Link as it appears in Student's email confirmation.

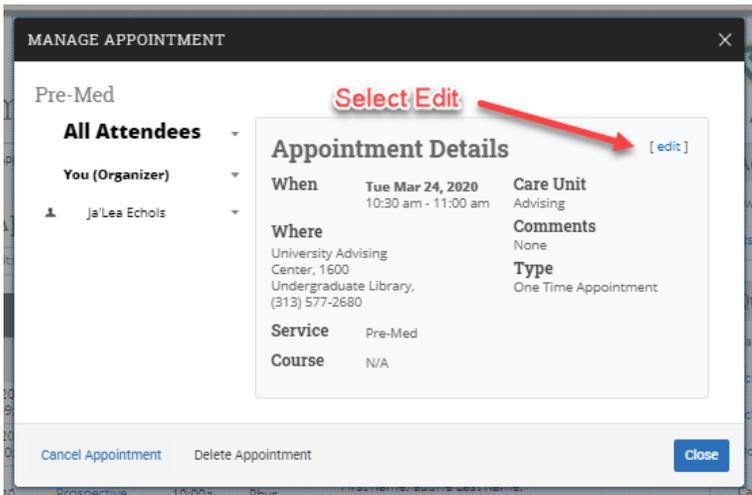
UPDATING EXISTING "APPOINTMENTS"

- ✓ Go to "Upcoming Appointments" on your Staff Home Page
- ✓ Click the "Details" box next to the upcoming appointment
- ✓ Select "edit" next to Appointment Details
- ✓ If you have a phone number or a URL that you want to share with your students, you will see the new field called URL/Phone Number.
- ✓ Update the "Comments" section of the scheduled appointment.
- ✓ Scroll down and save the appointment.
- ✓ This is for each instance. This will allow you to tailor that field to meet the needs of your individual student.

The screenshot shows the 'Staff Home' page in the AdvisingWorks system. The 'Upcoming Appointments' tab is selected in the navigation bar. A table lists various appointments with columns for Date, Attendee, Time, Service, Comment, Report Filed?, and Details. A red box highlights the 'Details' link for an appointment with the attendee 'Echols, Ja'Lea'. Red text annotations provide instructions: 'Go to Upcoming Appointments Tab' points to the tab, and 'Click the "Details" of any appointment that you wish to edit.' points to the highlighted 'Details' link.

Actions	DATE	ATTENDEE	TIME	SERVICE	COMMENT	REPORT FILED?	DETAILS
<input type="checkbox"/>	03/24/2020 09:00a - 09:30a	Karns, John	9:00a-9:30a	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/24/2020 09:30a - 10:00a	Karns, John	9:30a-10:00a	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/24/2020 10:00a - 10:30a	Prospective, Pre-Med	10:00a-10:30a	Explore Pre-Phys Assistant Studies	First name: aubrie Last name: Greenfelder Email: aubrie.gree...	Not Yet	Details
<input type="checkbox"/>	03/24/2020 10:30a - 11:00a	Echols, Ja'Lea	10:30a-11:00a	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/24/2020 11:00a - 11:30a	Karcher, Heather	11:00a-11:30a	Pre-Phys Assistant Studies		Not Yet	Details
<input type="checkbox"/>	03/24/2020 11:30a - 12:00p	Makram, Gorgina	11:30a-12:00p	Pre-Dental	Gorgina Makram: I would like to do some sort of video chat if ...	Not Yet	Details
<input type="checkbox"/>	03/25/2020 10:00a - 10:30a	Romaya, Amanda	10:00a-10:30a	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/25/2020 10:30a - 11:00a	Martin, Keri	10:30a-11:00a	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/25/2020 11:00a - 11:30a	Student, UAC-Prospective	11:00a-11:30a	Pre-Phys Assistant Studies	saniya khan 5868046002 raven2kay@gmail.com	Not Yet	Details
<input type="checkbox"/>	03/25/2020 01:00p - 01:30p	Ayad, Neczar	1:00p-1:30p	Pre-Med	Neczar Ayad: Which classes I should be taking and other action...	Not Yet	Details
<input type="checkbox"/>	03/25/2020 01:30p - 02:00p	Georgis, Brandon	1:30p-2:00p	Pre-Med	Brandon Georgis: Biology classes I must take and some voluntee...	Not Yet	Details
<input type="checkbox"/>	03/25/2020 02:00p - 02:30p	Bawa, Dilnoor Kaur	2:00p-2:30p	Pre-Med		Not Yet	Details
<input type="checkbox"/>	03/25/2020 02:30p - 03:00p	Burns, Chanelle	2:30p-3:00p	Pre-Med	Chanelle Burns: Telephone number: 2484954473	Not Yet	Details
<input type="checkbox"/>	03/25/2020 03:00p - 03:30p	Jadallah, Laith	3:00p-3:30p	Pre-Dental		Not Yet	Details
<input type="checkbox"/>	03/26/2020 01:00p - 01:30p	Prospective, Pre-Med	1:00p-1:30p	Explore Pre-Med	First name: Gideon Last name: Njanjowi Email: fw0201@wayne.ed...	Not Yet	Details

Figure 5. Advisor/Staff Upcoming Appointment Screen to Edit Appointment Details



If you do not see the "Edit" option, let me know immediately.

Figure 6. Appointment Details page in Navigate Staff

Edit an Event

Filters

Care Unit: Advising

Location: University Advising Center, 160...

Service: Pre-Med

Course: [Search]

URL / Phone Number: [Input]

Comments: [Input]

Select a Date: March 2020

Reminders: Send E-mail Reminder to the organizer attendee? Send E-mail Reminder to non organizer

People Attending (1): Echols, Ja'Lea (Student)

Available Slots Left in Appointment (0)

Add an Attendee: [Search]

Additional Slots: 0

Select An Organizer: Horwitz, Amanda

1. Copy and Paste a URL in this event.

2. Place Instructions for this student

3. Scroll down and Save

TIME SLOT	(SUN)	(MON)	(TUE)	03/25 (WED)	03/26 (THU)	03/27 (FRI)	03/28 (SAT)
6:00am - 6:30am		BUSY					
7:00am - 7:30am		BUSY					
7:30am - 8:00am		BUSY					
8:00am - 8:30am		BUSY					
8:30am - 9:00am		BUSY	BUSY	BUSY	BUSY	BUSY	BUSY
9:00am - 9:30am		0/1 BUSY	1/1 CONFLICTS	0/1 BUSY	0/1 BUSY	1/1 CONFLICTS	
9:30am - 10:00am		0/1 BUSY	1/1 CONFLICTS	0/1 BUSY	0/1 BUSY	1/1 CONFLICTS	
10:00am - 10:30am		0/1 BUSY	1/1 CONFLICTS	1/1 CONFLICTS	0/1 BUSY	BUSY	
10:30am - 11:00am		0/1 BUSY	1/1 BUSY	1/1 CONFLICTS	0/1 BUSY	0/1	

All Advisors/Staff with Appointment Availability have permission to edit their own appointments.

You can add, change, or override the link by editing the appointment directly.

This will only update the Calendar Instance, not the coinciding Availability.

For recurring appointments, you will be able to update either a single occurrence or all future occurrences.

Figure 7. Edit an Event Screen