

Student-initiated appointment scheduling will be updated in Navigate when your institution activates the new student scheduling interface that comes out with the Navigate Strategic Care 20.2.0 release. These notes cover how appointment scheduling looks in the student desktop and mobile apps.

First, students can open the scheduling workflow from the same locations as they previously could; however, the buttons look different. See figure 1 for an example of how the **Schedule Appointment** button looks on the Appointments page. For now, this button is not configurable, but will be after a future Navigate Strategic Care release. Once that release is complete, Application Administrators will be able to configure this text in Navigate Staff.

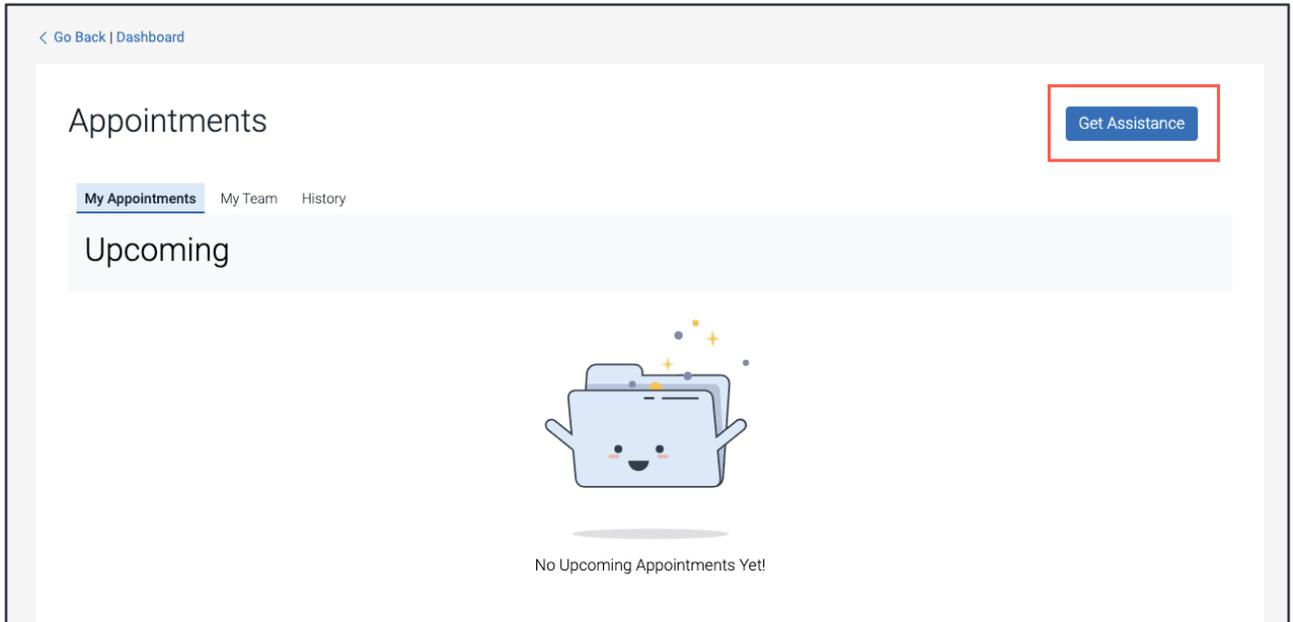


Figure 1. New Schedule Appointment button on Appointments page in desktop app

This Schedule Appointment text appears in different places in the student desktop and mobile app. For example, on **Resources, To-Dos, Holds**, and other locations, this text also comes from the Navigate staff application. The icon will also now show a person, instead of a calendar. The tile design is the same.

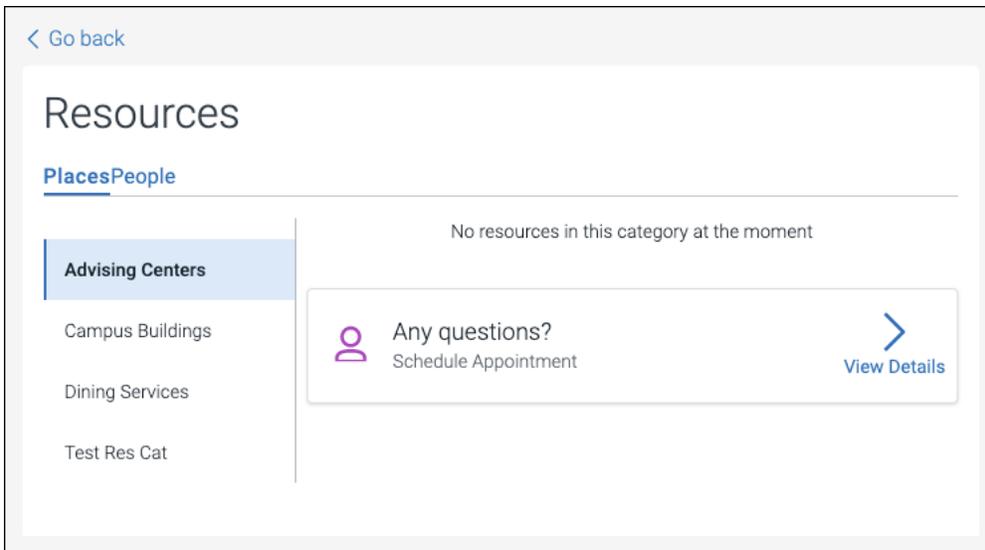


Figure 2. Custom text from Navigate on the Resources page

In **Academic Planner**, the option to schedule an appointment is now in the left navigation bar.

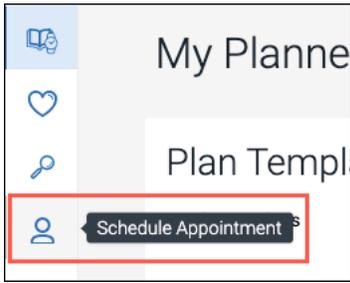


Figure 3. Schedule Appointment icon in Academic Planner navigation bar

When a student chooses to schedule anywhere in the student desktop or mobile app, the **New Appointment** page opens.

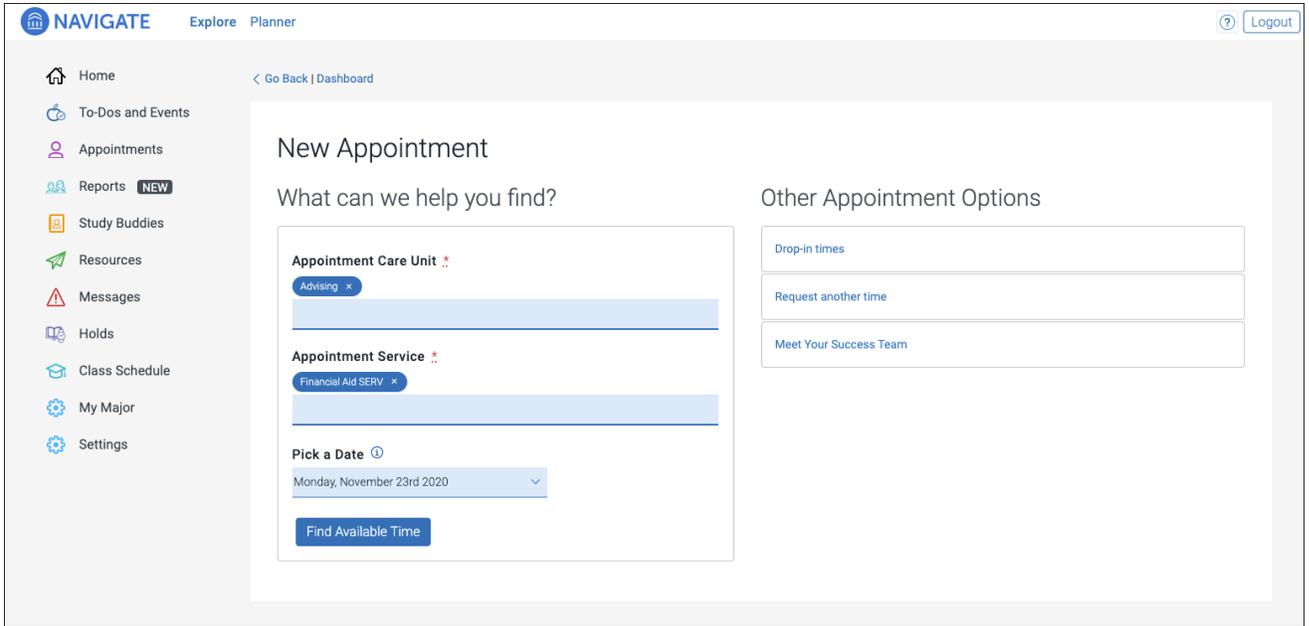


Figure 4. New Appointment page in Navigate Student desktop app

Students choose their Care Unit and Service. In the example above, these are the fields named *Appointment Care Unit* and *Appointment Service*. Students can choose more than one Care Unit and/or Service.

New Appointment

What can we help you find?

Appointment Care Unit *

Advising x

Appointment Service *

Financial Aid SERV x

Pick a Date ⓘ

Monday, November 23rd 2020 v

Find Available Time

Figure 5. Fields to narrow appointment choices on New Appointment page

Once the Care Unit and Service are chosen, the student chooses a date and clicks **Find Available Time**. The next page appears.

New Appointment

All Filters [Start Over](#)

Choose the type of appointment you would like

- Advising
- Support Service

Support Service

- Choosing Major

Pick a Date ⓘ

November 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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					

Staff

Search by name

3 Locations

Tue, Nov 3rd

Academic Success Center
Drop-in Times Available

BB AB AA CB KB 5 People

1:00 - 1:30 PM 1:15 - 1:45 PM 1:30 - 2:00 PM 1:45 - 2:15 PM 2:00 - 2:30 PM 2:15 - 2:45 PM 2:30 - 3:00 PM 2:45 - 3:15 PM 3:00 - 3:30 PM
3:15 - 3:45 PM 3:30 - 4:00 PM 3:45 - 4:15 PM 4:00 - 4:30 PM 4:15 - 4:45 PM 4:30 - 5:00 PM

Show more v

Central Advising Building
Drop-in Times Available

JO KB VB RR 5 People

1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM

West Campus Building
Drop-in Times Available

Figure 6. Available Appointment Slots in Student Scheduling Workflow

There are a number of new elements on this page. At the top of the page, students see the options they chose on the previous page. These options can't be changed unless they select the **Start Over** link. These options are shown as "locked" as in the image below.

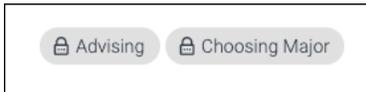


Figure 7. Locked Options on Student Scheduling page

On the left is a filter panel that also shows the filters chosen, a calendar to pick a date for the appointment, and more filters to narrow appointment options. Students can narrow by staff name, location, and course and adjust those filters as needed. The main panel updates to reflect filtering automatically.

Important. When the student selects a date, the scheduling feature shows appointments from the start date until 30 days after the start date. Dates with available appointments will have a dot underneath them in the date picker calendar.

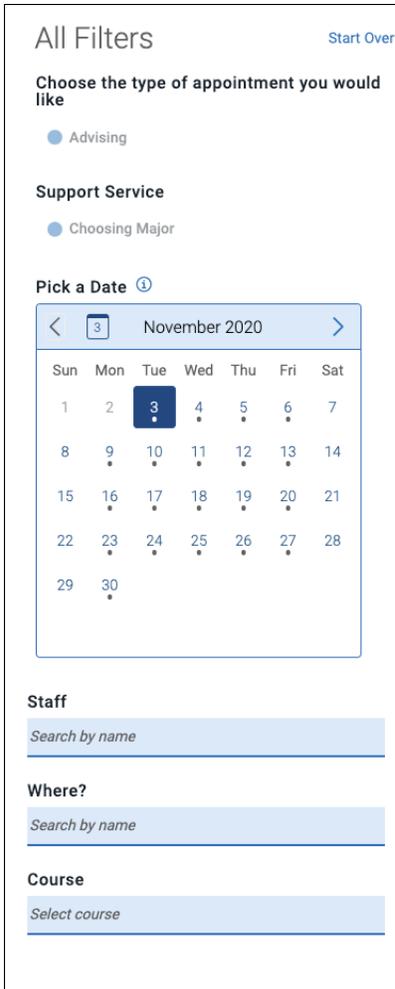


Figure 8. Filter panel in Student Scheduling workflow

The main panel of the scheduling page shows available locations with appointment slots.

3 Locations

< Tue, Nov 3rd >

Academic Success Center

Drop-in Times Available

BB AB AA CB KB 5 People

1:00 - 1:30 PM 1:15 - 1:45 PM 1:30 - 2:00 PM 1:45 - 2:15 PM 2:00 - 2:30 PM 2:15 - 2:45 PM 2:30 - 3:00 PM 2:45 - 3:15 PM 3:00 - 3:30 PM
 3:15 - 3:45 PM 3:30 - 4:00 PM 3:45 - 4:15 PM 4:00 - 4:30 PM 4:15 - 4:45 PM 4:30 - 5:00 PM

Show more ▾

Central Advising Building

Drop-in Times Available

JO KB MB RR 5 People

1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM

West Campus Building

Drop-in Times Available

LA RB TR 3 People

1:00 - 1:30 PM 1:30 - 2:00 PM 2:00 - 2:30 PM 2:30 - 3:00 PM 3:00 - 3:30 PM 3:30 - 4:00 PM 4:00 - 4:30 PM 4:30 - 5:00 PM

Figure 9. Main Student Scheduling panel with appointment slots

Students can select one of the time slots from the list. Students can also select the link that says **# People** to open a list of staff members.

BB	Bruce Bins Advisor	>
AB	Alice Boehm	>
AA	Andy Abernathy	>
CB	Clotilde Blanda	>
KB	Karson Boehm	>

Figure 10. List of Staff Members in Student Scheduling

If the student chooses a staff member from the list, the appointment list shows only time slot that the staff member has available.

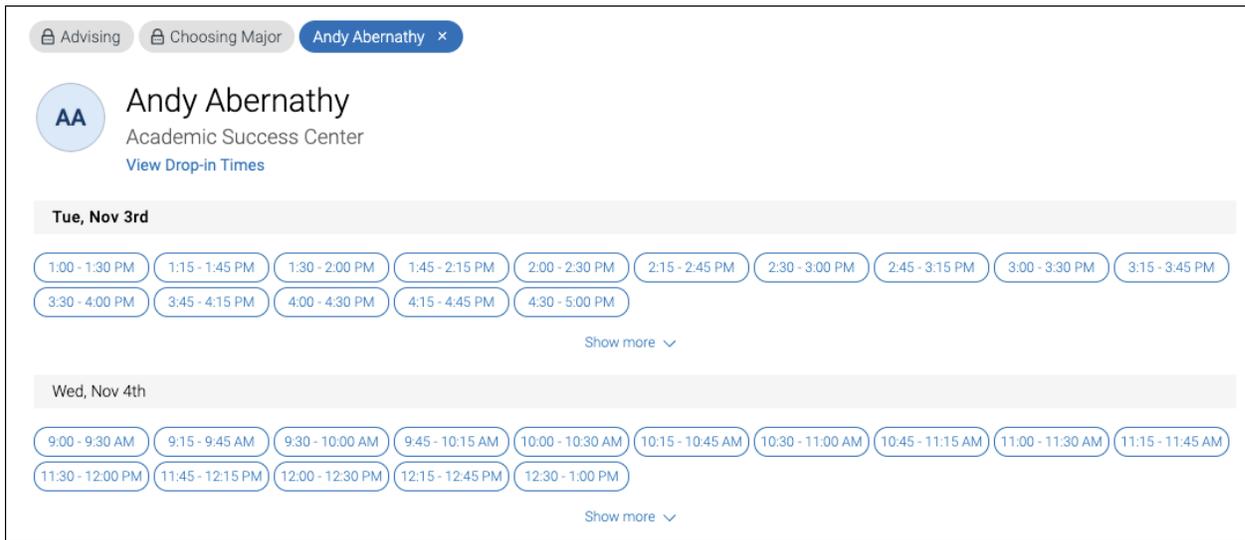


Figure 11. Available Appointment Times for a Single Staff Member

Note. Students can remove any option from their filters by clicking the **X** next to it.

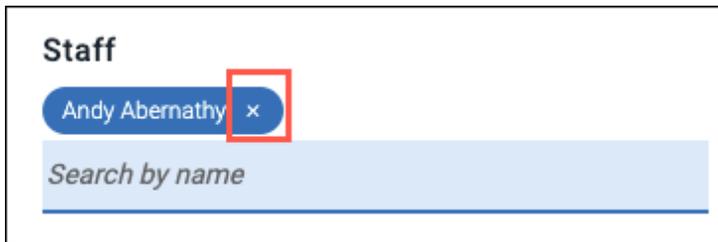


Figure 12. Removing an option when scheduling appointment in student workflow

If a student chooses a location that requires a course, they see the time slots for locations that don't require a course. For the location that is all course-based availability, they see a banner for the location requiring the student to choose a course before seeing time slots for the location.

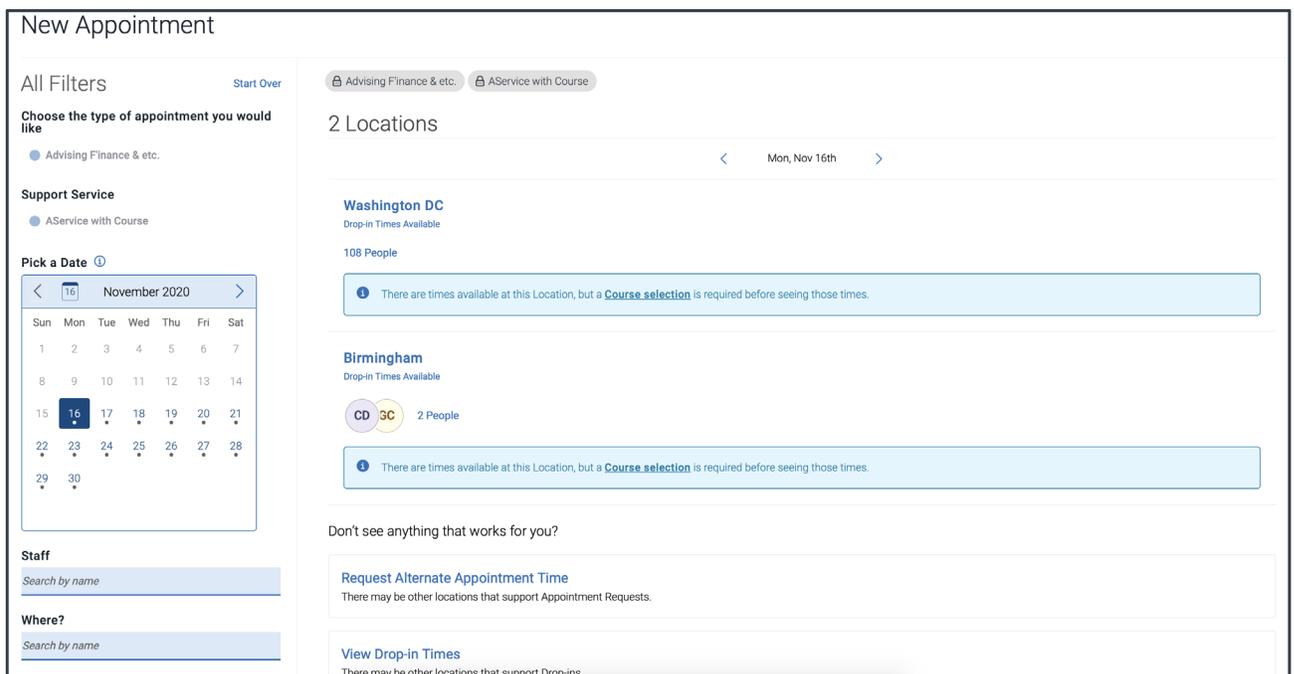


Figure 13. Locations requiring course selections before showing time slots

If a student chooses a course in the filters or on the initial request page, the available time slots that show match location, course, available staff, and service even if these other options related to the course were not explicitly selected by the student first.

When a student chooses an appointment time, regardless of filters chosen, the **Review Detail** page opens.

< Go Back | Dashboard

Review Detail

Choose the type of appointment you would like Advising	Support Service Choosing Major
Date 11/03/2020	Time 3:30 PM - 4:00 PM
Where? Academic Success Center	

Would you like to share anything else?
Add your comments here

Email Reminder
Reminder will be sent to cordell@johnson.biz

Text Message Reminder

Phone Number for Text Reminder
590915723994080

[Schedule](#)

Figure 14. Review Detail page in Student Scheduling Workflow

Students can enter a comment and decide if they want email or text reminders. Once all the options are set, students click **Schedule**. If their appointment is scheduled, students get a success message and the option to **View Appointments** or **Schedule Another Appointment**.

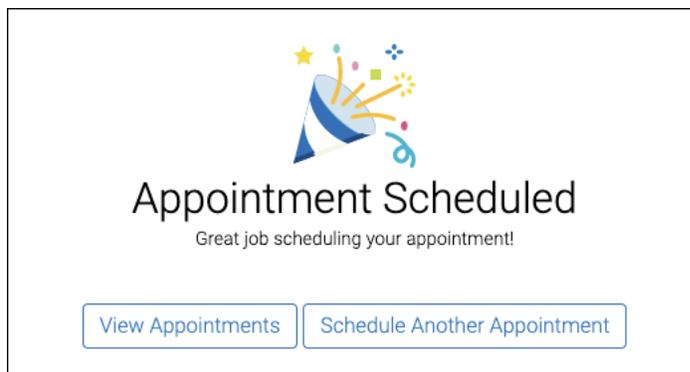


Figure 15. Success Message for Scheduling Appointment

There are other ways students can make appointments with the new workflow. However, your Location-level configurations determine whether the student can see the drop-in and request appointment workflows.

Students can schedule with their success team by clicking **Get Assistance** and choosing **Meet My Success Team** from **Other Appointment Options**.