Online scheduling (i.e. Navigate) for 2022 Orientation Remote Advising: A Student Success Strategy

April 20, 2022
Purpose

Student are asking for a simpler, easier method for scheduling an appointment with their advisor/ASC during summer Orientation.

Our Ask: ASCs/Advisors use Navigate for Scheduling appointments during Ram Orientation
The what:
Remote advising experience for students:

- **Scheduling Difficulty**
  - Student statements: “Appointment website could be more straightforward”
  - “It could have been more streamlined for reaching my counselor, I was kind of unsure at first what I was supposed to ask from them in my email.” “It was a little difficult to find my advisor.”
  - “Easier access to who I needed to talk to.”
  - “Was hard to schedule over the phone”
  - “Getting an advising appointment set up was confusing”
Feedback on remote advising experience for students:

Lengthy Response Time/No Response at All

• “When trying to reach out to my advisor I have had to wait a lengthy amount of time to get a response. A quicker response time would be helpful especially when dealing with time sensitive issues.”

• “Response time”

• “The advisor was rude, but somewhat helpful. Never responded to an email regarding my class plan.”

• “I wish it could have been longer or better access to her, as I’ve emailed her and have not had a reply in 2 weeks”
Online Orientation Process

Who are predominately Transfer, International, and a handful of first year students

- Student Completes Required Orientation Modules
- Orientation Hold Lifted Automatically
- Student Schedules Appointment with Advisor
- Student and Advisor Meet for Advising/Course Registration

Student and Advisor Meet for Advising/Course Registration
How to make an appointment (2021 Summer Orientation)

• After completing online modules, students are currently getting information in this format:

### Advising Information: College of Natural Sciences

**Your Online Orientation is almost complete!**

Find your major below and use the contact information provided to schedule an advising appointment.

**Your orientation hold will be removed within 2-3 business days.**

Please click on the arrow to continue onto the main page in order to fully complete the Online Orientation program.

<table>
<thead>
<tr>
<th>MAJOR</th>
<th>ADVISOR NAME</th>
<th>ADVISOR EMAIL</th>
<th>ADVISOR PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biochemistry</td>
<td>Aaron Sholders</td>
<td><a href="mailto:aaron.sholders@colostate.edu">aaron.sholders@colostate.edu</a></td>
<td>(970) 491-7916</td>
</tr>
<tr>
<td></td>
<td>Brian Kalet</td>
<td><a href="mailto:brian.kalet@colostate.edu">brian.kalet@colostate.edu</a></td>
<td>(970) 491-3353</td>
</tr>
<tr>
<td></td>
<td>Corey Rosenberg</td>
<td><a href="mailto:corey.campbell@colostate.edu">corey.campbell@colostate.edu</a></td>
<td>N/A</td>
</tr>
<tr>
<td>Biology</td>
<td>Multiple advisors advise this major. Use the link provided to look at advisor availability and to schedule an appointment.</td>
<td><a href="https://www.biology.colostate.edu/advising/">https://www.biology.colostate.edu/advising/</a></td>
<td></td>
</tr>
<tr>
<td>Chemistry</td>
<td>Carlos Olivo-Delgado</td>
<td><a href="mailto:carlos.olivo-delgado@colostate.edu">carlos.olivo-delgado@colostate.edu</a></td>
<td>(970) 491-0722</td>
</tr>
<tr>
<td>Computer Science</td>
<td>Multiple advisors-please email the following address</td>
<td><a href="mailto:csorientation@cs.colostate.edu">csorientation@cs.colostate.edu</a></td>
<td>(970) 491-5944</td>
</tr>
<tr>
<td>Data Science</td>
<td>Grace Ivins</td>
<td><a href="https://statistics.colostate.edu/advising/">https://statistics.colostate.edu/advising/</a></td>
<td>N/A</td>
</tr>
</tbody>
</table>
Navigate Online Scheduler

The How for Summer Ram Orientation 2022
How it should be for students....

Once student completed, they would receive a URL that would direct them to their Success Team where they would click on their advisor's name to then student up an appointment.

New Last page in Orientation Modules
How Advisors/ASCs Setup their Availability:

1. Connect Outlook calendars to Navigate by April 18\textsuperscript{th}.
2. Setup availability created for Scheduling in Navigate by April 18\textsuperscript{th}.
3. Transfer Students Assigned in Navigate by April 18\textsuperscript{th}.
4. Check for unassigned students weekly.
Who does this setup help?

Summer 2021, Fall 2021, Spring 2022

- 34% First-Year Students
- 66% Transfer Students

The majority of students who will complete Online Ram Orientation are Transfer Students.
“Transfers embody several characteristics that may require new or difference strategies to ensure continued success.”
Important Dates

Date(s) TBD
- Training on Scheduling in Navigate

April 13th-14th
- Summer Kick-Off Meeting & Orientation Training

April 18th
- Students Assigned
- Appointment Sets Created

April 25th
- Required Orientation Modules Launch

May 2nd
- Registration Access for Incoming Students

May 26th
- First Session of Transfer Orientation

June 6th
- First Session of First-Year Orientation

Students Scheduling Appointments

Continue to Check for and Assign Students in Navigate

Navigate Scheduling Support Available

Ongoing Navigate Support Available
“You do not rise to the level of your goals. You fall to the level of your systems.”

James Clear
Metrics for success

• Students not waiting for email responses from Advisors/ASCs.
• Smoother transition for change of major. If the student changes major, URL will update once the student is assigned new major.
• Advisors/ASCs will not need to reply to individual emails regarding how to make appointments.
• Using Navigate for Scheduling means that students and advisors will have the opportunity for a synchronous advising appointments (individual or group meetings).
• Provide more opportunities for data collection to guide ongoing process improvements.
• Advisors will be get more support through Orientation and Transition Programs.
How to Setup Student Scheduler in Navigate
Step 1

• Check your calendar for dates that need to block for no student appointments
  – Orientation Dates
  – Annual Leave
    • Recurring dates
    • Meetings
    • Lunch
    • Admin Time
  – Anytime that isn’t blocked will be available for student appointments
Step 2: Sync Calendar

• Go to your calendar on your Navigate Home page.

• Upon clicking the “Settings and Sync” button, you will be routed to login.microsoftonline.com. If you are not signed into Office 365, you will be prompted to sign in (see screenshot to right). Note: EAB does NOT store password information.

• Sign-In by pressing “Accept.”

• The browser will return to the calendar integrations page.
Step 2: Sync Calendar

• Your calendar is Synched when you see this image
Step 3 - Setting up Availability

- Set up your Availability
- Select one of the Services
  - Orientation Academic Advising & Registration - 1 Hour
  - Orientation Academic Advising & Registration - 30 Mins
- Special instructions for Student
  - Add information how to best prepare for appointment

**MODIFY AVAILABILITY**

**Meeting Type**
- *Virtual (MS Teams/Zoom/Other)

**Care Unit**
- *Academic Advising

**Location**
- *Assigned Major or Minor Advising

**Services**
- *Orientation Academic Advising & Registration-1 Hour
- *Orientation Academic Advising & Registration-30 Min

**URL / Phone Number**
- www.teamslink.com

**Special Instructions for Student**
- B I := :=

  If we are meeting virtual: www.teamslink.com
  If meeting in person: Rec Center by the Climbing Wall
<table>
<thead>
<tr>
<th>DAYS OF WEEK</th>
<th>TIMES</th>
<th>DATES</th>
<th>LOCATION</th>
<th>PURPOSE</th>
<th>CARE UNIT</th>
<th>PERSONAL LINK</th>
<th>MEETING TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu</td>
<td>10:00am - 11:00am</td>
<td>April 21, 2022 to April 21, 2022</td>
<td>* Assigned Major or Minor Advising</td>
<td>*Course/Graduation Planning For: Drop-Ins</td>
<td>*Academic Advising</td>
<td>No</td>
<td>*In-Person</td>
</tr>
<tr>
<td>Mon, Tue, Wed, Thu, Fri</td>
<td>8:00am - 5:00pm</td>
<td>Summer Session 2022</td>
<td>* Assigned Major or Minor Advising</td>
<td>*Orientation Academic Advising &amp; Registration-1 Hour For: Appointments</td>
<td>*Academic Advising</td>
<td>Yes</td>
<td>*Virtual (MS Teams/Zoom/Other)</td>
</tr>
<tr>
<td>Mon, Tue, Wed, Thu, Fri</td>
<td>8:00am - 5:00pm</td>
<td>Spring Semester 2022</td>
<td>* Assigned Major or Minor Advising</td>
<td>*Course/Graduation Planning For: Appointments</td>
<td>*Academic Advising</td>
<td>Yes</td>
<td>*Virtual (MS Teams/Zoom/Other)</td>
</tr>
<tr>
<td>Mon, Wed, Fri</td>
<td>8:00am - 5:00pm</td>
<td>Spring Semester 2022</td>
<td>* Assigned Major or Minor Advising</td>
<td>*Course/Graduation Planning, *Orientation Academic Advising &amp; Registration-1 Hour For: Appointments</td>
<td>*Academic Advising</td>
<td>Yes</td>
<td>*In-Person</td>
</tr>
</tbody>
</table>

* All times listed are in Mountain Time (US & Canada)
Check overall availability in Navigate

Customize Outlook Calendar (personal appointments, etcetera)
Student View

Student Scheduling for Online Student Orientation
Once an Online student completes their Orientation Modules, they get access to their Advisor/ASC contact information.

This is the “Meet With Your Success Team” link in Navigate that will take them directly to the Student Scheduler for their assigned Advisor/ASC” (shortened link below)

https://col.st/Doh0M
Meet with your Success Team

This link directs students to schedule with their “Primary Academic Advising Contact” or “Academic Advising Contact.”

Student View

Meet With Your Success Team

- Cam the Ram
  Primary Academic Advising Contact

- John Heisel
  Advisor

- Latoya Noel
  Primary Academic Advising Contact

- Matthew Moreno
  Academic Advising Contact
What type of appointment would you like to schedule

• They would select an Academic Advising appointment and what they want to discuss.
• The list of services a student sees is based on the student permissions and what services staff member selects.
# New Appointment

## All Filters

What type of appointment would you like to schedule?
- [ ] *Academic Advising*  
- [ ] *Orientation Academic Advising & Registration-1 Hour*

What would you like to discuss?
- [ ] *Assigned Major or Minor Advising*

Pick a Date

<table>
<thead>
<tr>
<th>April 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1 2 3 4 5 6 7 8</td>
</tr>
<tr>
<td>10 11 12 13 14 15 16</td>
</tr>
<tr>
<td>24 25 26 27 28 29 30</td>
</tr>
</tbody>
</table>

### Staff
- Cam the Ram (Your Primary Academic Advising Contact)

### How would you like to meet?
- Search by type

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**Cam the Ram**
*Assigned Major or Minor Advising*

You will be able to meet with your assigned Advisor/ASC. If you are having any issues with your assigned Advisor/ASC, you may schedule an appointment with another advisor.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue, Apr 26th</td>
<td>2:00 - 3:00 PM 2:00 - 4:00 PM</td>
</tr>
<tr>
<td>Tue, May 3rd</td>
<td>1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM</td>
</tr>
<tr>
<td>Tue, May 10th</td>
<td>1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM</td>
</tr>
<tr>
<td>Tue, May 17th</td>
<td>1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM</td>
</tr>
</tbody>
</table>
Review Appointment Details and Confirm

The detail section is where you provide your availability.

Special Instructions allow you to communicate where you will meet (room number) or share your virtual Zoom or Microsoft Teams link.
Considerations for Student Scheduler

• Students can only meet with assigned staff members
  – If a student can multiple Advisors members you need to assign all advisors

• The *Orientation Academic Advising & Registration* Services
  – Limit to First Active Term- 202260 & First Active Term- 202290
  – Number of Hours Ahead of time students are allowed to schedule an appointment - 8 hours
  – Schedule an appointment 30 Days out
  – Number of Hours in Advance student are allowed to cancel an appointment before it starts - 1 hours
  – Max number of appointments that students can schedule per day is one

• Assignments are created in ARIESweb.
  – Resources for How-to is in the Manual

• Student can only see services that staff have selected and made availability in Navigate
Online Student Completed Orientation Modules

Once student completed, they would receive a URL that would direct them to their Success Team where they would click on their advisor's name to then student up an appointment.

Step 1

Advising Information

Schedule your Advising and Course Registration Appointment:

CLICK THE BUTTON BELOW TO SCHEDULE AN APPOINTMENT WITH YOUR ACADEMIC ADVISOR FOR COURSE REGISTRATION:

CLICK HERE TO SCHEDULE YOUR ADVISING APPOINTMENT

Your orientation hold will be removed within 2-3 business days.

If you would like to change your major, please contact the Office of Admissions at (970) 491-6909 to submit your request. Once your major has been changed, please contact Orientation and Transition Programs at orientation@colostate.edu to receive your new advisor's contact information.

Step 2

Meet With Your Success Team

Step 3

New Appointment

What can we help you find?
Below you will find available options for scheduling an appointment. If you cannot find something that you are looking for, try the other appointment options to see if available options for dropping in or requesting an appointment.

- What type of appointment would you like to schedule?

- What would you like to discuss?

- Pick a Date:

Find Available Time
Next Steps:

Project Team:
- **Rebecca Gilmore**: Coordinator, Orientation Programs
- **John Heisel**: Advising Operations Coordinator
- **Latoya Noel**: Assistant Director of Advising Training & Development

Need Immediate Help: Advising Network Teams (RAM Orientation Channel)

Or email:

Advising EAB_Navigate_Tech_Support advising_eab_navigate_tech_support@Mail.colostate.edu
Thank you