Advising/Tutoring Appointment System Features & Options Guide

STUDENT INFORMATION SYSTEM

INTRODUCTION

The Advising/Tutoring Appointment System Features and Options guide has been created to help advisors and tutors navigate the different requestable features and enhancements within the Advising/Tutoring Appointment system.

In this guide, you will learn about:
- **Appointment Reasons**: Create and edit appointment reasons for your unit.
- **Appointment Length**: Adjust appointment lengths, including how far in advance students can view and access upcoming availability.
- **Notifications**: Create additional notifications for when a student cancels or no-shows for an appointment.
- **Guest Appointments**: Offer guest appointments for prospective and returning students.

Click on the headings above to navigate to your desired section or scroll through this guide to find the information you need.

APPOINTMENT REASONS

Appointment reasons are the majors, minors, or programs an advisor/tutor offers and students can select for advising or tutoring. An appointment reason is a four-digit code with an associated reason description. For example, reason code 0005 has been created for Advertising Creative. Reason codes are selected by what is available, but the name of the reason is chosen by the advising unit.

Additional reasons can be requested or edited by an advising or tutoring unit. An available four-digit code will be selected by the SIS team, but the advising/tutoring unit must consider and provide the following:

- The description of the appointment reason, can be no more than 30 characters in length, including spaces.
  - If creating a new reason for New Student Orientation, 'NSO' must appear at the start of the description.
- Length of the appointment reason, such as 15 minutes, 30 minutes, or 60 minutes in length.
- The description of the appointment reason can be changed at any point.

To request an appointment reason to be created or changed, please submit a **TDX ticket**.

APPOINTMENT LENGTH

Advising/Tutoring units can request to have the length of individual appointment reasons adjusted, such as 15 minutes, 30 minutes, 60 minutes, or 120 minutes in length.

Units have the flexibility to adjust the time frame within which students can view and schedule appointments. For instance, a unit can configure its availability to be visible up to 21 days in advance, allowing students to book appointments for the next three weeks. Additionally, units can specify how soon students can start viewing available slots. For example, if a department prefers students to begin seeing availability starting 3 days from the current date, students will only see appointments available from three days forward.

To request that an appointment reason or length of availability be adjusted, please submit a **TDX ticket**.

NOTIFICATIONS

Though students will receive a confirmation email when they have scheduled their appointment, additional notification messages can be created for canceled and no-show appointments.

Important Note: Notifications are set for the *entire* advising/tutoring unit (example: College of Social Science) and cannot be adjusted by specific major or by advisor/tutor.

A message can be sent to just an advisor/tutor, just the student, or both the student and advisor/tutor. Both are recommended for cancelations, while no-shows may be best for just the student to receive. For whomever cancels or when an advisor/tutor marks a student as no-show in the Advising/Tutoring Appointment System, a message will be sent.
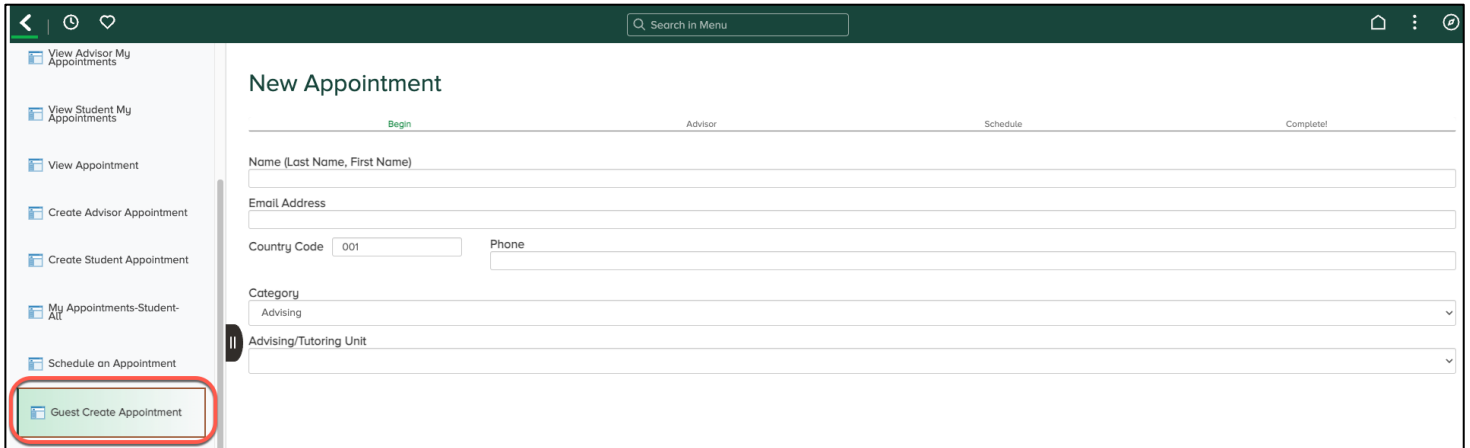
The image below shows an example of what a student and/or advisor/tutor will receive when a notification has been created for a unit for either cancel or no-show. This message will include the language the unit has requested:
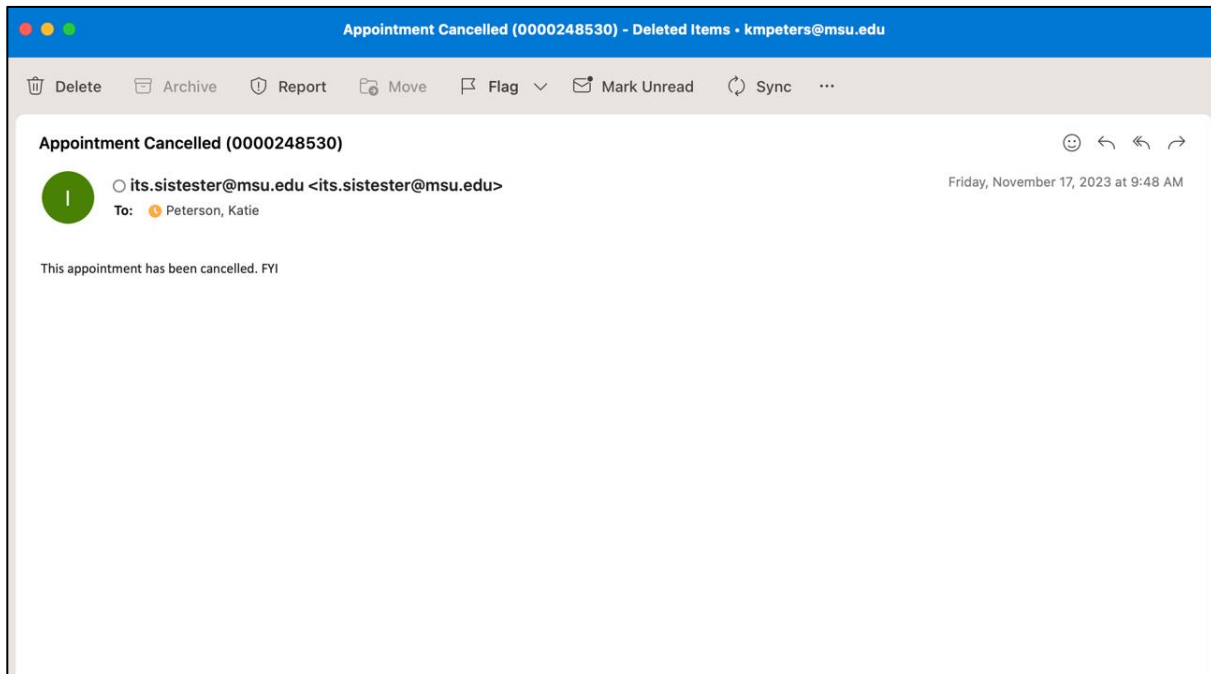
If a unit is interested in any of these settings, please submit a **TDX Ticket** and select Enhancement Request.

GUEST APPOINTMENTS

The Guest Appointment feature allows advising units to schedule appointments with non-MSU students. If you do not see a Guest Create Appointments tab available in the Advising/Tutoring Appointment System, your unit will need to request to have this option created.

Using the **TDX Ticket System** and selecting Enhancement Request, please include responses to the following questions below to assist with setting up Guest Appointments:

1. What unit is requesting guest appointments?
2. Appointment reason – What appointment reasons would you like to select for Guest Appointments? For example, "Prospective Student," "Readmission Conference," or "Alum Meeting."
3. How long would you like each appointment reason to be? Guest appointments are typically 30 or 60 minutes in length, but it can be set to 45, 90, etc. The appointment duration can be adjusted for each appointment reason.
4. How many days in advance do you want to see openings?
5. How many hours in advance do you want to stop seeing openings?
6. How does your unit prefer to meet with prospective appointments? Options include In-Person, Zoom, Phone, and/or Email.