

Appointments

Advisors/Instructors/Tutors Managing Appointment Requests & Drop-Ins Nanook Navigator (EAB Navigate)

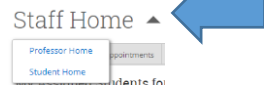
How are appointments scheduled in Nanook Navigator?

Appointments can be scheduled in the Staff Home role through the [student profile](#), [appointment center](#) or [appointment campaign](#).

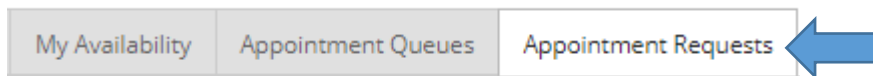
AAC, INDS, Athletics, ECE and SSS are piloting student facing scheduling starting October 2020. Students will be able to [request appointments and join drop-in hours through Nanook Navigator](#) for some locations.

Approving Appointment Requests (Self & Department)

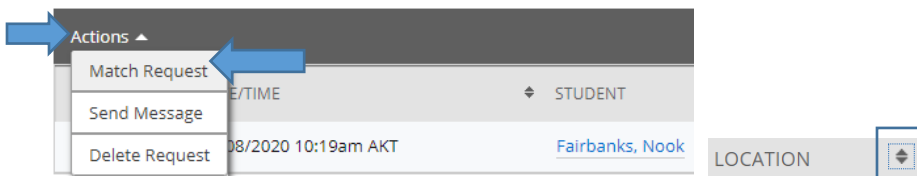
1. Go to your "Staff Home" role



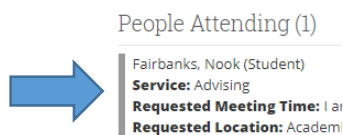
2. Click on Appointment Requests



3. Check the box next to the student's name, click actions and click match request to schedule the appointment. *Note: you may need to filter by location by clicking the arrows next to location.

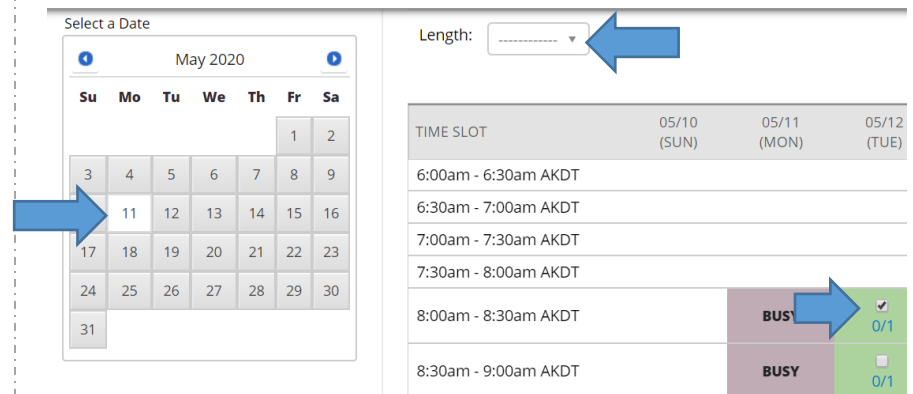


4. Review the requested meeting time and location at the top of the schedule appointment screen.

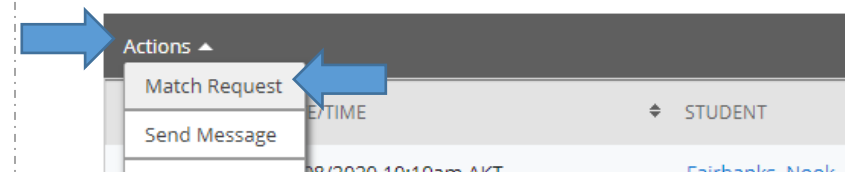


Approving Appointment Requests, continued

5. Select the organizer (advisor/tutor) for the appointment.
6. Select a date on the calendar in the filters section.
7. Update the appointment length if needed.
8. Click on the check box of the available appointment.



9. Select the automatic reminders to be sent to who: organizer of the appointment (advisor/instructor/tutor), the non-organizers (the student).
10. Save Appointment.
11. If the time and date they provided does not work with the advisor/tutor's schedule then click cancel. You may send message (email or text) to discuss other appointment options. **Note:** the advisor/tutor may have a meeting on their Gmail calendar blocking the appointment availability in NN.

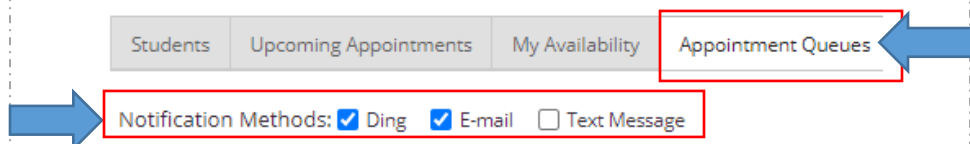


Appointments

Approving Drop-In Requests (Self)

1. Update your notification methods to include email and/or text. If you keep this at just “ding” you may be logged out and won’t get notified. This will also let you know if a student has virtually checked in for their scheduled appointment.

Staff Home



2. When a student has been added the drop-in queue there will be a red notification at the top of your Staff Home role and an email to Alaska.edu (if checked).



Appointment Queue

Nook Fairbanks (Current wait: 0 min) Start Appt

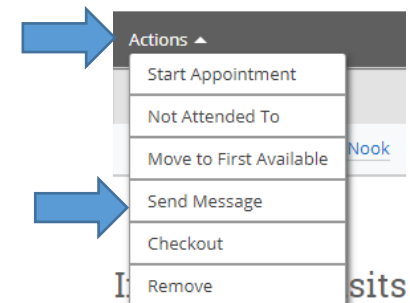
3. Click Appointment Queues screen (message student) or start appointment (appointment summary opens). If you click start appointment, the student will not be notified that you have accepted them into your office/virtual room/ phone call. Clicking start appointment will open the appointment summary report.
4. We recommend you **email or text the student through the Appointment Queues screen tab before starting the drop-in appointment.**

Approving Drop-In Requests, continued

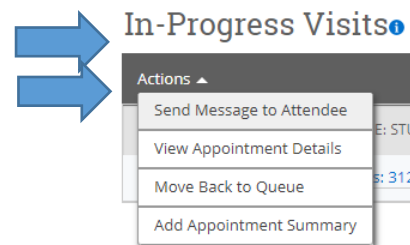
5. In the appointment Queues screen the student may be in “Students Checked in for Drop-ins with me” or “in-progress visits”
6. Choose the student and click actions. Message student to provide them with your meeting type (office, Zoom room link and password, or call you-provide office phone number) and notify them they can meet with you now.

Students Checked In For Drop-Ins With Me- if you move to first available then anyone in your location can claim this student.

Students Checked



In-progress Visits



7. Complete an appointment summary report if you meet with the student.

Need assistance? See more resources at <https://uaf.edu/gs/nanooknavigator/> or contact jrskipper@alaska.edu.

Appointments

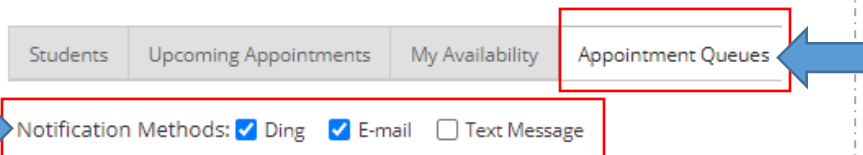
Department accounts/front desk staff managing Drop-Ins and Appointment Requests

Advisor Approving Drop-In Requests (Department)

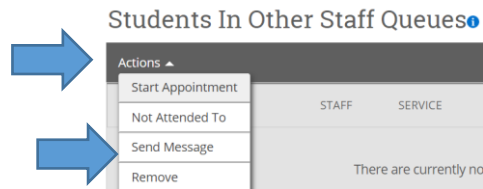
Department accounts may wish to monitor the drop-ins for their location so they can prompt advisor/instructors/ tutors or assist student directly.

1. Create [drop-in availability](#) for the department account.
2. Update your notification methods to include email and/or text. If you keep this at just “ding” you may be logged out and won’t get notified.

Staff Home ▾



3. The department account can see when a student has been added the drop-in queue for the location (AAC, CTC, etc) under the Appointment Queues Tab and “Students in Other Staff Queues” section.



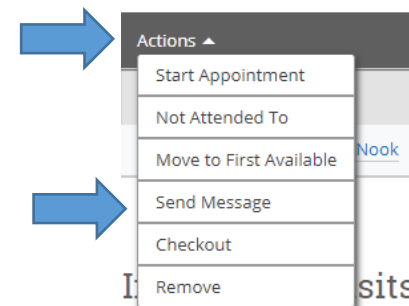
4. Click Send message to message student or start appointment (appointment summary opens). If you click start appointment, the student **will not** be notified that you have accepted them into your office/virtual room/ phone call. Clicking start appointment will open the appointment summary report.
5. We recommend you email or text the student through the Appointment Queues screen tab before starting the drop-in appointment.

Advisor Approving Drop-In Requests, continued

5. In the appointment Queues screen the student may be in “Students Checked in for Drop-ins with me” or “in-progress visits” (may have been started with another staff).
6. Choose the student and click actions. Message student to provide them with your meeting type (office, Zoom room link and password, or call you provide office phone number) and notify them they can meet with you now.

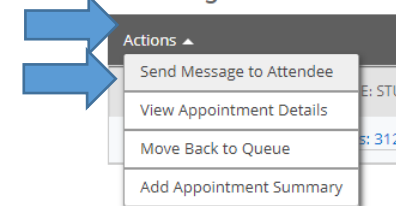
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In-progress Visits

In-Progress Visits



7. Complete an appointment summary report if you meet with the student.