

Online Appointment Scheduling (Office Hours) in Drake's Student Success Portal

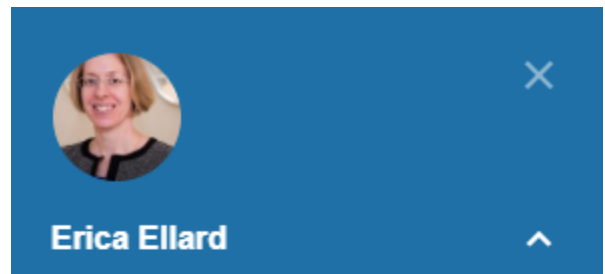
Faculty and staff members can set up online appointment scheduling to allow students to schedule meetings with them directly through the Student Success Portal, powered by Starfish, saving them *and* their students time by eliminating the need to play phone tag or send multiple emails back and forth.

Step 1:

Log into the Student Success Portal, and access your profile by clicking on the three lines (known as the hamburger menu) at the top left corner of your screen.



Then, click on your name, and choose **Appointment Preferences**.



Step 2:

Make selections as appropriate in *Basics* and *My Locations*. You must list a location before you can set up online appointment scheduling. Location options can include your physical office, a phone listing for phone appointments, an online meeting option (like WebEx), and other physical locations on or near campus.

Best practice: Be sure to check the box to *Allow drop-ins after deadline has passed*. This option will allow you to document meetings with students who stop by without appointments.

Optional: You can add a Calendar Manager if you want your supervisor, a department representative, or another colleague to be able to manage your calendar.

Once you have made the selections you want, click **Submit**.

Step 3:

Click on the **Email Notifications** tab. Here, you can select if/how often you want appointment email reminders and/or alerts.

Best practices:

- 1) Be sure to check the boxes to receive *an email with calendar attachments* as shown on the image below.
- 2) Be sure to select the box next to *Read busy times from my external Exchange calendar*. In this manner, you will not have to cancel or edit appointments in Starfish when you have to schedule a meeting during your normal office hours. The system will automatically read your Outlook/Office 365 calendar and will not offer those meeting times to students.

Institutional Profile

Appointment Preferences

Email Notifications

Help

Logout

Appointments Notifications

Planning Reminders send me a separate email reminder for each appointment
 send one email reminder with all appointments
 don't send me an email reminder

Send Planning Reminders: 9:00 am the day of the appointments

Appointment Alerts: Send me an email 15 minutes before the start of an appointment

Send me an email with a calendar attachment for every:

change to my appointments change to my Office Hours/Group Sessions

Read busy times from external calendar

Read busy times from my external Exchange calendar

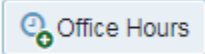
Important: In order for this setting to take effect, you must share your calendar with starfish-o365@drake.edu. [Click here](#) for further instructions.

The above configurations will also ensure that your office hours show up in your Outlook/Office 365 calendar so that your colleagues can see that you have a tentative engagement if/when they check your Outlook/Office 365 calendar to try to schedule meetings or appointments.

Follow the clear, simple steps provided through the [Click here](#) link to set up the *Read busy times from my external Exchange calendar* option for your Outlook/Office 365 calendar.

Once you have made the selections you want, click **Submit**.

Step 4:

Click on the hamburger menu again, and select **Appointments**. Then, select  to begin your set-up. See the next page for a screenshot documenting the below best practices.

Best practices:

- 1) Retitle the office hours from Office Hours to something specific, possibly your name and Office Hours or **your name** and the type of appointment – i.e., Office Hours - name of course.
- 2) For the Office hours Type, be sure to allow Scheduled And Walk-ins. Doing so is the final step to ensure that you are able to document meetings with students who stop by without appointments as well as all individual students who stop by as a group.
- 3) Add any additional instructions.
- 4) List the Start/End Date. You can use Never if you set up the Read busy times from my external Exchange calendar option and keep your Outlook/Office 365 calendar updated. Alternatively, you can schedule an end date and update your office hours each term or semester as appropriate based on your course schedules.

Add Office Hours Never Mind Submit

* **Title**

* **What day(s)?** Repeats every week(s)

Repeat on: **Mon** **Tue** **Wed** **Thu** **Fri** **Sat** **Sun**

* **What time?** to

* **Where?** **Old Main, room 205**
My door will be open

* **Office hours Type**

Take either scheduled appointments or walk-ins

* **How long?** minimum appointment length
 maximum appointment length

Instructions Start/End Date

* Required fields Never Mind Submit

Instructions Start/End Date

These will be sent to anyone who makes an appointment.

Example for advising office hours: Be sure to check your current grades in Blackboard, flags and kudos in the Starfish Student Success portal, and your Drake progress via the Degee Audit in MyDusis prior to your meeting if possible. If you don't know what those things are, be sure to ask in your meeting!

Once you have made the selections you want, click **Submit**.

Notes:

If you set up the *Read busy times from my external Exchange calendar* option, when you look at your *Agenda, Day, or Week* in the Student Success Portal, you will see everything listed from your Outlook/Office 365 calendar, including the details/names of appointments. No else will see this information. Students *only* see your open availability. Employees cannot see one another's scheduling options via the Student Success Portal.

Editing or Canceling Office Hours:

If you want to/need to edit or cancel your office hours, go into the Student Success Portal and access **Appointments**. Go to the day you want to edit or cancel. Hover over the clock image, and choose *Edit* or the drop-down next to *Cancel* as appropriate.

The screenshot shows the 'Office Hours' interface. At the top, there is a blue header with a clock icon and the text 'Office Hours -'. Below this is a section titled 'Office Hours - course name'. The main area displays appointment details: 'Tomorrow at 9:00 am' and 'Old Main, room 205'. To the right is a 'Participants' section. At the bottom, there are three buttons: 'Edit', 'Cancel', and 'Walk-in'. A dropdown menu is open under the 'Cancel' button, showing two options: 'Just this one' and 'The entire series'.

When selecting *Cancel*, you have the option to cancel *Just this one* or *The entire series*.