Spartan Success Network (SSN) Training

MODULE 5: APPOINTMENTS
Training Agenda

• Appointment scheduling/office hours
  • Profile configuration
  • Types of office hours
Faculty and Staff Help

Spartan Success Network (SSN) gives you a convenient way to keep track of your students - raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Below are a few resources to help you navigate your way through the Spartan Success Network.

**Training Modules**
- Training Modules Slides

**Access and Navigation**
- Getting Started Guide for Faculty and Staff
- FERPA quick review
- Moodle Tools for SSN - Adding the Attendance Activity
- Guide to Filtering Student Rosters in SSN

**Flags, Kudos, Referrals, and To-Dos**
- Student Attendance Verification Survey Instructions
- Student Performance Progress Survey Instructions
- Email Templates: Tracking Item Notifications to Students
These settings allow you to set your preferences regarding your Institutional Profile, Appointment Preferences, and Email Notifications.

Click on the arrow and it will open the preferences settings.
These settings allow you to set your preferences regarding your Institutional Profile, Appointment Preferences, and Email Notifications.
Institutional Profile Tab

Please fill out as much of your profile as possible; students will see this information.

**Yasmin Gold**

**Tip:**
If you have multiple roles at the campus, leave the title field blank. If your role is the same with all students, feel free to include your title.

**Genereal Overview**

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

**My Biography**

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time, I work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from George Mason University in Virginia.

**Tip:**
Students see your biography before they see your general overview.
### Appointment Preferences Tab

#### Basics

Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.

- **Minimum Appointment length**: 15 minutes
- **Scheduling deadline**:
  - None
  - 5:00 pm on the day before the office hours
  - 9:00 am on the day of the office hours
  - 1 hour(s) before the office hours

- [ ] Allow drop-ins after deadline has passed

#### My Locations

Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Instructions</th>
</tr>
</thead>
</table>

#### Calendar Managers

Select people to manage your calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.
Email Notifications Tab

NOTE: If you do not receive Spartan Success Network email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder case.

**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: 7:00 am ▼ the day of ▼ the appointments

Appointment Alerts: □ Send me an email ▼ 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 my external Google calendar

**Tip:** For a “cleaner” syncing experience between the SSN and your Google calendar, check “change to my appointments” but uncheck “change to my Office Hours/Group Sessions.”

Important: In order for this setting to take effect, you must share your private calendar link with Spartan Success Network. Click here for further instructions.
### Establish Your Appointment Availability

<table>
<thead>
<tr>
<th>Setup Wizard</th>
<th>Description</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office Hours Setup Wizard</strong></td>
<td>Quick, basic setup</td>
<td>May require further configuration via the other options below&lt;br&gt;May require further configuration via the other options below&lt;br&gt;p. 12 of User’s Guide for Faculty and Staff</td>
</tr>
<tr>
<td><strong>Office Hours</strong></td>
<td>Recurring pattern of one-on-one meetings</td>
<td>Likely to be the most commonly used office hour setup option&lt;br&gt;Likely to be the most commonly used office hour setup option&lt;br&gt;p. 13-16 of User's Guide for Faculty and Staff</td>
</tr>
<tr>
<td><strong>Scheduling Wizard</strong></td>
<td>Less structured and/or varied one-on-one meetings</td>
<td>Establishes availability one week at a time; recommended for short-term, high-traffic needs&lt;br&gt;Establishes availability one week at a time; recommended for short-term, high-traffic needs&lt;br&gt;p. 17-18 of User’s Guide for Faculty and Staff</td>
</tr>
<tr>
<td><strong>Group Session</strong></td>
<td>Group meetings limited to a certain number of participants</td>
<td>Likely useful for both advising and classroom contexts&lt;br&gt;Likely useful for both advising and classroom contexts&lt;br&gt;p. 19-24 of User’s Guide for Faculty and Staff</td>
</tr>
</tbody>
</table>
Additional Office Hour Considerations

Scheduled vs. Walk-in

Slot Hours

- Title: Office Hours
- What day(s)?: Weekly
- What time?: Enter Start Time to Enter End Time
- Where?: Campbell Hall 200
- Office hour Type: Scheduled And Walk-Ins
- How long?:

Reserve Time

- Description: Meeting
- When: 09-25-2017, Start Time to End Time
- Repeat Weekly: No
- Until:

Required fields
Create an Appointment for a Student
Questions?