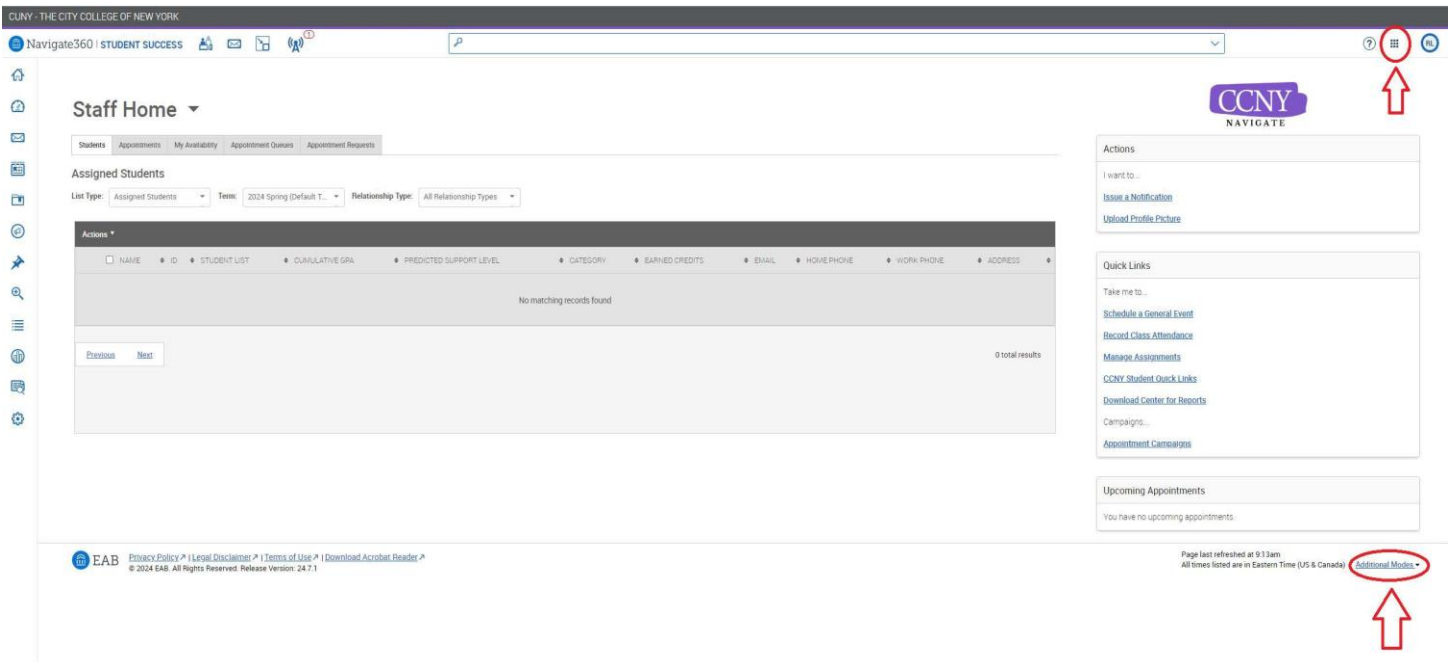




# Appointment Center

**What:** The Appointment Center lets staff **manage appointments** at an individual location/department.

**How:** To open the Appointment Center click on the apps icon located on the top right of your screen -next to the question mark icon- and select **Appointment Center**. You can also click on **Additional Modes** at the bottom right of your screen and select **Appointment Center**.



The screenshot displays the NAVIGATE interface for the Appointment Center. At the top, the header includes 'CCNY THE CITY COLLEGE OF NEW YORK' and 'Navigate360 | STUDENT SUCCESS'. The main navigation bar shows 'Staff Home' with a dropdown arrow. Below this, there are tabs for 'Students', 'Appointments', 'My Availability', 'Appointment Queues', and 'Appointment Requests'. The 'Assigned Students' section is active, showing a table with columns for NAME, ID, STUDENT LIST, CUMULATIVE GPA, PREDICTED SUPPORT LEVEL, CATEGORY, EARNED CREDITS, EMAIL, HOME PHONE, WORK PHONE, and ADDRESS. The table currently displays 'No matching records found'. The right sidebar contains several sections: 'Actions' with links like 'I want to...', 'Issue a Notification', and 'Upload Profile Picture'; 'Quick Links' with links like 'Take me to...', 'Schedule a General Event', 'Record Class Attendance', 'Manage Assignments', 'CCNY Student Quick Links', 'Download Center for Reports', 'Campaigns...', and 'Appointment Campaigns'; and 'Upcoming Appointments' which states 'You have no upcoming appointments.' At the bottom left, there is an 'EAB' logo and links for 'Privacy Policy', 'Legal Disclaimer', 'Terms of Use', and 'Download Acrobat Reader'. At the bottom right, there is a footer with 'Page last refreshed at 9:13am', 'All times listed are in Eastern Time (US & Canada)', and a circled 'Additional Modes' dropdown menu with an arrow pointing to it.

**Who:** This feature is primarily used by **staff**, especially **front desk workers** or other members who help to manage appointment scheduling at a specific location.

# Location List

Once you open the Appointment Center, the next step is to **select your desired location** from CCNY's location list.

\*Note: Not all existing locations are depicted below and you may have a limited selection of locations to choose from based on your permissions

## Choose Appointment Center Location

### Available Locations

[ACE](#)[Architecture \(Faculty/Grad\)](#)[Art Education Program](#)[Bilingual Education Program](#)[Biomedical Engineering Department](#)[CCNY Onestop](#)[Chemical Engineering Department](#)[Childhood Education Program](#)[Classical and Modern Languages & Literatures](#)[Comparative Literature Program](#)[Computer Science Department](#)[CPS Office of Student Success](#)[CUNY Med Advising](#)[Early Childhood Education Program](#)[Earth and Atmospheric Sciences](#)[Economics & Management and Administration](#)[Educational Theatre Program](#)[English Department](#)[Environmental Earth Systems Science Program](#)[Grove School of Engineering Advising \(undergraduate\)](#)[Honors Center](#)[Immigrant Student Resource and Research Center](#)[International Student and Scholar Services](#)[Latin American and Latino Studies Program](#)[Mahoney Pool](#)[Mathematics Education Program](#)[Media and Communication Arts Department](#)[Nat Holman Gym](#)[Philosophy Department](#)[Political Science Department](#)[Psychology Department](#)[Anthropology, Gender Studies and International Studies](#)[Art Department](#)[Asian Studies Program](#)[Biology Department](#)[Black Studies Program](#)[Center for Worker Education](#)[Chemistry and Biochemistry](#)[Civil Engineering Department](#)[Colin Powell School Advising](#)[Computer Engineering Program](#)[CPS Dean's Office](#)[CUNY EDGE / OSE](#)[Data Science and Engineering Program](#)[Early College Program \(CCAA High School\)](#)[Earth Systems and Environmental Engineering Program](#)[Educational Leadership Program](#)[Electrical Engineering Department](#)[English Education Program](#)[Financial Aid Office](#)[History Department](#)[Humanities & Arts Advising](#)[International Relations Program](#)[Jewish Studies Program](#)[Literacy Program \(School of Education\)](#)[Mathematics Department](#)[Mechanical Engineering Department](#)[Music Department](#)[PALS Center](#)[Physics Department](#)[Pre-Health Studies](#)[Public Service Management Program](#)

# Scheduling Grid

Once you select your desired location, the Scheduling Grid for that location will be made available to you. This grid can be tailored by **Date, Start Time, End Time, Care Unit, Service, Staff Member, and Meeting Type**. You can adjust the hours that are displayed on the scheduling grid by editing the Start Time and End Time drawers.



## Alumni Affairs Office

**Location**  
Alumni Affairs Office

Enter Student Name

### Scheduling Grid

Date: 08/09/2023 Start Time (ET): 8:00AM End Time (ET): 5:00PM Refreshed Today 10:11am ET

Care Unit: Alumni Affairs Service: All Services Staff: All Staff Meeting Types: All Meeting Types

Find First Available?

### Appointment Schedule For Wednesday, August 9, 2023

Orientation: Vertical Display Name: Service

	Richard Staff	Emma White
8 AM ET		Drop In
9 AM ET		
10 AM ET		
11 AM ET		
Noon ET		
1 PM ET		
2 PM ET		
3 PM ET		
4 PM ET		

Support

The scheduling grid has a calendar interface where available times for appointments are shown as white blocks and unavailable times as grey blocks.

	OSE Computer Lab
8 AM ET	Unavailable
9 AM ET	Unavailable
10 AM ET	Available
11 AM ET	Available
Noon ET	Available
1 PM ET	Available
2 PM ET	Available
3 PM ET	Available
4 PM ET	Unavailable

To **schedule an appointment** you will need to click on an available (white) time slot on the scheduling grid.

### Appointment Schedule For Wednesday, August 9, 2023

	Richard Staff	Emma White
8 AM ET	Drop In	Drop In
9 AM ET		
10 AM ET		
11 AM ET		
Noon ET		

**Staff Available for Appointment**  
Emma White  
2023-08-09  
9:20am ET  
[Click to create an appointment.](#)

Once you select a time slot the following dialog box opens:

#### CREATE AN APPOINTMENT

Service:  [Show All Services for this location](#)

Organizer: Emma White

Meeting Type:  [Show All Meeting Types](#)

Student:   [Create a Student](#)

When: Times listed are in ET.

Comments:

Options:  
 Student has checked in for appointment  
 Send E-mail Reminder to the organizer attendee  
 Send E-mail Reminder to non organizer attendees

Once you create an appointment you will see it displayed on the scheduling grid (illustration below)

### Appointment Schedule For Wednesday, May 1, 2024

	Vishal Bodawala	Drop In	Stephanie Jean-Stern	Drop In
8 AM ET				
9 AM ET				
10 AM ET				
11 AM ET	Writing Consultation/Tutoring			
Noon ET				
1 PM ET				

If you click on an existing appointment within the Scheduling grid, a **"Manage Appointment"** box will appear (illustrated below). In this box you can **view the details of your selected appointment**, as well as take several actions. It is here that you can **add** additional students to the appointment, **remind** your students about the appointment, **message** your students, **cancel** the appointment (for everyone or for individual students), **check students in**, **edit** the details of the appointment altogether, or **change** the appointment to a different time via the "move" option.

Note: "Moving" or submitting an edit of appointments causes the appointment details to change without the student's permission. Make sure that the time works for the attendees schedule before moving or editing. Students do receive an "Appointment Update" email once the appointment is edited or moved.

#### MANAGE APPOINTMENT

Guest Lecture

**All Attendees**  
add new remind message

**Emma White (Organizer)**  
cancel remind message

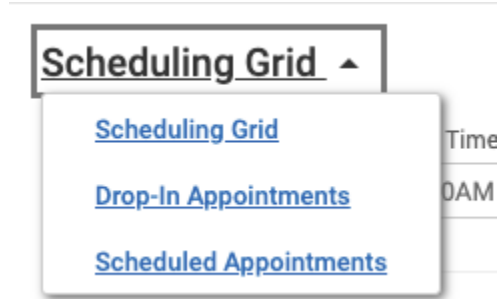
**Steven Kilpatrick**  
cancel remind message

##### Appointment Details [ edit | move ]

<b>WHEN</b> Wed Aug 09, 2023 2:15pm - 2:45pm ET	<b>TYPE</b> One Time Appointment
<b>WHERE</b> Alumni Affairs Office	<b>CARE UNIT</b> Alumni Affairs
<b>SERVICE</b> Guest Lecture	<b>MEETING TYPE</b> In-Person
<b>COURSE</b> N/A	
<b>COMMENTS</b> None	

Cancel Appointment Check In Appointment Delete Appointment [Close](#)

By clicking on the underlined "Scheduling Grid" drawer (depicted below) you have the option to view Drop-In Appointments and Scheduled Appointments for the day.



## Drop-In Appointments Page

Staff workers often need to view today's appointments. By using the **Drop-In Appointments** page you can view all of the drop-ins for the current day and take actions from the list.

### Drop-In Appointments ▾

Refreshed Today 10:22am ET

Care Unit:  Service:  Staff:

[Add to Staff Queue](#) [Track Time](#) [Record Visit](#)

### Students In First Available's Queue

Actions ▾						
<input type="checkbox"/>	STUDENT NAME	STUDENT ID	SERVICE	COURSE	COMMENT	CHECKED IN (WAIT TIME)
There are no students waiting on this person.						

### Students Checked In With Staff

Actions ▾							
<input type="checkbox"/>	STUDENT NAME	STUDENT ID	STAFF MEMBER	SERVICE	COURSE	COMMENT	CHECKED IN (WAIT TIME)
There are no students waiting on this person.							

[Support](#)

Actions that can be taken from the Drop-In Appointments page include:

- Send Message to Attendee (Student)
- Move to Top (of queue)
- Remove (from queue)

# Scheduled Appointments Page

The **Scheduled Appointment List** page in the Appointment Center lets you view all of the Upcoming, In Progress, and Recent appointments for the current day and to take actions via the checkboxes. You may also view the data for previous and future days by editing the date drawer.

## Scheduled Appointments ▾

Date

08/09/2023



Refreshed Today 10:35am ET

Care Unit

Alumni Affairs

Service

All Services

Staff

All Staff

Meeting Types

All Meeting Types

## Upcoming Appointments

Actions ▾									
<input type="checkbox"/>	BEGINNING IN	DATE & TIME	DURATION	SERVICE	COURSE	MEETING TYPE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
<input type="checkbox"/>	about 4 hours	08/09/2023 2:15pm ET	30 minutes	Guest Lecture	N/A	In-Person	Steven Kilpatrick: 123456792	Emma White	No

## In Progress Appointments

Actions ▾									
<input type="checkbox"/>	STARTED AT	DATE & TIME	DURATION	SERVICE	COURSE	MEETING TYPE	ATTENDEE NAME: STUDENT ID	ORGANIZER	
No appointments to show for the selected filters									

[Support](#)

Actions users can take on the Scheduled Appointments page include:

- Send Message to Attendee (Student)
- Send Message to Organizer(s)
- View Appointment Details
- Check In
- Mark No-Show
- Cancel Appointments

When selecting multiple appointments at the same time, actions are limited to sending messages and canceling appointments.



If you click the drawer underneath "Orientation" on the top right of the scheduling grid, you will be able to change the orientation of the staff names and hours of the day to either vertical or horizontal.

When **vertical orientation** is selected:

Appointment Schedule For Wednesday, August 9, 2023

Open Time  Staff Unavailable Orientation: Vertical Display Name: Service

	Richard Staff	Drop In	Emma White	Drop In
8 AM ET				
9 AM ET				
10 AM ET				
11 AM ET				
Noon ET				
1 PM ET				
2 PM ET				
3 PM ET				
4 PM ET				



When **horizontal orientation** is selected:

Appointment Schedule For Wednesday, August 9, 2023

Open Time  Staff Unavailable Orientation: Horizontal Display Name: Service

	8 AM ET	9 AM ET	10 AM ET	11 AM ET	Noon ET	1 PM ET	2 PM ET	3 PM ET	4 PM ET
Richard Staff									
Drop In									
Emma White									
Drop In									

Additionally, by clicking the drawer underneath "Display Name" you can choose to see appointments displayed as either the name of the attendee or the name of the service.