

NAVIGATOR

Appointment Scheduler Quick Reference Guide

How to Schedule a Learning Support Appointment

Navigator: <https://sfsu.campus.eab.com/>
Log in using your SF State credentials

NOTE: For Fall 2021, appointments will be offered on Zoom and on-campus.

Schedule an Appointment

On the upper right side of your student homepage, click the **Schedule an Appointment** button to open the appointment scheduling tool.



What Can We Help You Find?

After selecting **Schedule an Appointment**, the appointment-making workflow will open. You will need to expand the drop-down in each area to check appointment availability.

* What type of appointment would you like to schedule?

* Service

Pick a Date ⓘ

Tuesday, May 25th 2021

Find Available Time

What Kind of Appointment Would You Like to Make?

To begin, select one of the appointment types. To schedule a tutoring session please select **Learning Support**.

* What type of appointment would you like to schedule?

- Advising
- * Learning Support

What is the Primary Reason for this Appointment?

Select the **Learning Support** service that best matches the reason you are seeking assistance.

For the Fall 2021 semester, you will have the ability to schedule virtual Zoom appointments and on-campus appointments. To schedule an on-campus appointment, you need to select either the **Individual Tutoring for Specific Courses [On Campus]** or **Individual Tutoring for Writing [On Campus]**.

For the **Individual Tutoring for a Specific Course** service, you will need to indicate which course they need an appointment. Learning Support locations may not offer tutoring for a class you have enrolled in for the term. If you don't see availabilities for a specific course, you may request an appointment. You will find additional information below about **Requesting Appointments**.

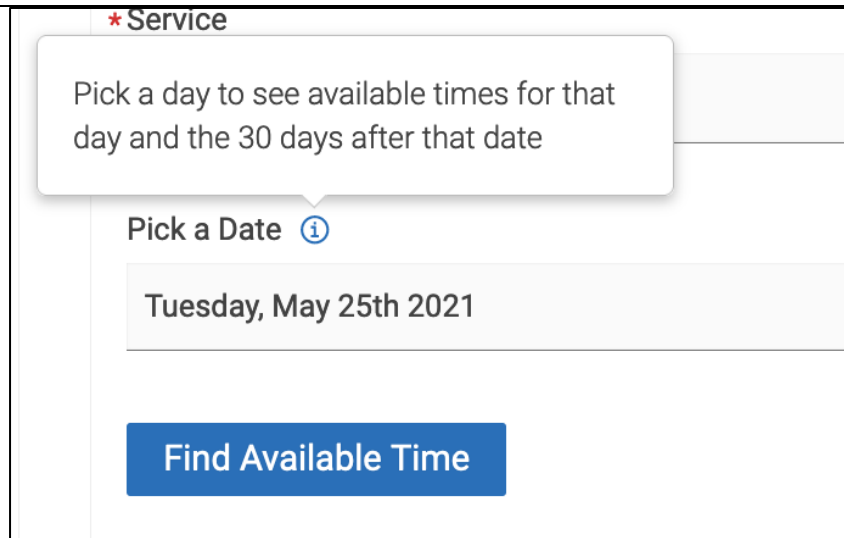
* Service

- Subject Specific Support (Tutoring)**
 - Individual Tutoring for Specific Courses [On Campus]
 - Individual Tutoring for Specific Courses [ZOOM]
- Writing Support (Tutoring)**
 - Individual Tutoring for Writing [On Campus]
 - Individual Tutoring for Writing [ZOOM]

Pick a Date

Pick a day to see available times for the day. Please note the system will also display availabilities for 30 days after the selected date.

Select **Find Available Time** to pull up the availabilities for the selections made.



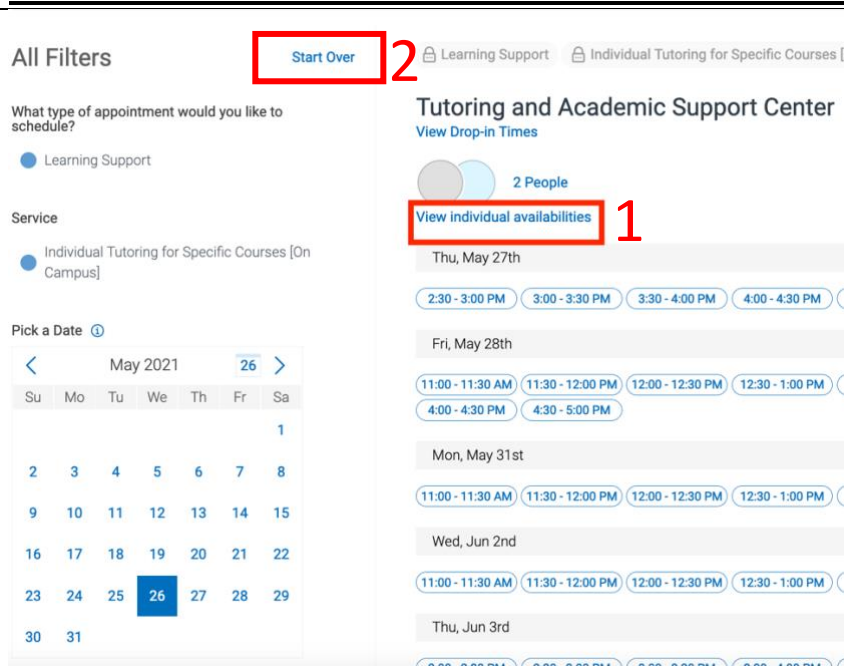
Select an Appointment Time

The availabilities shown will be dependent on the previous decisions you have made for appointment type and appointment service.

(1) If more than one tutor has availabilities that fit your selections, all of the tutors' availabilities will show. To view the availabilities for a specific tutor, please select **View Individual Availabilities**.

Select a time for the appointment by clicking on the time block.

(2) If you need to start the appointment process over, please select **Start Over** at the top of the screen.



Review Appointment Details and Confirm

You can add any additional comments in the field box:
Would you like to share anything else?

Important: Your comments will appear in the tutor’s appointment confirmation.

The confirmation screen will allow you to confirm the location of your appointment. If you selected a Zoom appointment, you would see the Zoom URL.

If the appointment details are correct, click **Schedule** to make the appointment with the advisor.

Review Appointment Details and Confirm

What type of appointment would you like to schedule?
Learning Support

Date
05/27/2021

Location
Tutoring and Academic Support Center

Staff
Tutor Name

URL / Phone Number
https://sfsu.zoom.us/j/3354502493?pwd=QkxDeE9tL2hhK2E5RzF6OW16R0M1Zz09

Would you like to share anything else?

Add your comments here

Email Reminder

Schedule

Appointment Confirmation

Select **“View Appointments”** to see all of the upcoming Learning Support appointments you have scheduled. You may start the appointment-making workflow again by clicking on **“Schedule Another Appointment.”**



Appointment Scheduled
Great job scheduling your appointment!

[View Appointments](#)

[Schedule Another Appointment](#)

Where can I see my scheduled upcoming appointments?

Scheduled upcoming appointments can be viewed on the Navigator Student Home Page.

Upcoming Appointments



[Academic Success Strategies \[ZOOM\]](#)

With Advisor Name

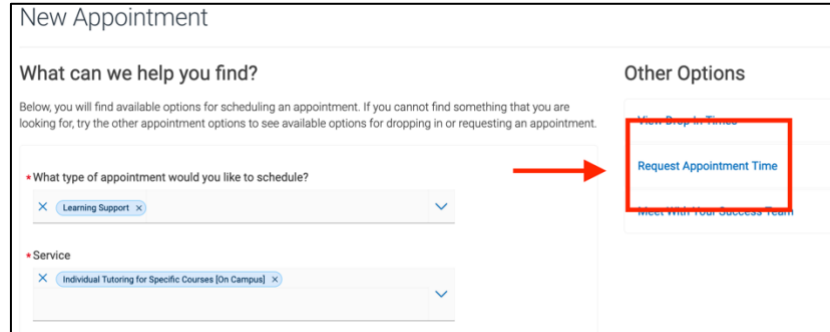
05/26/2021 1:30pm PT

Online Check-in is Not Available

Requesting an Appointment

Request an Appointment

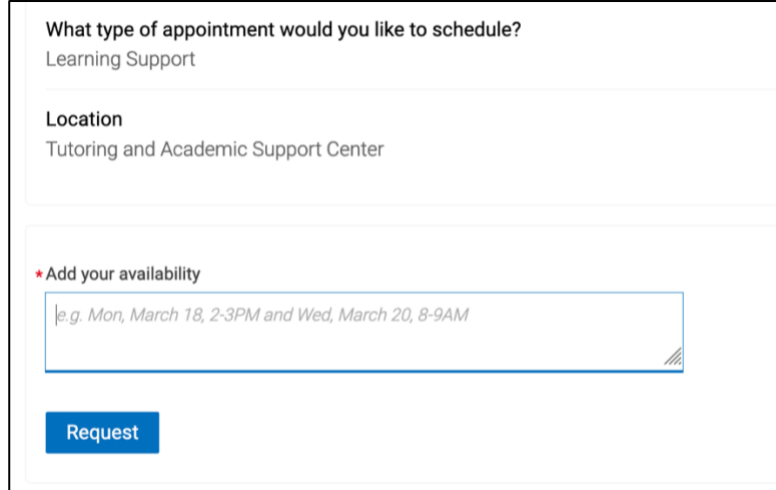
If you need tutoring support for a course not offered at one of the Learning Support locations, you may request an appointment. Requesting an appointment will alert the Learning Support locations, and a representative from the location will offer support or guidance on support resources.



The screenshot shows a web form titled "New Appointment". Under the heading "What can we help you find?", there is a sub-heading "What type of appointment would you like to schedule?" with a dropdown menu set to "Learning Support". Below that is a "Service" dropdown menu set to "Individual Tutoring for Specific Courses (On Campus)". To the right, under "Other Options", there is a link "Request Appointment Time" which is highlighted with a red box. A red arrow points from the "Learning Support" dropdown to this link.

Request an Appointment Continued

If you're requesting a Learning Support appointment for a course that a location does not offer sessions for, they will need to detail what course they need tutoring. To assist staff who might be coordinating appointments, please indicate when you're available for the appointment.



The screenshot shows a continuation of the appointment request form. It has a heading "What type of appointment would you like to schedule?" with the value "Learning Support". Below that is a "Location" field with the value "Tutoring and Academic Support Center". There is a section "Add your availability" with a text input field containing the example text "e.g. Mon, March 18, 2-3PM and Wed, March 20, 8-9AM". At the bottom of the form is a blue "Request" button.