

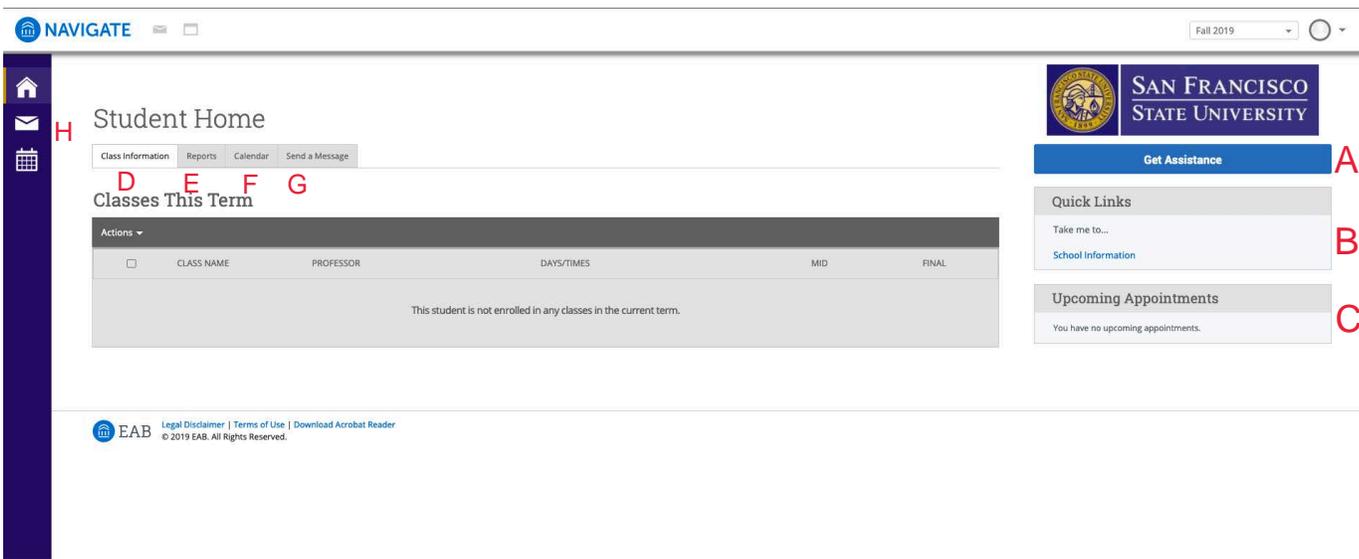
Student Facing Platform

The student homepage is where students arrive when opening Navigator. Navigator allows students to schedule appointments with staff members who are using the Navigator Staff platform. Also, students can view their current term classes, shared notes or summary reports, and so students can see their term calendar. However, the primary use for the student homepage is to give students the ability to schedule appointments with advisors and tutors.

GETTING STARTED

The student homepage is composed of distinct tabs (Class Information, Reports, Calendar, and Send a Message) in addition to overview boxes (Get Assistance, School Information, Upcoming Appointments, and Your Success Team) containing helpful actions and information.

- A: Get Assistance (i.e., Scheduling)
- B: School Information
- C: Upcoming Appointments
- D: Class Information
- E: Reports
- F: Calendar
- G: Send a Message
- H: Conversations

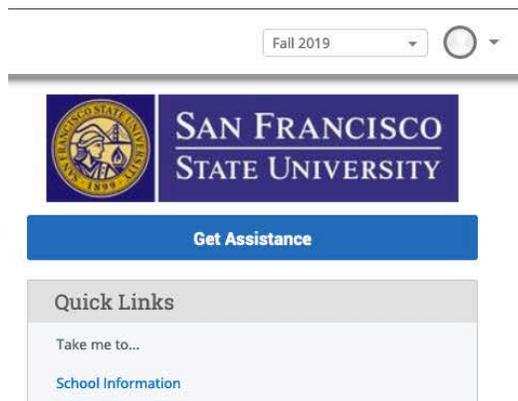


The screenshot shows the Navigator Student Home interface. At the top, there is a navigation bar with the 'NAVIGATE' logo and a dropdown menu for the term 'Fall 2019'. Below the navigation bar is a sidebar with icons for Home, Mail, and Calendar. The main content area is titled 'Student Home' and features a navigation menu with tabs for 'Class Information', 'Reports', 'Calendar', and 'Send a Message'. Below the navigation menu is a section titled 'Classes This Term' with a table. The table has columns for 'CLASS NAME', 'PROFESSOR', 'DAYS/TIMES', 'MID', and 'FINAL'. Below the table, a message states 'This student is not enrolled in any classes in the current term.' On the right side of the interface, there are three overview boxes: 'Get Assistance' (labeled A), 'Quick Links' (labeled B), and 'Upcoming Appointments' (labeled C). The 'Quick Links' box contains a 'Take me to...' dropdown and a 'School Information' link. The 'Upcoming Appointments' box contains a message: 'You have no upcoming appointments.'

A: Get Assistance (i.e., Scheduling Appointments)

Step 1

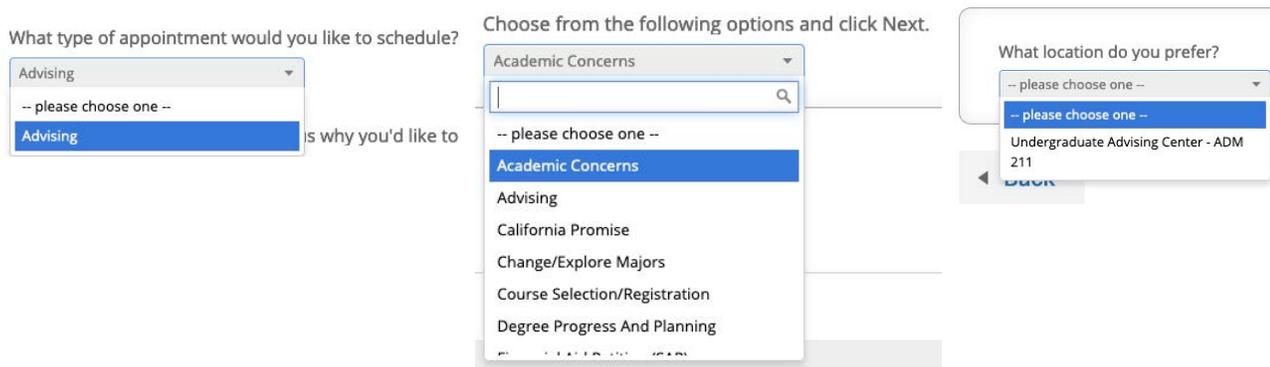
The **GET ASSISTANCE** button opens the workflow for student-initiated appointment scheduling. From this screen, students can choose a **LOCATION**, **SERVICE**, and a time for their support appointment. A student will follow the prompts in the workflow to schedule and confirm their appointment.



Step 2

After selecting **GET ASSISTANCE**, students will click through and make the following choices:

1. Select a **CARE UNIT (Advising or Tutoring)**
2. Select a **SERVICE**
3. Select a **LOCATION**



A: Get Assistance (i.e., Scheduling Appointments)

Step 3

Students will be presented with the availabilities for the **SERVICE LOCATION** and the **SERVICE** that they had selected. The student will be able to select a date and time from a list of availability by selecting the blue box in the "Morning" or "Afternoon". From this screen, students will also have the option to view (A) drop-in times.

Schedule Appointment

Times From October 04 To October 08				
Fri, Oct 04	Sat, Oct 05	Sun, Oct 06	Mon, Oct 07	Tue, Oct 08
Morning 6 Available	Morning N/A	Morning N/A	Morning 16 Available	Morning N/A
Afternoon 19 Available	Afternoon N/A	Afternoon N/A	Afternoon 19 Available	Afternoon N/A

* All times listed are in Pacific Time (US & Canada). refreshed at 10:21am PDT.

View the times you can see a staff member without an appointment. [View Drop-in Times](#) **A**

Available Walk-In Times

Undergraduate Advising Center - ADM 211

Alli Gator
Monday-Friday 8:00am-5:00pm Fall 2019

A

Step 4

After making all their selections, the student will see a confirmation page with the details of their appointment. They have the option to use the **COMMENTS** box to leave a note for the staff member about what they are hoping to discuss in the appointment. The student will also have two options for receiving a reminder about the appointment; they can opt-in or out of receiving an email and/or text message about the appointment.

Lastly, the student clicks **CONFIRM APPOINTMENT**.

NOTE: The student may input a mobile number on this screen. This option will send a text reminder to the student. This phone number is NOT saved in the system and it does not update People Soft.

Schedule Appointment

Your appointment has not been scheduled yet. Please review and click Confirm Appointment to complete.

Appointment Details

Who: Demo Student with Ally The Gator
Why: Advising
When: Monday, October 07 8:00am - 8:30am
Where: Undergraduate Advising Center - ADM 211

Additional Details

Is there anything specific you would like to discuss with Ally?
Comments for your staff...

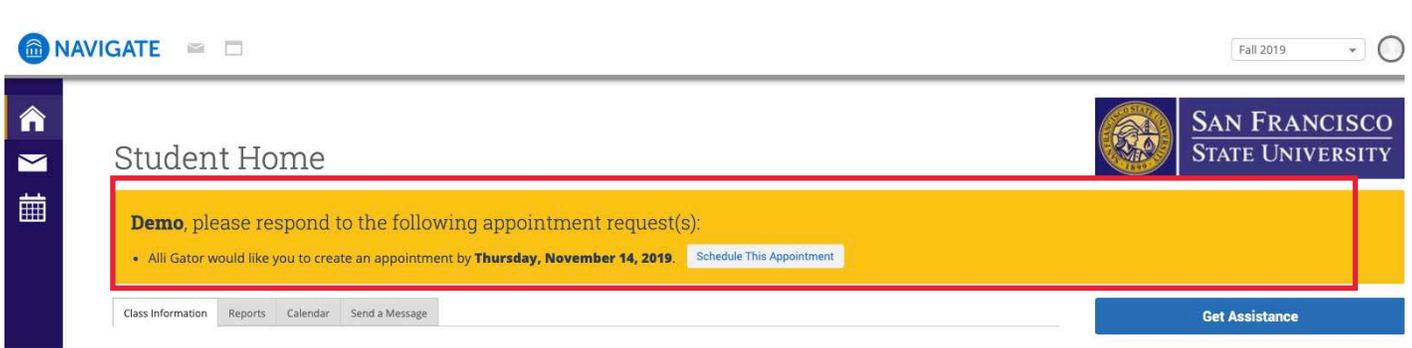
Send Me an Email
 Send Me a Text
Please provide your mobile number
415-786-1234

[Back](#) [Confirm Appointment](#)

A: Get Assistance (i.e., Scheduling Appointments)

Scheduling Campaign Appointments

Students can also respond to **APPOINTMENT CAMPAIGN** requests through the link in their email, through Navigator Student, or through this Student Home (a yellow banner will appear at the top of their home, prompting them to respond to the campaign request).



The screenshot shows the Navigator Student interface. At the top left is the 'NAVIGATE' logo with a home icon, an envelope icon, and a calendar icon. At the top right is a dropdown menu for 'Fall 2019' and a circular profile icon. The main header area includes the 'Student Home' title, the San Francisco State University logo, and the text 'SAN FRANCISCO STATE UNIVERSITY'. A prominent yellow banner with a red border contains the text: 'Demo, please respond to the following appointment request(s):' followed by a list item: 'Alli Gator would like you to create an appointment by **Thursday, November 14, 2019**. Schedule This Appointment'. Below the banner are navigation links: 'Class Information', 'Reports', 'Calendar', and 'Send a Message'. A blue button labeled 'Get Assistance' is located at the bottom right of the interface.

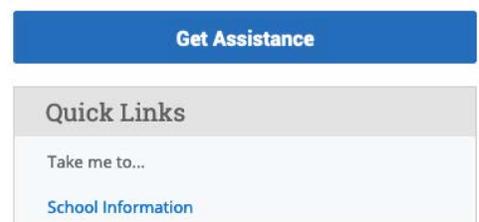
In this case, they will follow the same workflow detailed above except that the **SERVICE** and **LOCATION** will already be selected from the campaign settings. The student will select the staff member (if there are multiple in the campaign) and the time they want to meet.

The appointment the student scheduled will now appear in their list of upcoming appointments and on their calendar.

NOTE: the **CARE UNITS**, **SERVICES**, and **LOCATIONS** that displayed are all dependent on the configuration of the Navigator Staff platform and staff members having active availability for the selected services.

B: School Information

The **SCHOOL INFORMATION** link will connect students to important information about the institution, academic programs, and campus resources.



The screenshot shows a blue button labeled 'Get Assistance' at the top. Below it is a 'Quick Links' section with a light blue background. Under 'Quick Links', there is a 'Take me to...' label and a link labeled 'School Information'.

C: Upcoming Appointments - Info & Canceling

Upcoming Appointments

The **UPCOMING APPOINTMENTS** box shows quick details of the student's next five scheduled appointments. Appointments are listed in chronological order.

For more detailed information, clicking on the title of the appointment link itself will take the student directly to the appointment details.

The image shows two parts of the user interface. On the left is a box titled 'Upcoming Appointments' with a light blue background. It contains two entries, each with a calendar icon, the text 'Advising With Ally The Gator', and a date and time: '11/01/2019 03:00 PM' and '11/01/2019 04:30 PM'. On the right is a 'MANAGE APPOINTMENT' modal window. It has a dark header with a close button. The main content area is titled 'Degree Planning' and 'All Attendees'. It lists 'Emily Meoz (Organizer)' and 'Marnie Aavang'. To the right is a 'Appointment Details' section with fields for 'When' (Mon Jan 07, 2019, 10:00 am - 10:30 am), 'Care Unit' (Advising Whitehurst University), 'Where' (Academic Advising Center), 'Service' (Degree Planning), 'Course' (N/A), 'Comments' (Marnie Aavang: This is a test.), and 'Type' (One Time Appointment). At the bottom of the modal, there is a 'Cancel My Attendance' button (highlighted with a red box) and a 'Close' button.

Canceling Appointments

From here, the student can cancel the appointment by selecting a cancellation reason and leaving any relevant comments. Select **MARK AS CANCELLED**.

This screenshot shows the 'MANAGE APPOINTMENT' modal with the 'Cancel My Attendance' dialog box open. The dialog has a title 'Cancel My Attendance' and a 'Reason:' label. Below it is a dropdown menu 'Select A Reason' with a search icon. A list of reasons is displayed: 'Out Sick', 'test', 'reason', 'Scheduling Conflict', and 'Campus Event'. At the bottom of the dialog are two buttons: 'Don't Mark' and 'Mark as Cancelled'. The background modal shows the same 'All Attendees' list as the previous screenshot, with 'Cancel My Attendance' and 'Close' buttons at the bottom.

C: Upcoming Appointments - Info & Canceling

Once the student has canceled an appointment, a confirmation screen will appear. The confirmation screen will give the organizer the option to reschedule the canceled appointment for a later time.

MANAGE APPOINTMENT

Advising

All Attendees

- You (Organizer)**
 - [reschedule with organizer and attendees]
 - [reschedule with only attendees]
- Demo Student (cancelled)

Appointment Cancelled

Demo Student Was Cancelled for this Appointment due to **Out sick**

Cancelled Oct 31 2019 at 12:58 PM by Alli Gator

Appointment Details [edit]

When	Fri Nov 01, 2019 10:00 am - 10:30 am	Care Unit Advising
Where	Undergraduate Advising Center - ADM 211	Comments None
Service	Advising	Type One Time Appointment
Course	N/A	

Delete Appointment Close

Canceling Appointments - Alternative Method

STEP 1: On the student home page, select **CALENDAR**.

Student Home

Class Information Reports **Calendar** Send a Message

Classes This Term

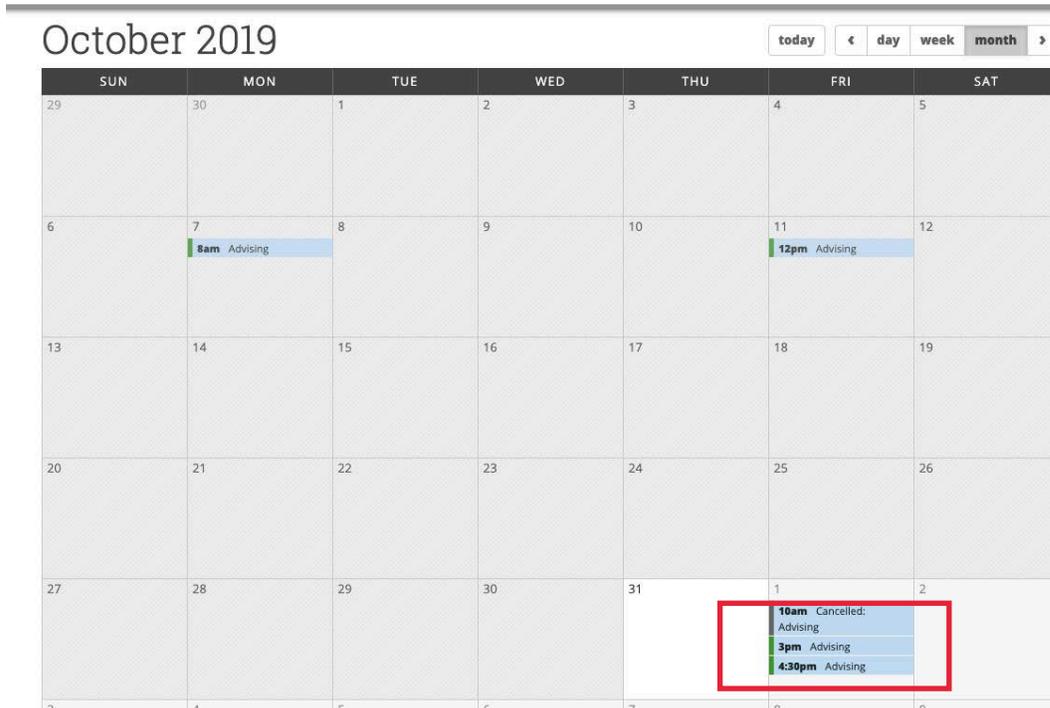
Actions ▾

<input type="checkbox"/>	CLASS NAME	PROFESSOR	DAYS/TIMES	MID	FINAL
This student is not enrolled in any classes in the current term.					

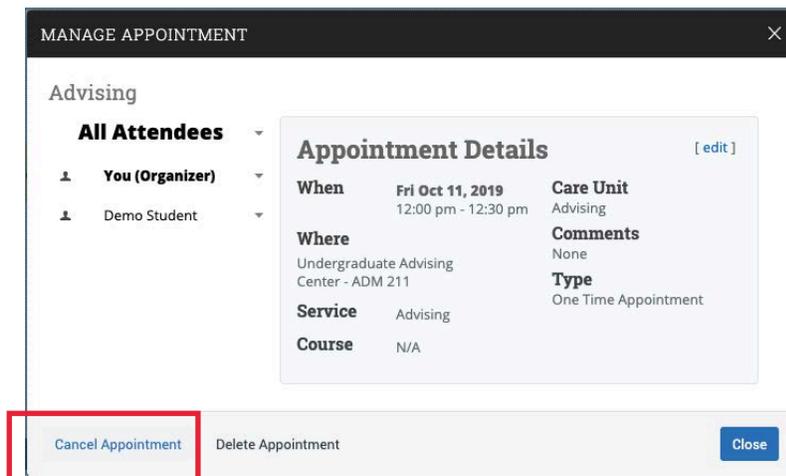
C: Upcoming Appointments - Info & Canceling

Canceling Appointments - Alternative Method

STEP 2: The student's calendar will open. The student will need to find the appropriate appointment to cancel. Once found, the student will need to click the appointment.



STEP 3: The student will click on cancel appointment. The student will be prompted to select the reason for the cancellation.



D: Class Information

Class Information

Within the main **CLASS INFORMATION** tab, the **CLASSES THIS TERM** section displays all currently enrolled courses for the student, including the class name, professor, days/times, midterm grade, and final grade (as reported through your student information system). By selecting one or more of the classes, the Actions drop down menu allows the student to contact their Professor through an email message in the platform.

Classes This Term					
Actions ▾					
		PROFESSOR	DAYS/TIMES	MID	FINAL
<input type="checkbox"/>	1234-Section 2 Intro to Navigate	Patrick Duffy	M 2:00p-3:00p Not Specified		
<input type="checkbox"/>	207-Shelagh's section Int Graphic Design	Shelagh Mollohan	TR 2:00p-3:00p Room 123		Ended on 05/19/2018
<input type="checkbox"/>	207-Kali's Section Int Graphic Design	Kali Lang	MWF 9:00a-10:00a Not Specified		Ended on 12/11/2018
<input checked="" type="checkbox"/>	PHIL-6050-B1 TOPICS IN MODERN PHILOSOPHY	LaToya White	MWF 9:00a-10:00a Beyhive 904		
<input type="checkbox"/>	PHIL-8710-01 SEMINAR IN BIOETHICS	Kathryn Pham			Ended on 11/20/2018
<input type="checkbox"/>	POLS2401-A GLOBAL ISSUES	Daria Aleksandrova (Academic Coun)	MTWRF 10:00a-12:00p Biology Building		

E: Reports Tab

The **REPORTS** tab provides the student with a view of the APPOINTMENT SUMMARY REPORTS created by advisors.

Student Home

Class Information **Reports** Calendar Send a Message

Appointment Summaries For Demo

Care Unit: All care units ⓘ

DATE	REPORT FILED ON	COURSE	FOLLOW-UP	SUMMARY	DETAILS
This student has not received any appointment reports for the current term.					

F: Calendar

The **CALENDAR** tab provides the student with a view of their calendar, including all appointments within Navigator, all currently registered courses, all assignments, and any busy times (only if the student chooses to sync a personal calendar to the platform).

Tips -

From this calendar view, the student can print or save their calendar to a PDF by selecting 'Calendar (PDF)' for a calendar grid version, or 'List' for a list version. Both options are to the right of the printer icon. The student can also click into the appointment to view more details as well as cancel the appointment.

SUN	MON	TUE	WED	THU	FRI	SAT
30 12pm General Appointment	31 9am 207-Kali's Section Int Graphic Design 12pm General Appointment 2pm 1234-Section 2 Intro to Navigate	1 12pm General Appointment	2 9am 207-Kali's Section Int Graphic Design 12pm General Appointment	3 11:30am Change Major/Minor 12pm General Appointment	4 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor 12pm General Appointment	5 12pm General Appointment
6 12pm General Appointment	7 9am 207-Kali's Section Int Graphic Design 10am Degree Planning Major/Minor 11:30am Change Major/Minor 12pm General Appointment 2pm 1234-Section 2 Intro to Navigate	8 11:30am Change Major/Minor 12pm General Appointment	9 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor 12pm General Appointment	10 11:30am Change Major/Minor 12pm General Appointment	11 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor 12pm General Appointment	12 12pm General Appointment
13 12pm General Appointment	14 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor	15 11:30am Change Major/Minor 12pm General	16 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor	17 11:30am Change Major/Minor 12pm General	18 9am 207-Kali's Section Int Graphic Design 11:30am Change Major/Minor	19 12pm General Appointment

G: Send Message

The **SEND A MESSAGE** tab provides the student with the option to message staff members supporting the student, in addition to the faculty members teaching their courses.

H: My Conversations

The **CONVERSATIONS** page, accessible by selecting the mail icon on the left navigation bar, allows the student to view all messages sent to and from them through the platform. The student's **CONVERSATIONS** page functions very similarly to the staff **CONVERSATIONS** page and the **CONVERSATIONS** tab included on the student's profile page.

Actions	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>	Student, Demo		Thus is a Test Subject #1	08/13/2019 03:52 PM
<input type="checkbox"/>	Student, Demo	(2)	RE: Test Message to AllyAllyAlly	08/13/2019 10:12 AM
<input type="checkbox"/>	Student, Demo		Secret Subject #1	08/12/2019 01:58 PM
<input type="checkbox"/>	Student, Demo		Test Message to AllyAllyAlly	08/12/2019 12:28 PM
<input type="checkbox"/>	Student, Demo		Hi I would like to cancel the appointment	08/07/2019 02:32 PM
<input type="checkbox"/>	Student, Demo		Hi I would like to cancel the appointment	08/07/2019 02:32 PM