

Staff Home Appointment Queues



What: The Staff Home **Appointment Queues** tab shows tables of students checked in for appointments and lets you take action to manage these appointments.

Where: Staff Home is the home page for users with the standard *Staff* user type. Users can also open Staff Home by clicking the **Home** icon. Click **Appointment Queues** to open the tab.

Who: This feature is for **staff**.

Conditions: This feature is enabled if you are able to log in to Navigate. Depending on your role configuration within Navigate, there may be some parts of this feature that are not visible to you.

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Navigate to <https://csus.campus.eab.com/home>

2 Appointment Queues Tab

The **Appointment Queues** tab shows a list of students checked in for their appointments (including virtual check-ins), students in your queue, and students in other queues.

The screenshot displays the AVIGATE web application interface. At the top, there is a dark green header with the text "CALIFORNIA STATE UNIVERSITY - SACRAMENTO". Below the header is a navigation bar with the word "AVIGATE" on the left, followed by three icons: a person icon, an envelope icon with a red notification bubble containing the number "1", and a calendar icon. To the right of these icons is a search bar with a magnifying glass icon. Below the navigation bar is a main content area with the heading "Staff Home" and a dropdown arrow. Underneath, there is a horizontal menu with five tabs: "Students", "Appointments", "My Availability", "Appointment Queues", and "Appointment Requests". The "Appointment Queues" tab is highlighted with a green circle. Below the menu is the section "Assigned Students". This section contains three filter dropdowns: "List Type:" set to "Assigned Students", "Term:" set to "Fall 2023 (Default Term)", and "Relationship Type:" set to "All Relationship Ty". Below the filters is a table with a dark header. The header row is labeled "Actions" with a dropdown arrow. The table has four columns: "NAME" with a checkbox icon, "ID" with a double-headed arrow icon, "STUDENT LIST" with a double-headed arrow icon, and "CUMULATIVE GPA" with a double-headed arrow icon.

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This tab is helpful when managing drop in appointments or monitoring appointment progress. You also set how you want to be notified when a student checks in on the platform. By default, **Ding** is selected, but if either *Email* or *Text Message* are checked, the option offers user-level customization that would make it so that a virtual check-in for a drop-in appointment could also flag the staff user via email/text.

Students Appointments My Availability **Appointment Queues** Appointment Requests

Notification Methods: Ding Email Text Message

Students Checked In For Appointments [ⓘ]

Actions ▾

SELECT	NAME	SERVICE	APPOINTMENT TIME	COMMENT	MEETING TYPE	URL/PHONE NUMBER	CHECKED IN AT	WAIT DURATION
There are not any student appointments checked in								

Students Checked In For Drop-Ins With Me [ⓘ]

Actions ▾

SELECT	NAME	SERVICE	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
You do not have any students currently waiting							

In-Progress Visits [ⓘ]

Actions ▾

SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE
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Students appear in this table if the you have a scheduled appointment with them **and** the student has checked in for that appointment.

The **Actions** for this table include the following:

Start Appointment Choosing this option opens the Appointment Summary report and moves student to the *In-Progress Visits* queue. You should send a message to a student when you start the appointment if it is a remote/virtual appointment.

Send Message Sends a message to the student.

Check Out Checks the student out.

Remove Removes student check-in and check-in data from the platform.

Notification Methods: Ding E-mail Text Message

Students Checked In For Appointments [ⓘ]

Actions [▲]							
Start Appointment	SERVICE	APPOINTMENT TIME	COMMENT	MEETING TYPE	URL/PHONE NUMBER	CHECKED IN AT	WAIT DURATION
Send Message	There are not any student appointments checked in						
Check Out							
Remove							

Students Checked In For Drop-Ins With Me [ⓘ]

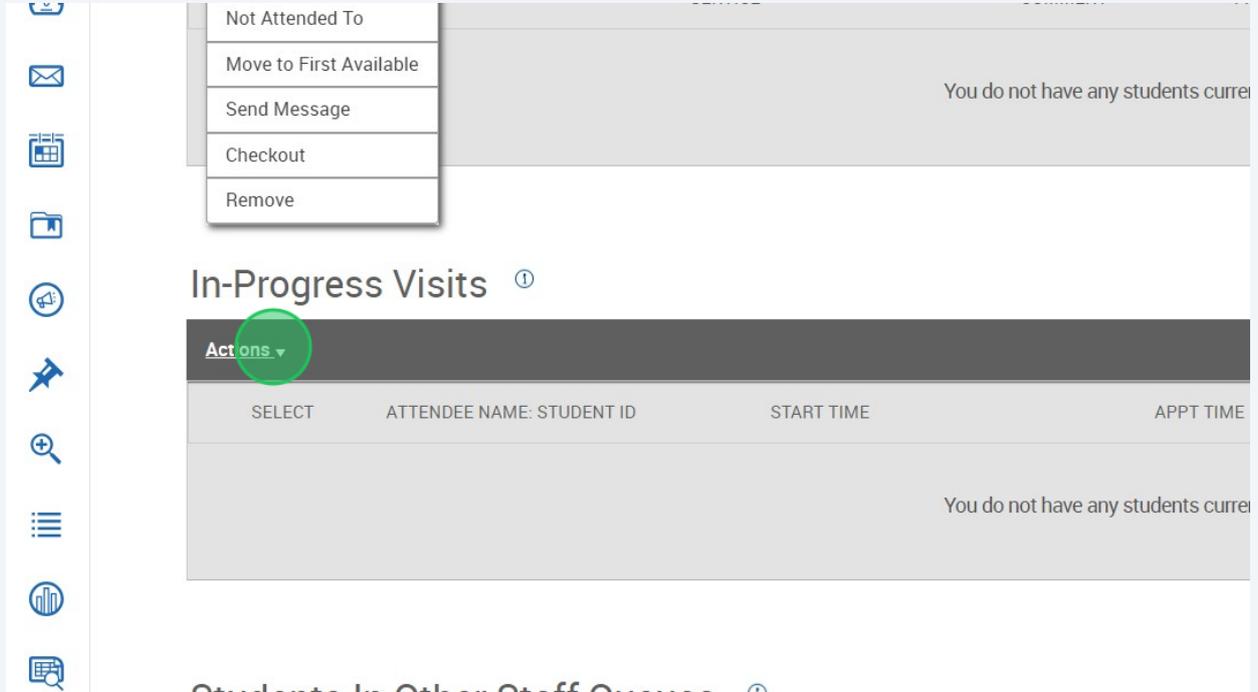
Actions [▼]							
SELECT	NAME	SERVICE	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
You do not have any students currently waiting							

In-Progress Visits [ⓘ]

Actions [▼]						
SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE

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Students appear in this queue when an appointment is started from either the **Students Checked In For Appointments** or **Students Checked In For Drop-Ins With Me** queues. While a student is in the **In-Progress** queue, they can only be checked out from this queue or the **In-Progress** queue in **Appointment Center**. You can also star the Appointment Summary report and choose **Save and Check Out**.



Note. If you start an appointment and populate the Appointment Summary and then minimize or close the Appointment Summary report, the student remains in the **In-Progress Visits** queue until you go back and select **Add Appointment Summary** to finish the visit.

6 The **Actions** for this table include the following:

Send Message to Attendee Sends message to the student.

View Appointment Details Lets you see appointment information, if this is a scheduled appointment.

Move Back to Queue Moves the student back to the initial state of the visit. This means the student returns to **Drop-In** queues for specific staff, the **First Available** queue, or the **Checked In for an Appointment** queue.

Add Appointment Summary Opens an Appointment Summary report so you can fill out the report for the appointment you started.

In-Progress Visits ⓘ

Actions	NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE
Send Message to Attendee						
View Appointment Details						
Move Back to Queue						
Add Appointment Summary						

You do not have any students currently waiting

Students In Other Staff Queues ⓘ

Actions	SELECT	NAME	STAFF	SERVICE	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURAT
Add Appointment Summary								

There are currently no students waiting on other staff

Students Checked In For Track Time ? ⓘ

Actions	SELECT	NAME	SERVICE	COURSE	CHECKED IN AT
Add Appointment Summary					

7 Students in Other Staff Queues

Students will appear in this table if you have availability that day at a Location for a Care Unit and a student has *dropped in* for another staff user at that same location. Please note, students will appear in this table regardless of which Service they dropped-in for.

The **Actions** for this table include the following:

Start Appointment Opens an Appointment Summary report and moves student to the **In-Progress Visits** queue.

Not Attended To Removes the student from the queue but holds the check-in time. This is used if the student left or you ran out of time for drop-ins.

Check Out Checks student out of the appointment.

Remove Removes check in and data from check in time from the platform.

Students In Other Staff Queues ⓘ

Actions ▾						
SELECT	NAME	STAFF	SERVICE	COMMENT	PRIORITIZED AT	CHECK IN TIME
There are currently no students waiting on other staff						

Students Checked In For Track Time ? ⓘ

Actions ▾			
SELECT	NAME	SERVICE	COURSE
There are currently no students checked in without specific staff			

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Students Checked in for Track Time Students appear in this table if they have checked in for a service that has been specified for Track Time at a particular location. No staff are identified in this table.

Students appear in this table if they have checked in for a service that has been specified for Track Time at a particular location. No staff are identified in this table.

The **Actions** for this table include the following:

Send Message Sends message to student.

Check Out Checks student out of the appointment.

Students Checked In For Track Time ? ⓘ

Actions ▲	NAME	SERVICE
Send Message		
Check Out		

There are currently no students checked in without specific staff

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