

Navigate Strategic Care 19.2.6.1 Special Release

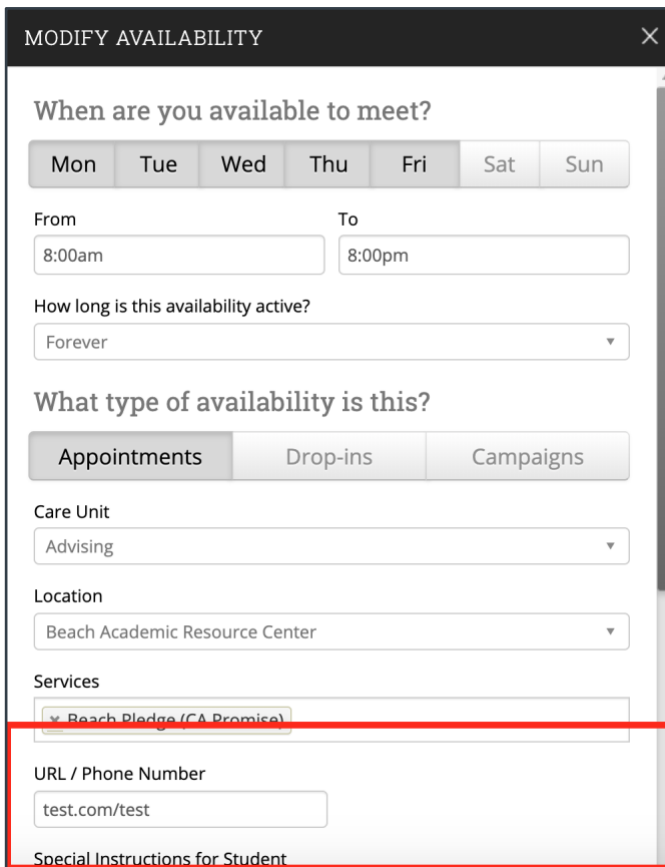
This Navigate Staff special release is meant to help our partners with remote appointments between staff and students.

Student Scheduling and Requests

New

Clickable URL/Phone Number in Appointment Details

To help our partners and their need for remote communications due to the current COVID-19 situation, we have added a new "URL/Phone Number" text box to the Availability page. It will appear when staff add or modify an availability. **This URL will only appear in appointments made or modified after this release, not in old appointments or availabilities. To add URL to old appointments you will need to edit or re-create the old appointment/availability.**



The screenshot shows a 'MODIFY AVAILABILITY' form with the following sections:

- When are you available to meet?**
 - Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun
 - From: 8:00am, To: 8:00pm
 - How long is this availability active?: Forever
- What type of availability is this?**
 - Appointment (selected), Drop-ins, Campaigns
- Care Unit:** Advising
- Location:** Beach Academic Resource Center
- Services:** Beach Pledge (CA Promise)
- URL / Phone Number:** test.com/test (highlighted with a red box)
- Special Instructions for Student:**

Figure 1. New URL/Phone Field in Add/Modify Availability

Note that only one URL or phone number can be added in this field.

When you create an appointment that coincides with an availability that has this field configured, a few things will change:

- In Student Scheduler the confirmation screens should display the link in the Additional Details section.

The screenshot shows a 'Schedule Appointment' form. At the top, a yellow banner reads: 'Your appointment has not been scheduled yet. Please review and click Confirm Appointment to complete.' Below this is a light blue box titled 'Appointment Details' containing:
Who: Abdiel Abbottt with Emilie Abbott
When: Friday, March 13 8:00am - 8:30am
Why: Beach Pledge (CA Promise)
Where: Beach Academic Resource Center
Below this is another light blue box titled 'Additional Details' containing:
This appointment is online
test.com/test
At the bottom, there is a section for 'Is there anything specific you would like to discuss with Emilie?' with a text input field containing 'Comments for your staff...'. To the right of this are two checked checkboxes: 'Send Me an Email' and 'Send Me a Text', followed by a text input field for a mobile number containing '906-905-0583'.

Figure 2. Link in Appointment Details before Confirming Appointment

The screenshot shows the 'Schedule Appointment' form after confirmation. A large white box with a light blue border contains the text: 'Success! Your Appointment Has Been Created'. Below this is a light blue box titled 'Appointment Details' containing:
Who: Abdiel Abbottt with Emilie Abbott
Why: Beach Pledge (CA Promise)
When: Fri Mar 13, 2020 08:00 am - 08:30 am
Where: Beach Academic Resource Center
Additional Details:
This appointment is online
test.com/test
To the right of this box, under the heading 'What would you like to do now?', are three blue links: 'Create Another Appointment', 'View My Calendar', and 'Go Home'.

Figure 3. URL/Phone Link After Confirming Appointment

- The confirmation screens for appointments created for Appointment Campaigns also should display the link in the Additional Details section.

- The URL/phone number link will display on the Appointment Detail page.

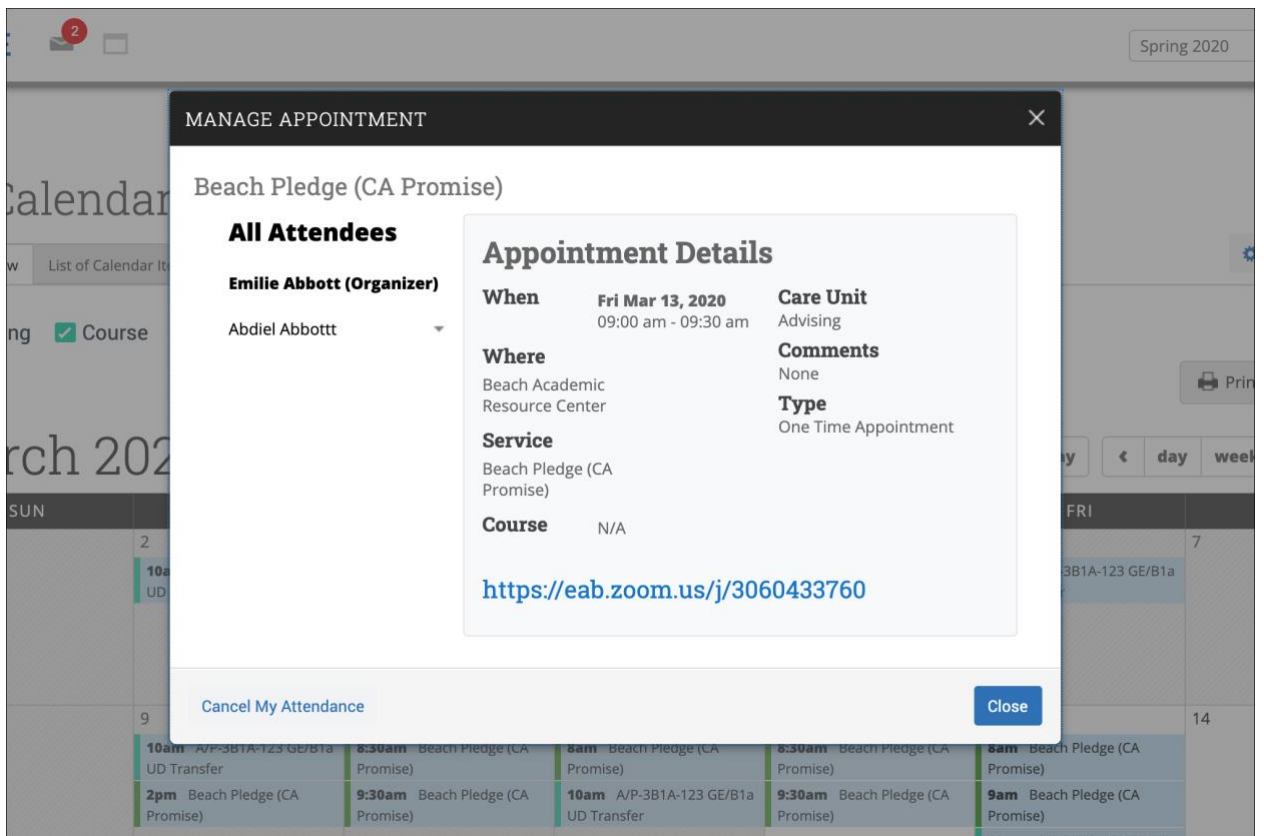


Figure 4. Appointment Details page in Navigate Staff

- The link will be displayed and clickable in the appointment confirmation, update, and reminder emails. It will also be displayed in appointment SMS reminders.



Appointment Scheduled

An appointment has been scheduled for 03/18/2020 11:00p-11:30p. Details are included below.

Additional Details

1. This is an CV enhancement - Sat
2. This feature will be delivered as hotfix - sat

<https://eab.zoom.us/my/pkoneri.eab>

Attendees

Alba (SMS-Pushpa) Abbott (c:
4029330647)

Location

Community

Organizer

Loyal Abshire (2059992807)

Date of Appointment

03/18/2020 11:00p-11:30p

Topic

Quick questions

Time

11:00p-11:30p

Comments

N/A

Figure 5. Link in the Appointment Email



Appt Reminder: Quick questions 03/18/2020 1:00p-1:30p @ Community
<https://eab.zoom.us/my/pkoneri.eab>

Any Additional Questions?

Please contact your assigned Advising Center for additional information regarding this email.



Figure 6. SMS-style Reminder with Link

Additionally, if you have permission to edit an appointment, you can change/override the link by editing the appointment directly. The field is right below the course select box. This will only update the Calendar Instance, not the coinciding Availability. For recurring appointments, you will be able to either update a single occurrence or all future occurrences.