



مركز النجاح الطلابي
Center for Student Success

ZUCSS

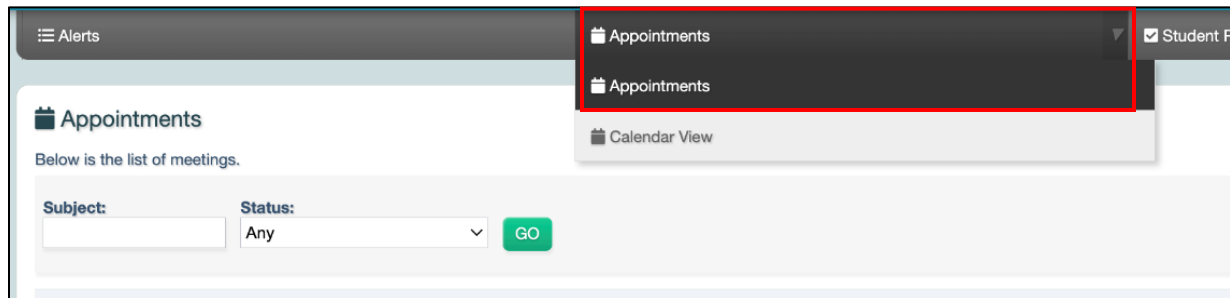
Request for an Appointment with your advisor/faculty

Center for Student
Success

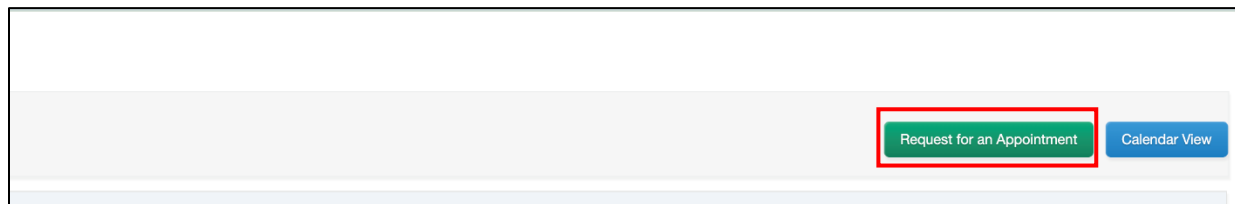
Last updated on July 17, 2024

Request for an Appointment with your advisor/faculty

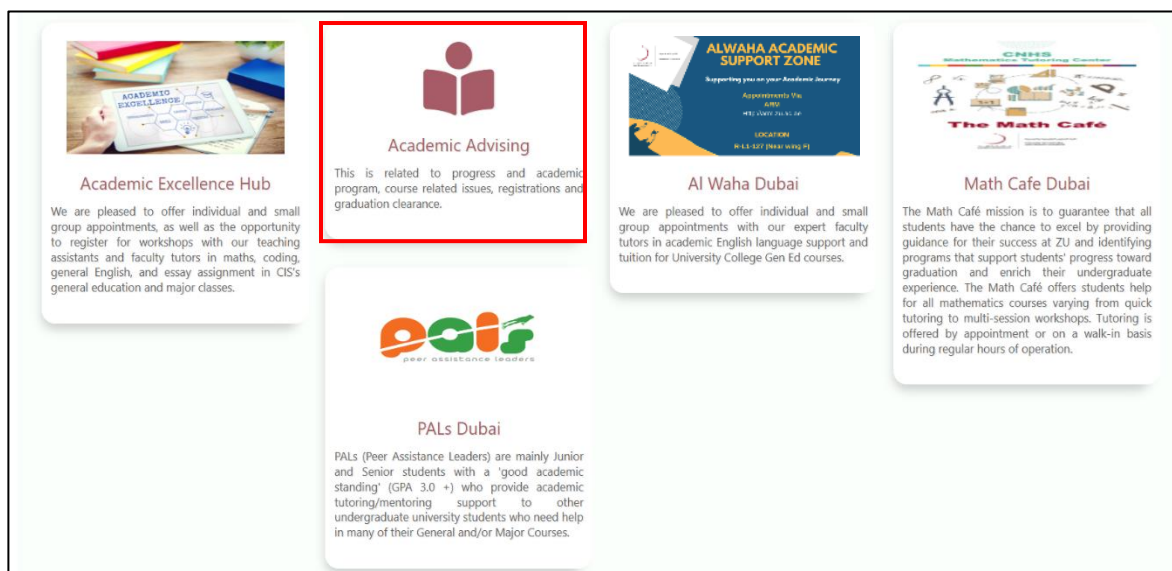
1. Go to ARM page, <https://arm.zu.ac.ae/Account>
2. Click Appointment - Appointments



3. Click on the Request for an Appointment button.



4. Click on Academic Advising



5. Fill in the required fields by choosing **Appointment with**, and then click on the **College Advisor/CSS Advisor/Instructor/Assistant Dean**.

Appointment with: **
Please select ▾

College Advisor: **
▾ [View Available Times](#)

Contacted via:
Online Initiated By Student

Student:

Appointment Date: ** Start Time: ** End Time: **
10/9/2023 12:20 12:30

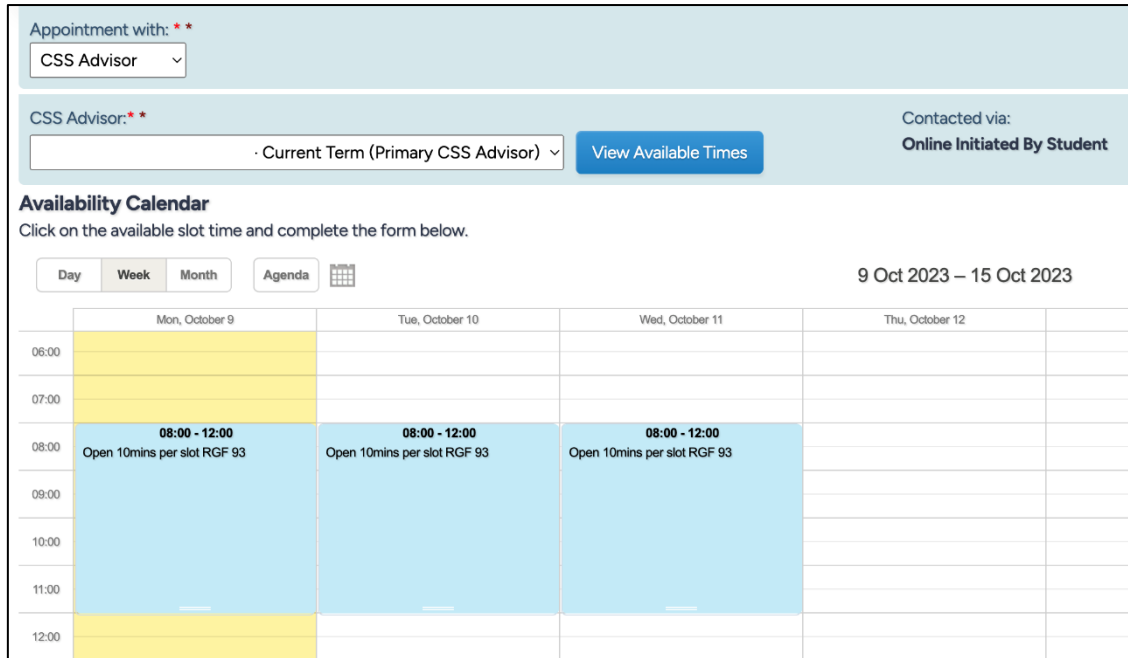
Type of Service: **
Academic performance ▾

Subject

Location: **
▾

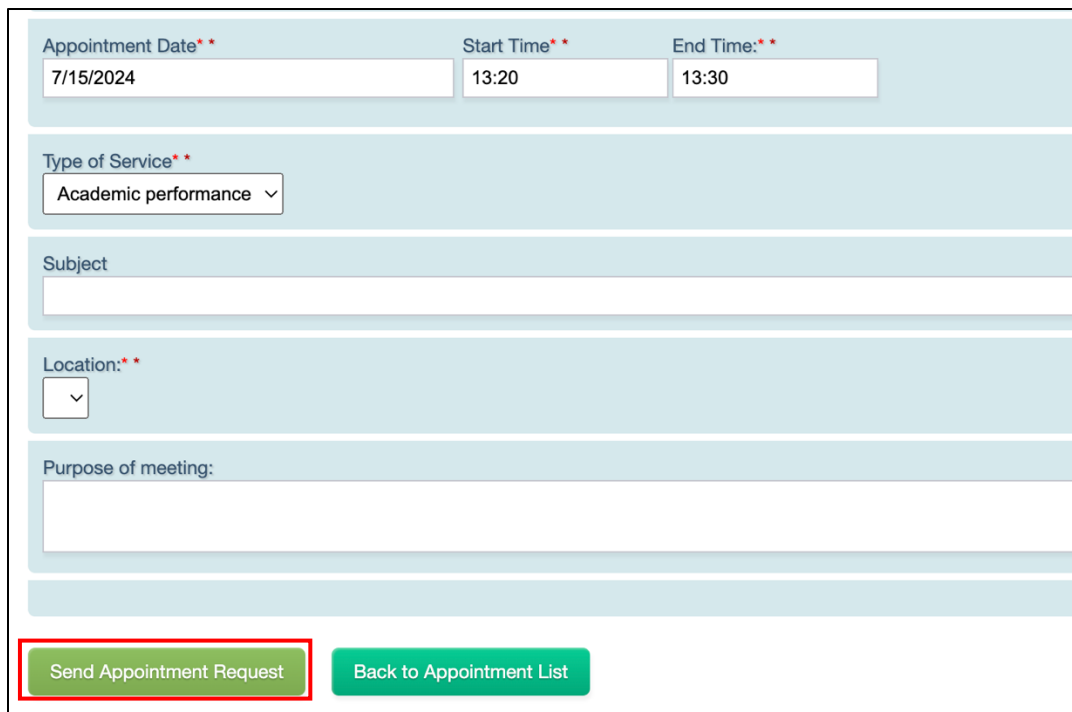
Purpose of meeting:

The Availability Calendar will show.



The screenshot shows the 'Availability Calendar' interface. At the top, there are dropdown menus for 'Appointment with:' (set to 'CSS Advisor') and 'CSS Advisor:' (set to 'Current Term (Primary CSS Advisor)'). A 'View Available Times' button is visible. Below this, the 'Availability Calendar' section is titled, with instructions to 'Click on the available slot time and complete the form below.' There are tabs for 'Day', 'Week', 'Month', and 'Agenda'. The calendar view shows dates from '9 Oct 2023' to '15 Oct 2023'. The calendar grid has columns for 'Mon, October 9', 'Tue, October 10', 'Wed, October 11', and 'Thu, October 12'. Rows represent time slots from 06:00 to 12:00. Available slots are highlighted in light blue, with a text overlay: '08:00 - 12:00 Open 10mins per slot RGF 93'. Other slots are highlighted in yellow.

6. Choose **Appointment Date, Start Time - End Time, Type of Services, Location** and fill in the other fields.
7. Click the **Send Appointment Request** button.

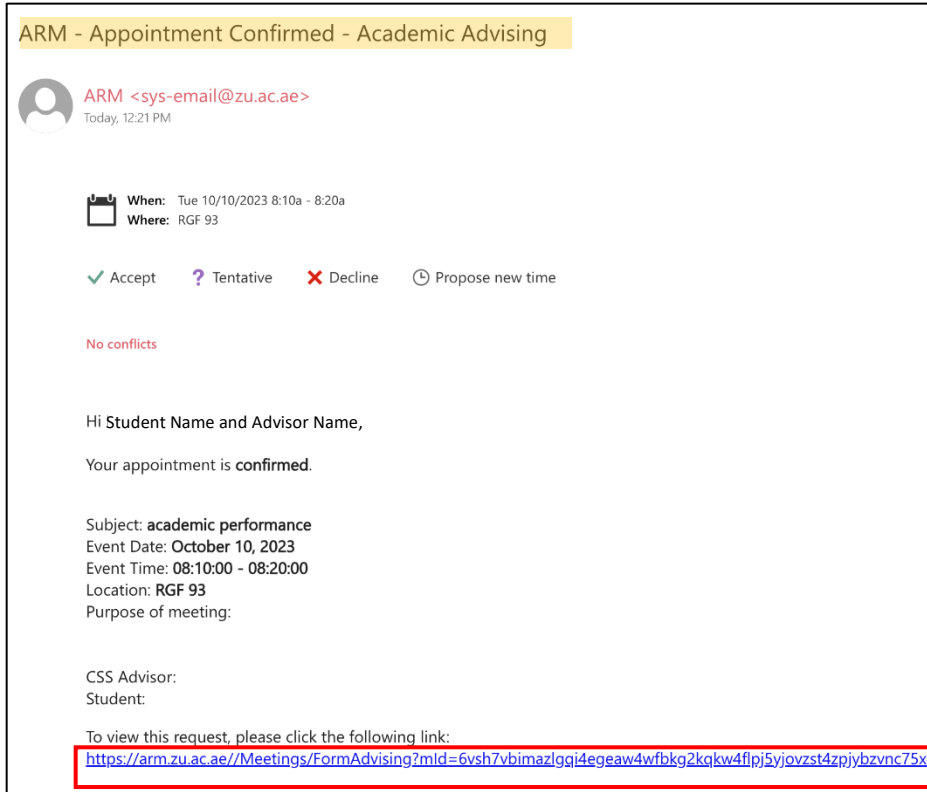


The screenshot shows the appointment request form. It includes the following fields:

- Appointment Date****: 7/15/2024
- Start Time****: 13:20
- End Time:****: 13:30
- Type of Service****: Academic performance (dropdown menu)
- Subject**: (empty text field)
- Location:****: (dropdown menu)
- Purpose of meeting:**: (empty text area)

At the bottom, there are two buttons: 'Send Appointment Request' (highlighted with a red box) and 'Back to Appointment List'.

You will receive a notification email that your appointment is confirmed.



8. Click the link in the email to view your appointment Status.

Appointments

Below is the list of meetings.

Subject: [] Status: Any [GO] [Request for an Appointment] [Add Urgent Appointment] [Calendar View]

Number of records shown: 15

Show 50 entries [Export to Excel] Quick search: []

Date	Time	Category	Advisor Name	Contact via	Subject	Location	Purpose of meeting	Status	
October 16, 2023	08:10:00 - 08:20:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Conducted	Details
October 12, 2023	13:05:00 - 13:15:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Pending Advisor Confirmation	Details
October 11, 2023	11:50:00 - 12:00:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Pending Student Confirmation	Details
October 10, 2023	09:50:00 - 10:00:00	Academic Advising		Urgent appointment	academic performance	RGF 93		Meeting Confirmed	Details
October 10, 2023	08:10:00 - 08:20:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Meeting Not Conducted	Details

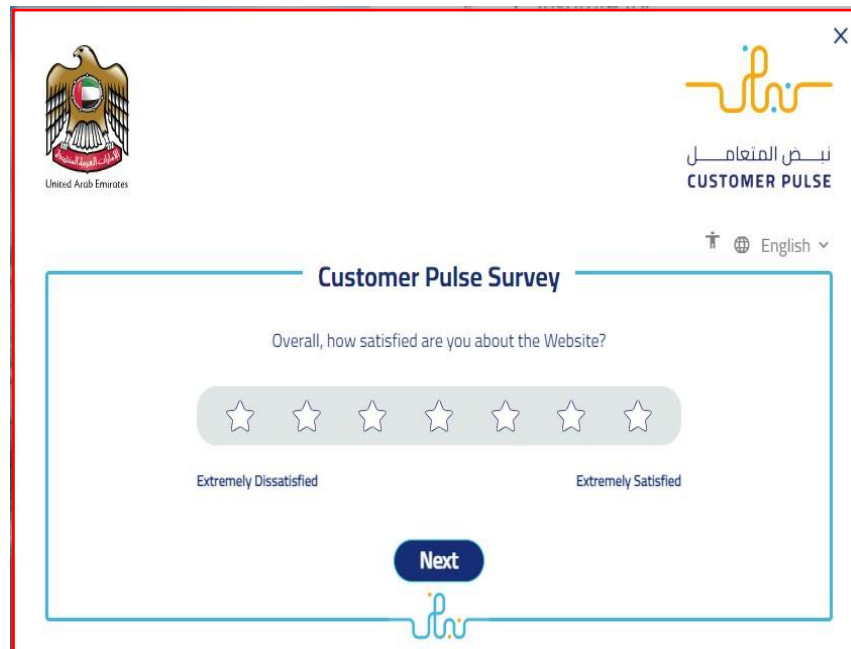
In **ARM, Appointments**, you can check your **appointment status** as the following:

- **Confirmed**
 - When you book an appointment within the timeframe set by your advisor/faculty in ARM.
- **Conducted**
 - When you meet your advisor/faculty and your advisor/faculty mark your attendance.
- **Pending Advisor Confirmation**
 - When you book an appointment with your advisor/faculty that has no availability setting.
- **Pending Student Confirmation**
 - When advisor/faculty change a confirmed meeting to another date/time.
- **Meeting Not Conducted**
 - When student don't show up for an appointment and marked No Show by advisor/faculty.
- **Canceled**
 - When your advisor/faculty cancel your confirmed meeting.

Customer Pulse

After sending the appointment request through e-services (<https://eservices.zu.ac.ae/main/Services/Servicecard>), a customer pulse review will appear for you to fill out.

After requesting the service, complete the **Customer Pulse Survey**.



The screenshot shows a web-based survey interface. At the top left is the United Arab Emirates national emblem. At the top right is the logo for 'نبيض المتعامل' (CUSTOMER PULSE) and a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website?'. Below the question is a horizontal row of seven stars for rating. The first star is highlighted, indicating a rating of 1. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A blue 'Next' button is centered at the bottom of the survey area.