



مركز النجاح الطلابي
Center for Student Success

ZUCSS

Adding comments to an appointment and Sending Students a Feedback Survey on the Service Received

Advising and Risk Management (ARM)

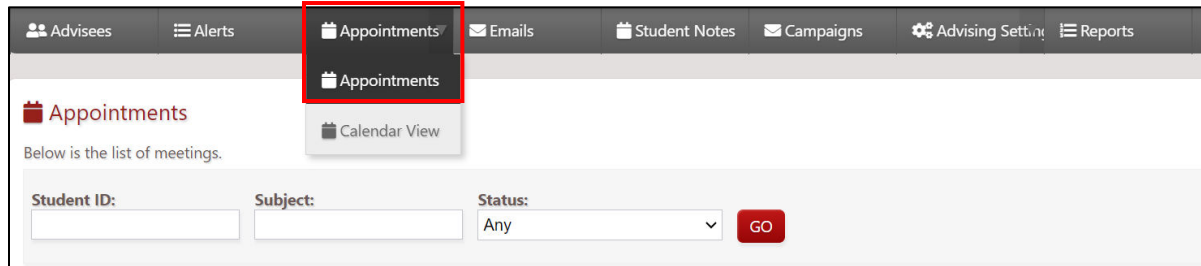
Advisor Guide

Center for Student Success

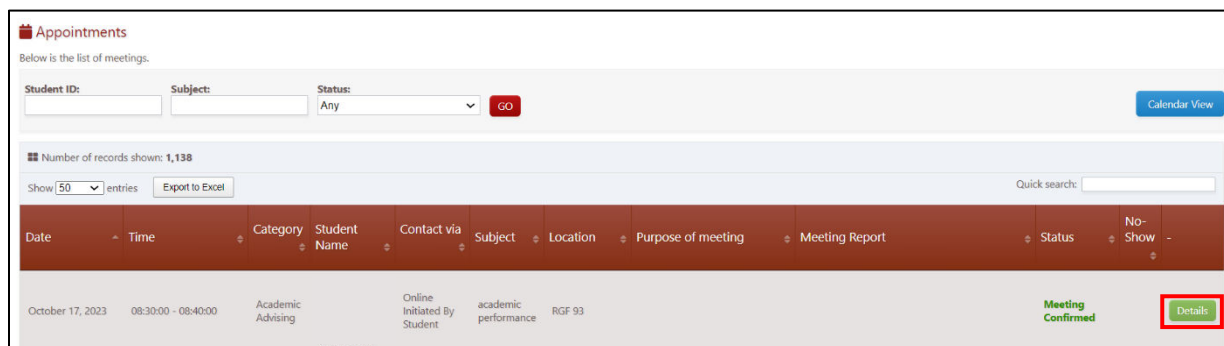
Last updated on October 11, 2023.

Adding Comments to an Appointment and Sending Students a Feedback Survey on the Service received

1- Go to **Appointments** (main menu)- **Appointments**.



2- In the Appointments List, click **Details** button.



- 3- Check the box for **Meeting Conducted** if a student attended the meeting, or check **Student No Show** if the student did not attend the meeting.
- 4- Add comments in the **Meeting Report** field (this will not be shown to students.)
- 5- Add your **Feedback to Student** (email will be sent to student with feedback details).

Note: Your feedback to students is required and will be seen by students. Please add your notes as per the discussion made during the meeting and advice provided to advisee.

College Advisor:*	Contacted via: Urgent appointment	
Student:	Course Schedule	
Appointment Date* September 27, 2023	Start Time** 11:40	End Time:** 11:50
Type of Service* Academic performance		
Subject name		
Location:* RGF 93		
Purpose of meeting:		
Student No Show: * <input type="checkbox"/>		
Meeting Conducted: * <input type="checkbox"/>		
Meeting Report: (🔒 not visible to advisee)		
Feedback to student *		

- 6- Upload Supporting Documents by clicking on **Choose File (Optional)** and then **Upload File** (should not excel 5MB per file).
- 7- Click **Save Details** button.

Supporting Documents
Accepted documents format are XLSX,DOCX,PDF,IPG,PNG and should not exceed 5MB per file.

Upload
Choose File No file chosen

Upload File

Number of records shown: 0

Show 50 entries Quick search:

File Name	Preview	Visible To Student
No data available in table		

Showing 0 to 0 of 0 entries


Status: **Conducted** Created Date: 9/27/2023 11:43:35 AM

Save Details Back to Appointment List

Note:

- If a **Meeting is Conducted**, and other details are saved, the student will receive an automatic evaluation survey about the service received.

Please tell us what you think of our service (Academic Advising)

 ARM <sys-email@zu.ac.ae>
Today, 11:34 AM

📧 Reply all | ▾

Dear

Please help us improve advising services by completing this short survey. We appreciate your time.

<https://arm.zu.ac.ae//Survey/TakeSurvey?mld=ubtcxblymzlgq3e7nqw6obc2c2uqae4iapj4k6oryxr7tbjvim7nk35tbhocle>

Thank you,
Center for Student Success

- Once the student clicks the link in the email, ARM evaluation survey will appear. Student will need to fill it and **Submit** it.

The screenshot shows a web interface for an ARM evaluation survey. At the top, there are navigation tabs for 'Alerts', 'Appointments', and 'Student Plan'. The main content area is titled 'Feedback on my meeting with my instructor/advisor' and includes a sub-header: 'This survey is designed to enable you to share your perceptions about academic advising services. Your thoughtful responses will help us to identify ways in which academic advising system may continue to evolve'. Below this, the appointment details are listed: 'Appointment Date/Time: September 27, 2023 11:50:00 - 12:00:00' and 'Advisor'. The survey consists of five numbered questions, each with five radio button options: 'Strongly agree', 'Agree', 'Disagree', 'Strongly disagree', and 'Not applicable'. The questions are: 1. 'I found it easy to make an appointment with my academic advisor.', 2. 'My advisor tried to understand my academic needs.', 3. 'My advisor referred me to the appropriate ZU support services if needed.', 4. 'Overall, the advising service I received from my advisor was helpful.', and 5. 'Please share feedback on what you liked and what can be improved in your advising experience.' At the bottom left of the form, there is a green 'Submit' button highlighted with a red box.

- If a student did not show for a booked meeting and the advisor marked **Student No Show** in the **Appointment Details**, an automatic email will be sent to the student to rebook another appointment.

From: ZU AC Systems <sys-email@zu.ac.ae>
Sent: Thursday, September 14, 2023 11:37 AM
To: Student name and email address
Subject: You missed your appointment - Academic Advising

Hi Student Name and ID

We noticed you missed your appointment. Please use the link below to reschedule a new appointment.

Appointment Details
Subject: **Campaign subject**
Event Date: **September 09, 2023**
Event Time: **11:20:00 - 11:30:00**
Location: **L1-BC-01**
Purpose of meeting: campaign purpose
Feedback to Student:

College Advisor: AAAAA
Student: Student Name & ID

Please click this link to reschedule a new appointment with your College Advisor:
[LINK](#)

- It is recommended for your short period campaign that you set **Limit Student Session Per Week** in the **Campaign Availability Form** to be more than 1 so that 'No Show' students can book another meeting (Refer to Advising Settings manual)