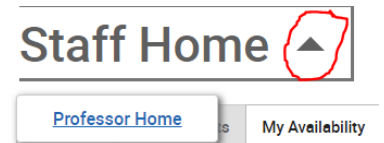# Faculty Office Hours Set-up in MavCONNECT

General Overview:

- Faculty have at least two roles within MavCONNECT: **Professor and Staff**. **Staff** is the role that is the default home screen when you log in and is where you set up any office hour availability for your students/assigned advisees.

  Professor is the space where you can see your courses/student lists, respond to progress surveys, etc.

  To navigate between the roles, use the drop-down menu to choose what connections/role you'd like to see.

- A specific care unit named "**Faculty Academic Advising**" has been established to use for Faculty Office Hour/Advising sessions and all faculty have been connected to it.

- Current appointment services/reasons are set up with a **generic title and then a specific time limit**. When you schedule your office hour blocks, **you must choose at least one reason**; however, you can also choose multiple of the reasons in one appointment block. When a student is scheduling on their end, the default appointment will be determined by what service/reason they select. For example, if they select "Faculty Advising/Office Hours- 15 minutes", they will be limited to a 15-minute block based on your set up.

- Students have up to 12 hours before your office hour block to schedule an appointment through MavCONNECT. They can still reach out to you if they need to connect with you and an opening is less than 12 hours away; however, they cannot schedule this on their own in the system and will need you to either schedule the appointment for them or document your meeting as a walk-in meeting (information available on this below).

- There is only one location associated with this care unit, so **it is critical that you put your specific appointment directions into the "Special Instructions to Students" area when you set up your availability.** A sample message you can use and post here is available below. You will need to add it each time you set up an office hour block and best practice is to cut and paste the text you want to provide from a saved document for ease.

  Sample Message for Special Instructions Sections- you can adjust what you include depending on what meeting types (in-person, virtual, phone) you select for your appts.

 > I look forward to connecting with you soon!
  >
  > If we are scheduled to meet in-person, please come to my office in XXXX building, office #.
  >
  > If we are scheduled to meet virtually, please use the following link to connect with me on Zoom: LINK.
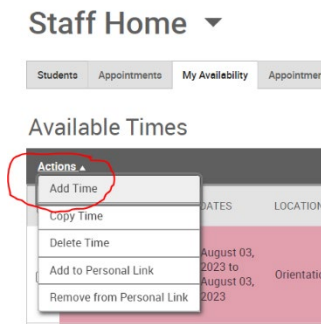 >
  > If we are scheduled to meet via phone, please call me at XXXXXXXX at our scheduled time.

Creating Faculty Office Hour Appointment Availability

1. Log into MavCONNECT and find your home screen. Click on My Availability.
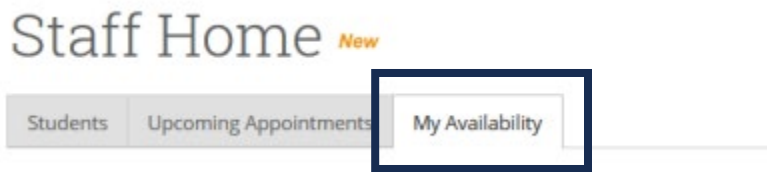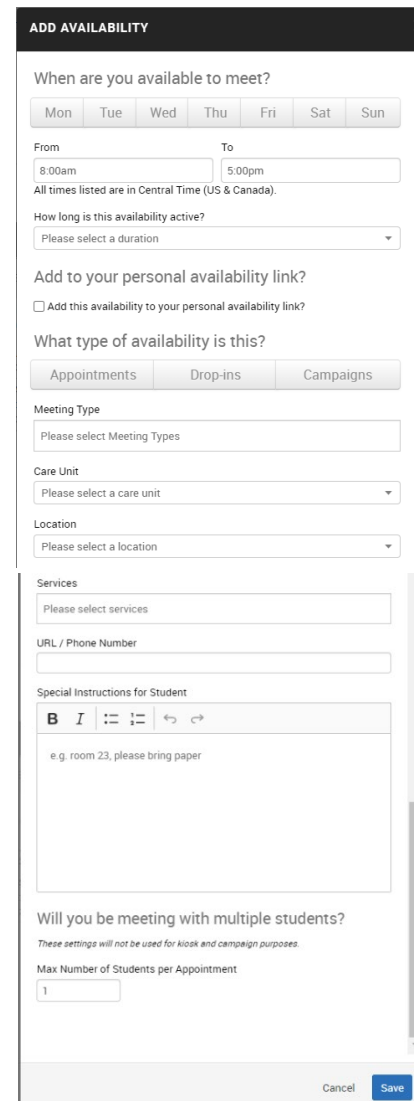

2. Click on **Action** and **Add Time** to establish a new availability block for orientation sessions.

For all types of Faculty Office Hours appointments, complete the following steps in the Add Time screen:

1. Choose the days and times you want to hold your appointment blocks.
2. Choose how long this block should be active. We suggest that you **end your availability at the end of each term** to ensure that you can readjust your availability if it changes for breaks/future semesters.
3. Choose if this should be displayed on your personal availability link (PAL). You can find your personal advising link on the My Availability tab underneath your scheduled appointment blocks.
4. Choose **Appointments** as the type of block you are setting up.
5. Select your Meeting type. Can choose multiple modes.
6. Select the Care Unit- **Use Faculty Academic Advising.**
7. Select the location- **Use Faculty Member's Office.**
8. Select your **appointment services/reasons**. You can choose to select one per appointment block or choose multiple to provide different appointment length options to your students.
9. You can post your URL/phone number in the box labeled this; however, it is critical that you do step 10 listed below to ensure students get more details for your appointments via a confirmation email when an appt is sent.
10. **Ensure you put Zoom links and your office location (building/room), appointment details in the Special Instructions to Student area.**
11. Click **Save** to establish the appointment block.

Frequently Asked Questions about Office Hours

Can I sync my MavCONNECT calendar to my Outlook calendar?

Yes!

1. You will need to find the Calendar tab on your Staff Profile and open your calendar.
2. Find the Flame icon and the "Settings and Sync" button.
3. Click on it to open the sync settings and click "Setup Sync" to start the syncing process.
4. Find the Microsoft 325 option and follow the prompts to set up your sync. **NOTE:** MavCONNECT will only sync with the official University email provider. Although other email options are listed, only Microsoft Office will work.

How do I see what appointment blocks I set up? Am I going to get an email to Outlook that lists these blocks?

No emails will be sent to you with information about the appointment blocks you set up in MavCONNECT; however, you can see what you set up under your Staff profile>My Availability tab.

If you wish to see your Office Hours blocks reflected on your Outlook calendar, recreate the blocks you build in MavCONNECT in Outlook, and mark your Outlook blocks as "FREE". If you do not mark them as free, your Outlook blocks will overwrite your availability in MavCONNECT.

How do I find my Personal Availability Link (PAL)?

Your PAL link is located under the My Availability tab on your Staff profile. You can use this link to send students directly to your availability to schedule, create a signature link in your Outlook profile to share your availability with current students, or post it on your syllabus.

How will I know if an appointment has been scheduled via MavCONNECT with me?

You'll receive a confirmation email from the system with the appointment details. In the email/calendar invite, you'll see the student's information, appointment reason and any additional notes they provide. You will also see this appt on your calendar.

How do I schedule an appointment for a student on MavCONNECT?

Student Profile Steps

1. Log into MavCONNECT and ensure you are on your "Staff" profile.
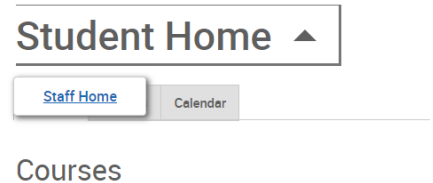
2. Using the top search bar, enter in the student's tech ID, StarID or if needed, their first name/last name. Best practice is to use their techID and/or StarID as this is the most accurate way to ensure you are pulling the right student.


3. When the name of the student you want to find pops up in the dropdown menu on the search bar, click on it to access their profile.

4. On the right-hand side of their profile information, you will see a "Schedule an Appointment" link. Click this to start the scheduling process.
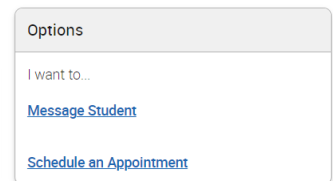
5. On the Schedule Appointment screen, you will need to choose the Care Unit (Faculty Academic Advising), Location (Faculty Advising/Office Hours), Service (appointment reason/length), and Meeting Type (virtual, phone, in-person, etc.) to schedule the student with you.
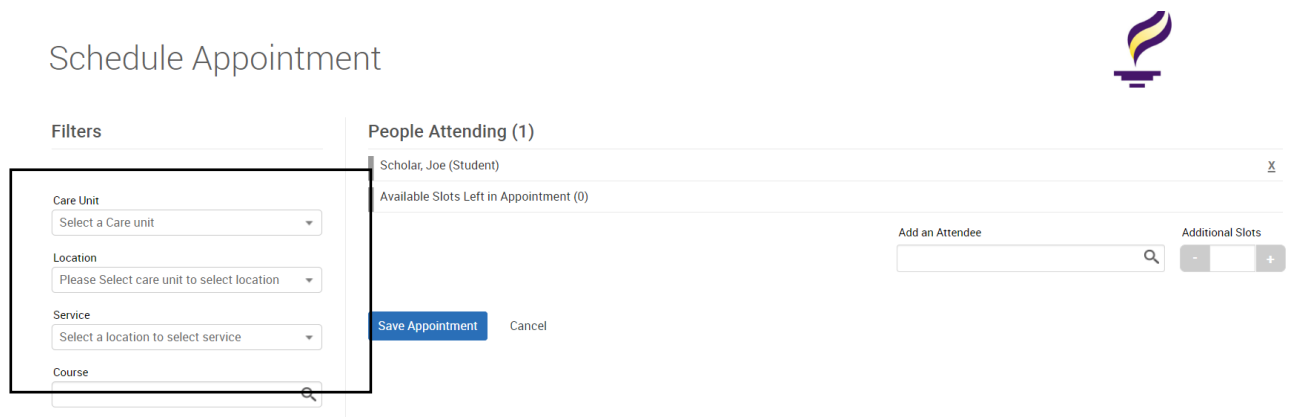
6. Once you've selected the appointment criteria listed above, you should add yourself under the "add an attendee" box or find your name on the full faculty list (may require some scrolling) to see your availability.

7. Select a time by clicking on one of the green boxes and the white select button.
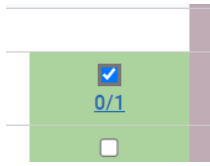
8. Click on "Save Appointment" to submit the appointment request for the student and the staff member they will be meeting with.
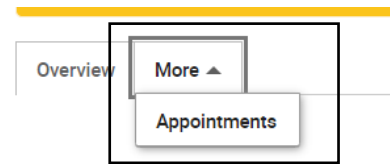

9. This will bring you back to the student profile and you can confirm that the appointment was successfully scheduled by checking the appointment tab off their main page.

Once my appointment is over, how do I document the appointment outcomes?

For Scheduled Appointments: There are several different ways to create an Appointment Summary Report for scheduled appointments. **Add Appointment Summary** is an option in the **Actions** drop-down menu throughout the platform. The easiest way to access your appointments is from your Staff Home page.

1. Under the **Appointment** tab on **Staff** Home, scroll down and find your **Recent Appointments**.
2. From this section, you can click on a student and select Add Appointment Summary from the Actions drop-down menu. You can also access this section from the Upcoming Appointments tab of Staff Home.

Note: It is important to always create Appointment Summary Reports from the scheduled appointment itself, rather than ad-hoc, to ensure the Summary Report is tied to that specific appointment.

How do I document a drop-in meeting with a student that isn't on my MavCONNECT schedule?

There are several different ways to create an ad-hoc Appointment Summary Report for walk-in appointments. Create Appointment Summary is an option in the Actions drop-down menu throughout the platform. The easiest way to create an ad-hoc Appointment Summary Report for a walk-in appointment is from Staff Home or a student profile.

1. Find the student via the top search bar. From this section, you can click on a student to open their profile.
2. From the right-side menu, select Report on Appointment from the Options drop down. This will create an Appointment Summary and add that appointment to your calendar in the past.

What will students see when scheduling?

Students will see appt time blocks based on the appt length the faculty member has offered. Only times available for the faculty member will show to the student. Students will also see the generic Faculty Member Office location information below.