Navigate Enhancements to Help You Virtually Support Your Students

COVID-19
URL Within Availability – Available Now

**ADD AVAILABILITY**

- **Care Unit**
  - Please select a care unit

- **Location**
  - Please select a location

- **Services**
  - Please select services

**URL / Phone Number**

```
https://zoom.us/username.school
```

**Special Instructions for Student**

*Please join my zoom meeting as soon as your appointment time starts.*

**Will you be meeting with multiple students?**

*These settings will not be used for kiosk and campaign purposes.*

**Max Number of Students per Appointment**

1 - 5
School Time-Zone visibility - 19.2.7

Primary School Time-Zone Now Shown Across the Application

My Calendar

Page last refreshed at 9:30am
All times listed are in Central Time (US & Canada)

DAYS OF WEEK TIMES
Mon, Tue, 8:30am- Wed, Thu, Fri 4:00pm EST

Upcoming Appointments

Explore Accounting With
03/23/2020 11:00am EDT

Times From March 20 To March 24

Fri, Mar 20
Morning N/A
Afternoon N/A

Sat, Mar 21
Morning N/A
Afternoon N/A

Sun, Mar 22
Morning N/A
Afternoon N/A

Mon, Mar 23
Close
10:30am EDT
11:00am EDT
11:30am EDT

Tue, Mar 24
Morning
3 Available
Afternoon
N/A

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Mass Issuing Alerts – 19.2.7

Issue alerts for multiple students from search, reports and staff home.
Mass Issuing Alerts – 19.2.7

1. **Sample Poll:**
The college needs to know the capacity for students to engage in fully-online learning. Do you have access to a computer, laptop or tablet at home?

2. **Student Information**
   - Increase awareness for cohorts of students that should be monitored closely.
   - Reach students who may have limited technology access.
   - Engage with students who have not re-enrolled for the next term.

3. **Enrollment History**
   - Engage with students who have not re-enrolled for the next term.
Override Course Times in Campaigns – 19.2.7

Define Campaign

The campaign name and dates will be visible on the Appointment Campaigns Tab and the Student Profile for users who have permission to view it.

Campaign Name: Virtual Advising

Begin Date: 03/20/2020
End Date: 04/03/2020

Care Unit: Academic Advising

Appointment Limit: 1

Location: Choose

Appointment Length: 5 min

Service:

Slots Per Time: 1

Allow scheduling over courses

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Override Course Times in Campaigns – 19.2.7

1. **Enrollment History**
   - Enrollment Terms
     - Enrollment Terms (In Any of these)
       - All
     - Enrollment Terms (In All of these)
       - All
     - Enrollment Terms (In None of these)
       - All

   - Engage with students who have not re-enrolled for the next term

2. **Success Indicators**
   - Support Level, Success Markers
     - Support Level (In Any of these)
       - All
     - Success Marker (In All of these)
       - All
     - Min. # of Missed Success Markers
       - 0
     - Max. # of Missed Success Markers
       - 999

   - Engage with high need students quickly

3. **Student Information**
   - First Name
   - Gender
     - All
   - Email(s)
   - Category (In Any of these)
     - All
   - Tag (In Any of these)
     - All

   - Use category & tag filters to support students in need (e.g. international)
### Student Info Report

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Student Opted Out of SMS</th>
<th>Date/Time Opted Out</th>
<th>Student Allowed to be Sent Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>89</td>
<td>Yes</td>
<td>2/1/20 10:18am</td>
<td>Yes</td>
</tr>
<tr>
<td>91</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>20</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>37</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Student Settings page

- **Text messages can be sent to this user.**
  This user has not opted out of text messaging

- **Text messages can be sent to this user.**
  This user opted out of text messaging on Monday, March 16, 2020 at 10:46 pm CDT.
Gain insight into who is currently receiving staff outreach

Use additional methods to encourage text opt-ins

Use other methods to reach text opted out students