

Scheduling Appointments

ASK Appointment Scheduling

Several advising units across campus utilize the ASK (Appointment Scheduling and Kiosk) scheduling and appointment information system.

The Appointment Scheduler feature is located under the myInfo tab on student view of myUK; under Advising Services tab>Appointment Scheduler in advisor view.

The advising units utilizing ASK include:

- Biosystems & Agricultural Engineering
- Agriculture
- Arts & Sciences
- Communication & Information
- Design
- Engineering
- Fine Arts
- Nursing
- Social Work
- Business & Economics
- Health Sciences
- Undergraduate Studies

A number of student support units also utilize ASK in a variety of ways:

- AMSTEMM**—to allow students to schedule an AMSTEMM appointment
- CARES**—students can schedule an appointment with a CARES counselor
- Center for Student Involvement**—students can set up an involvement appointment
- Engineering Career Services**—students can set up an Engineering Career Services appointment
- Financial Ombudsman**—students can set up a financial counseling appointment
- International Student and Scholar Services**—international students can schedule appointment with advisor
- Pre-Pharmacy advising**—students interested in pursuing Pharmacy School can set up a pre-pharmacy consultation
- Student Support Services (SSS)**—students in SSS can make an appointment with an SSS counselor
- Academic Enhancement/The Study**—any student can schedule an academic consultation

ASK offers several key features to students and advisors:

- Students can book themselves into appointments; advisors can schedule students into appointment slots
- Can be set up to send confirmation and reminder e-mails to students
- Also allows for updating of appointment information and generation of reports
- Units with swiping kiosks can ask students to swipe in for the appointment, thus triggering an e-mail to the advisor alerting them to the student's arrival.

Gaining Advisor Access to ASK

In order to have access to the ASK system and advisor must have completed their Statement of Responsibility and have advising roles within the myUK website. Your department should be able to assist you with completing this process. Once you have access to the myUK website and have been assigned your advising roles the ASK Advising Administrator for your department can add you to the ASK system and submit a request with the UKIT Service Desk to request that you be granted the ASK Scheduling System Roles.

Advisor Overview

The Advisor Administrator for each college is responsible for training advisors on the use of the system due to the particular processes used by each college. A general overview of the process is available in the Help Desk ASK Reference Manual, available in the ASK Application SharePoint Document Library, which publically available at <http://go.uky.edu/73>

What is ASK?

Appointment Scheduling and Kiosk Application: The Appointment Scheduling and Kiosk (ASK) application offers a comprehensive system to the University of Kentucky students and their advisors to schedule, record and track advising appointments online. This system allows the students at the University of Kentucky to schedule advising appointments online, through the myUK portal, based on the advisor's availability. The system lets advisors set up their appointment blocks and available times and specify other parameters as they may apply to an advising appointment. These activities are accomplished via the three components of this system:

- The Online Scheduler
- The Advising Manager
- The Student Kiosk

ASK Components:

- Appointment Scheduler
 - for students

- for advisors
 - Appointment Manager (for advisors and administrative staff)
 - Kiosk (Optional Swipe reader component)

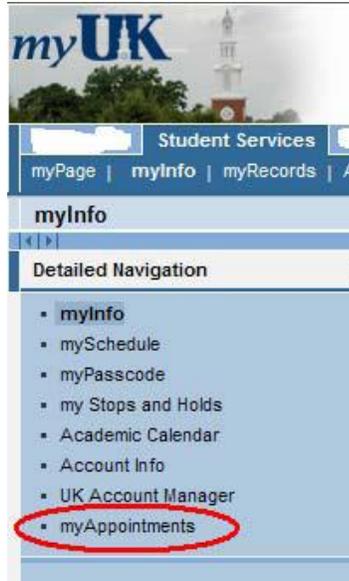
Access to the application:

Access to the application for both students and advisors is through the myUK portal.

Student Appointment Scheduler:

1. Sign into myUk
2. Click on the Student Services tab
3. Click on the myInfo page





4. Click on the myAppointments link

5. Student Scheduler Home Page:

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Welcome [redacted]

Your major: Agricultural Biotechnology,

Advising Departments:

- Biosystems & Agricultural Engineering
- College of Agriculture
- College of Arts & Sciences
- College of Communications & Information Studies
- College of Nursing
- Gatton College of Business
- Health Sciences
- Undergraduate Studies

Academic Consultation Departments:

- AMSTEMM
- Center for Academic Resources & Enrichment Services (CARES)
- International Student and Scholar Services (ISSS)
- The Study

Scheduling an appointment:

- Choose your department from the list of departments displayed. For example: if you are an Undergraduate Studies major, choose Undergraduate Studies.

Advising Departments:	Academic Consultation Departments:
<p>Your advising department(s):</p> <p><input checked="" type="radio"/> Undergraduate Studies</p> <p><input type="radio"/> College of Nursing</p> <p><i>Other advising departments:</i></p> <p><input type="radio"/> Biosystems & Agricultural Engineering</p> <p><input type="radio"/> College of Agriculture</p> <p><input type="radio"/> College of Arts & Sciences</p> <p><input type="radio"/> College of Communications & Information Studies</p> <p><input type="radio"/> Gatton College of Business</p> <p><input type="radio"/> Health Sciences</p>	<p><input type="radio"/> AMSTEMM</p> <p><input type="radio"/> Center for Academic Resources & Enrichment Services (CARES)</p> <p><input type="radio"/> International Student and Scholar Services (ISSS)</p> <p><input type="radio"/> The Study</p>

- Choose a category of appointment you wish to schedule from the list displayed. These will vary depending on the advising department chosen.

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Undergraduate Studies

Welcome [REDACTED]
Your major: [REDACTED]

Your appointments
You currently do not have any scheduled appointments in this department

To schedule an appointment with a Advisor select from the available appointment categories:

- General Advising
- Pre-Law
- National Student Exchange
- Pre-Med, Dentistry, Optometry
- Transfer student issues

- Click an available day on the calendar. Available days are in **BLUE**.

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Category:
 General Advising

Primary Advisor Susan Herrick's Availability

Pick a date in **blue**

Currently selected date:

Appointments are not available for this date

January 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- A list of available appointment blocks will be displayed for the selected day. Mouse over and click on the desired appointment.

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Category:
 General Advising

Primary Advisor Susan Herrick's Availability

Pick a date in **blue**

Currently selected date:

January 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Start Time	End Time
9:00 AM	9:30 AM
10:00 AM	10:30 AM
10:30 AM	11:00 AM
11:00 AM	11:30 AM
11:30 AM	12:00 PM
12:00 PM	12:30 PM
1:30 PM	2:00 PM
2:00 PM	2:30 PM

- Please wait till the appointment window has finished processing and the confirmation message is displayed.



[||Departments||](#) [||Appointments||](#) [||Workshops||](#) [||Study Groups||](#)

Undergraduate Studies

Welcome [redacted]

Your major: [redacted]

Category:
General Advising

Primary Advisor Susan Herrick's Availability

Thank you. Your appointment has been scheduled with Susan Herrick. You will receive an email confirmation of your appointment.

Pick a date in **blue**

Currently selected date:

January 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Start Time	End Time	Cancel?
9:00 AM	9:30 AM	
10:00 AM	10:30 AM	
10:30 AM	11:00 AM	
11:00 AM	11:30 AM	
11:30 AM	12:00 PM	
12:00 PM	12:30 PM	
1:30 PM	2:00 PM	
2:00 PM	2:30 PM	

- The appointment block will now display with a grey background color. This indicates that the appointment has been scheduled. Do not click on the red delete button that is displayed unless you wish to cancel your appointment.
- You will receive a confirmation email.

IMPORTANT points about appointment scheduling:

- Advising and Academic Consultation departments: Students should choose an advising department based on their major. Academic consultation departments

should be chosen if a student is looking for a specific academic service such as signing up for Study Groups with CARES.

- Students do not choose an advisor unless advising/consultation department allows such choice
- Students choose from Appointment categories
 - Custom for each department
 - Custom for each student: students see what they are eligible to see based on major, classification and holds.
 - Priority registration categories are limited to primary advisor for that student.

Canceling an appointment:

- Choose your department from the list of departments displayed. For example: if you are an Undergraduate Studies major, choose Undergraduate Studies.

Advising Departments:	Academic Consultation Departments:
<p>Your advising department(s):</p> <p><input checked="" type="radio"/> Undergraduate Studies</p> <p><input type="radio"/> College of Nursing</p> <p><i>Other advising departments:</i></p> <p><input type="radio"/> Biosystems & Agricultural Engineering</p> <p><input type="radio"/> College of Agriculture</p> <p><input type="radio"/> College of Arts & Sciences</p> <p><input type="radio"/> College of Communications & Information Studies</p> <p><input type="radio"/> Gatton College of Business</p> <p><input type="radio"/> Health Sciences</p>	<p><input type="radio"/> AMSTEMM</p> <p><input type="radio"/> Center for Academic Resources & Enrichment Services (CARES)</p> <p><input type="radio"/> International Student and Scholar Services (ISSS)</p> <p><input type="radio"/> The Study</p>

- Your upcoming appointment(s) will be listed on top of the page where you select appointment categories, under the title **Your Appointments**. These scheduled appointment(s) will have a grey background and an associated red button marked with an X (for canceling the appointment).

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Your appointments

Advisor	Student Id#	Student Name	Date	Start Time	End Time	Cancel Appointment
Susan Herrick	900061627	[REDACTED]	1/20/2010	10:30 AM	11:00 AM	

To schedule an appointment with a Advisor select from the available appoinment categories:

- General Advising
- Pre-Law
- National Student Exchange
- Pre-Med, Dentistry, Optometry
- Transfer student issues

- Click on the **red delete button** to cancel the appointment.

[Departments](#) | [Appointments](#) | [Workshops](#) | [Study Groups](#)

Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Your appointments

Advisor	Student Id#	Student Name	Date	Start Time	End Time	Cancel Appointment
Susan Herrick	900061627	[REDACTED]	1/20/2010	10:30 AM	11:00 AM	

To schedule an appointment with a Advisor select from the available appoinment categories:

- General Advising
- Pre-Law
- National Student Exchange
- Pre-Med, Dentistry, Optometry
- Transfer student issues

- You will be asked to confirm or cancel the delete operation.

[||Departments||](#)
[||Appointments||](#)
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Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Your appointments

Advisor	Student Id#	Student Name	Date	Start Time	End Time	Cancel Appointment
Susan Herrick	900061627	[REDACTED]	1/20/2010	10:30 AM	11:00 AM	

To schedule an appointment with a Advisor select from the available appointment categories:

- General Advising
- Pre-Law
- National Student Exchange
- Pre-Med, Dentistry, Optometry
- Transfer student issues



- Please wait till the page has finished processing and the confirmation message is displayed.

[||Departments||](#)
[||Appointments||](#)
[||Workshops||](#)
[||Study Groups||](#)

Undergraduate Studies

Welcome [REDACTED]
 Your major: [REDACTED]

Your appointments

You currently do not have any scheduled appointments in this department

Your appointment with Susan Herrick has been cancelled! You will receive an email notification regarding this cancellation

To schedule an appointment with a Advisor select from the available appointment categories:

- General Advising
- Pre-Law
- National Student Exchange
- Pre-Med, Dentistry, Optometry
- Transfer student issues

- The appointment will now disappear from the listing “**Your Appointments**”. This indicates that your appointment has been cancelled.
- You will receive an email confirming your appointment cancellation.

IMPORTANT points about appointment cancellation:

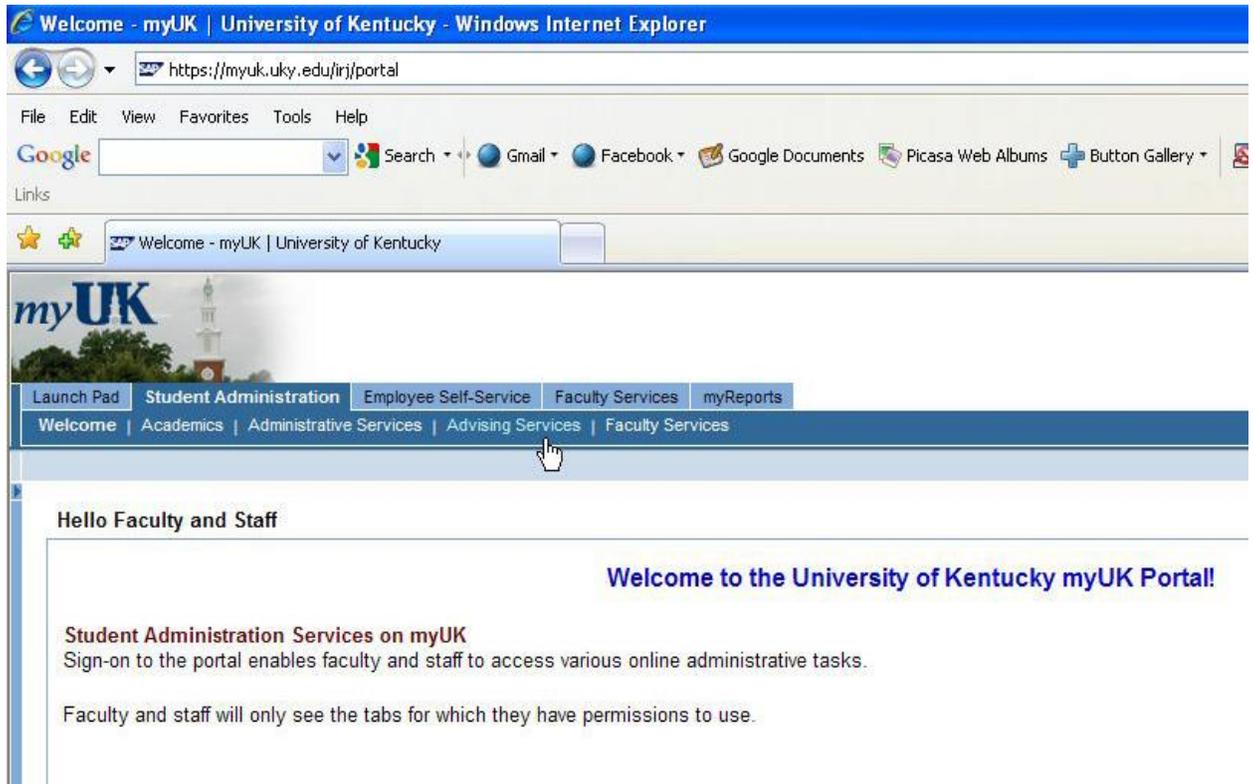
- Custom time limit per department for cancelling. Student will get a message saying they cannot cancel an appointment if it is within the time frame when cancellation is not allowed.
 - Additional info such as screen captures very helpful and important

Advisor Appointment Scheduler and Manager:

1. Sign into myUK
2. Click on Student Administration tab

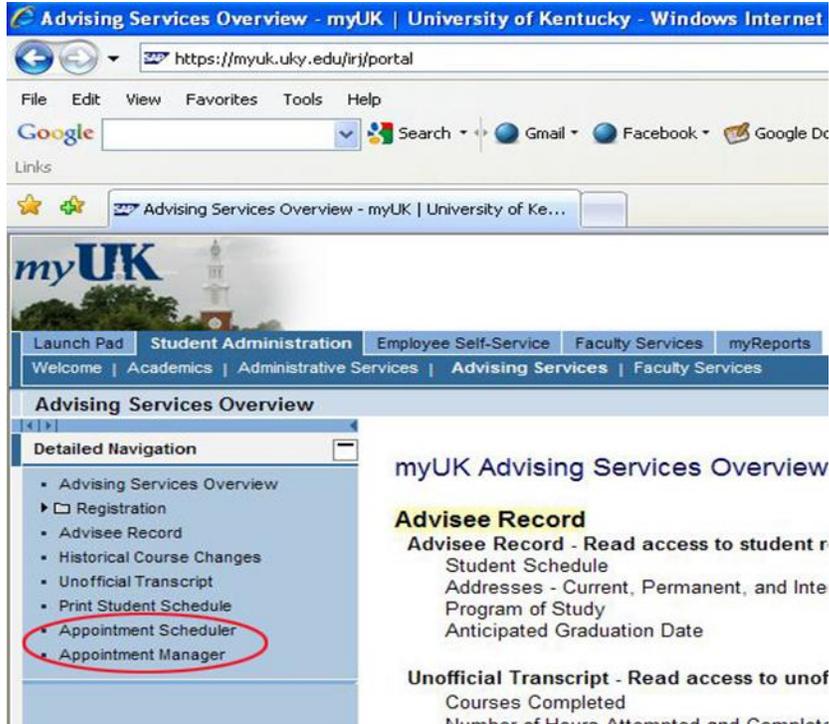


3. Click on the Advising Services sub-tab

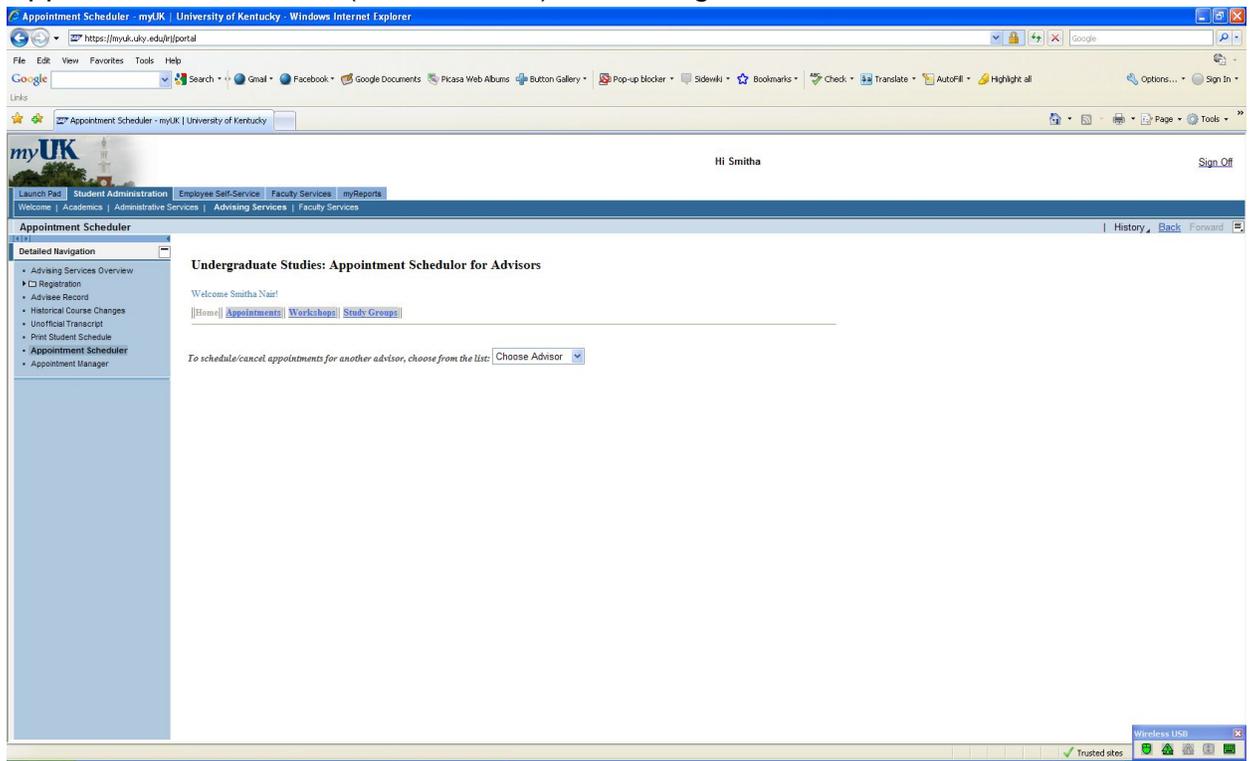


4. Click on the Appointment Scheduler or Appointment Manager links :
Appointment Scheduler: for scheduling or cancelling appointments or workshop enrollments.

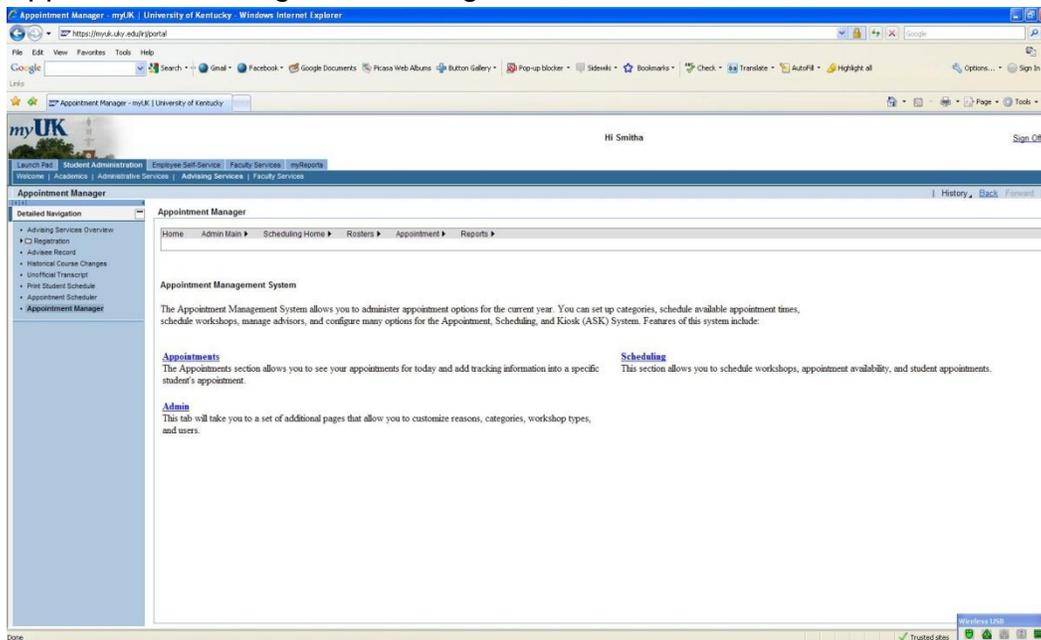
Appointment Manager: for managing system users, roles, scheduling availability and reporting.



5. Appointment Scheduler (Advisor View) Home Page:



6. Appointment Manager Home Page:



Internet Explorer 8 Issues:

- In IE8, the Appointment Manager menu items do not display correctly. Additionally some buttons and pop ups may also not work/display as expected.
- Menu on Advisor Scheduler home page does not display properly.

Solution:

- Internet Explorer 8 offers a setting called “Compatibility View” under the Tools Menu. This setting essentially makes the browser behave like IE 7, and fixes the issues mentioned above.
- To activate this setting, go to: Tools and click on Compatibility View. Clicking will select/activate the Compatibility View by placing a checkmark against it.
- You can further apply these settings to all websites you visit or limit it to specific sites under the Compatibility View Settings option under the Tools menu.

Granting ASK access to your Outlook 2010 Calendar

IMPORTANT: Once you have shared your outlook calendar with ASK, **please do not modify ASK appointments in your Outlook directly**. Any changes to the ASK appointments should be made in the Appointment Manager only. These changes will then be updated to your Outlook.

In order for the ASK application to update and write student appointments to your outlook calendar, you must grant the **[ASK TASC]** account Editor Permission to your Exchange Calendar. **This must be completed before creating appointments in ASK or the appointments will not sync.** Please note, this gives the ASK application access only to your calendar and not to any other items in your mailbox such as email or Tasks.

Below are the steps to share your calendar with ASK TASC.

1. From the main Outlook Window click on the Calendar.

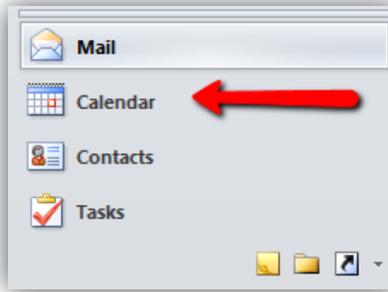


Figure 1

2. From your list of Calendars, Right-Click on your Exchange Calendar, and then select the **Properties** option.

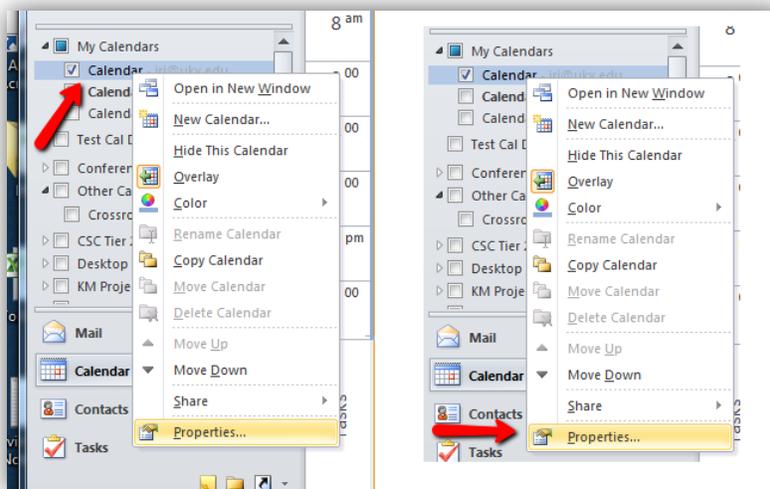


Figure 2

3. On the Calendar Properties dialog, click on the **Permissions** tab.

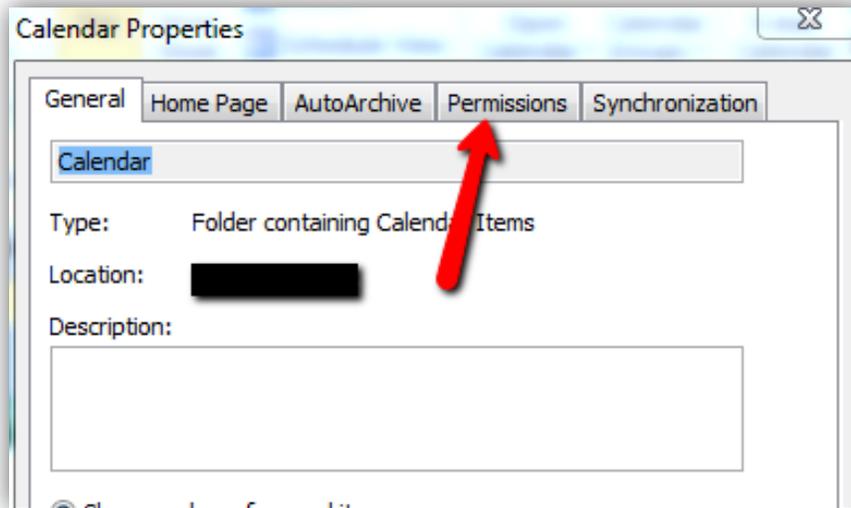


Figure 3

4. On the Permissions tab, click on the **Add** button.

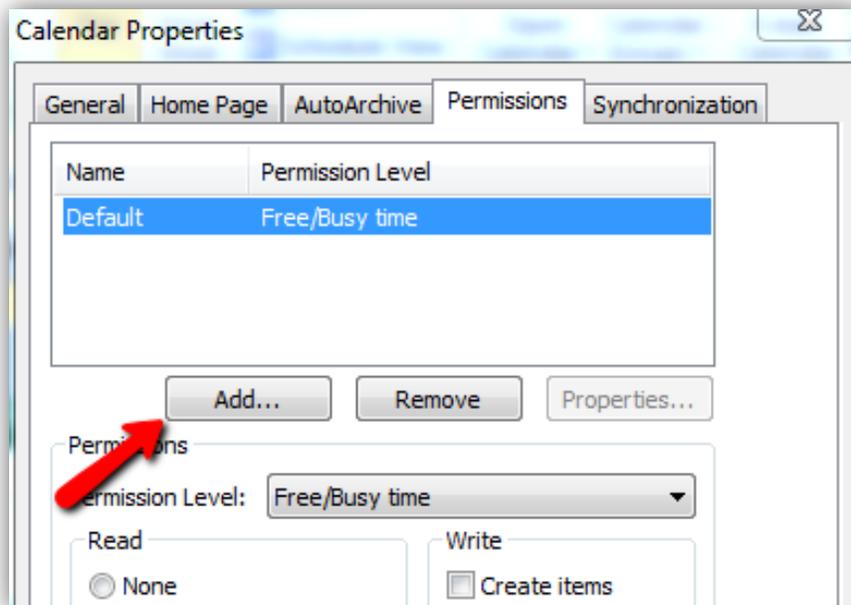


Figure 4

- From the Global Address list, enter the name of **[ASK TASC]** into the search box, make sure to include the brackets.

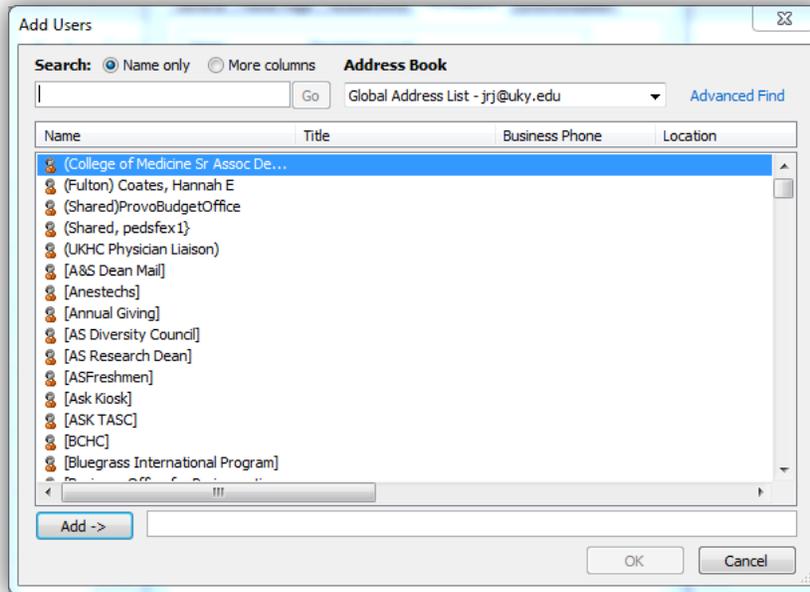


Figure 5

- Once you have located the **[ASK TASC]** account, click on it to highlight, and click the **Add ->** and **OK** buttons.

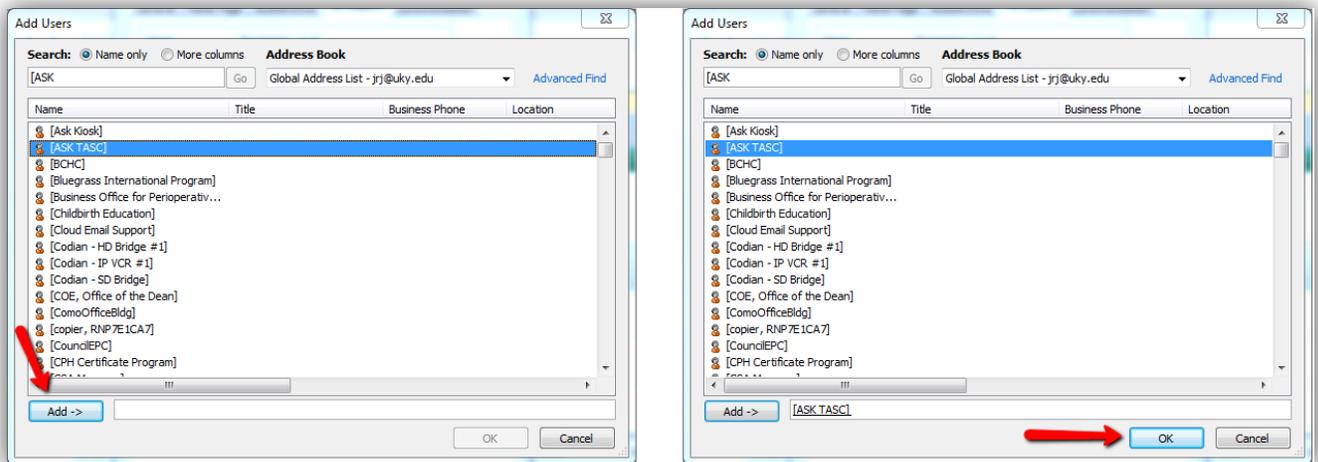


Figure 6

7. On the Permission tab, click on the [ASK TASC] account in the permission list to edit the permissions for this account.

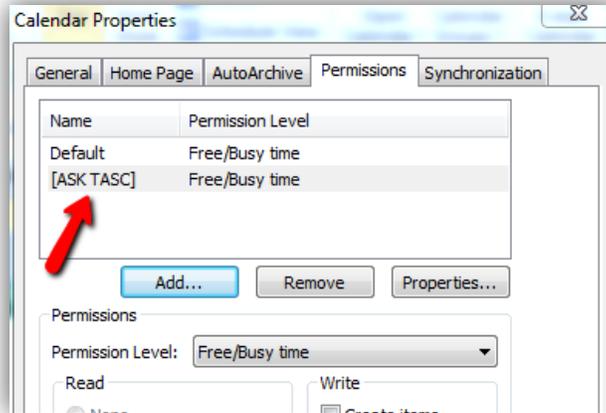


Figure 7

8. From the **Permission Level** drop-down menu, select the **Editor** permission, and then click **OK**.

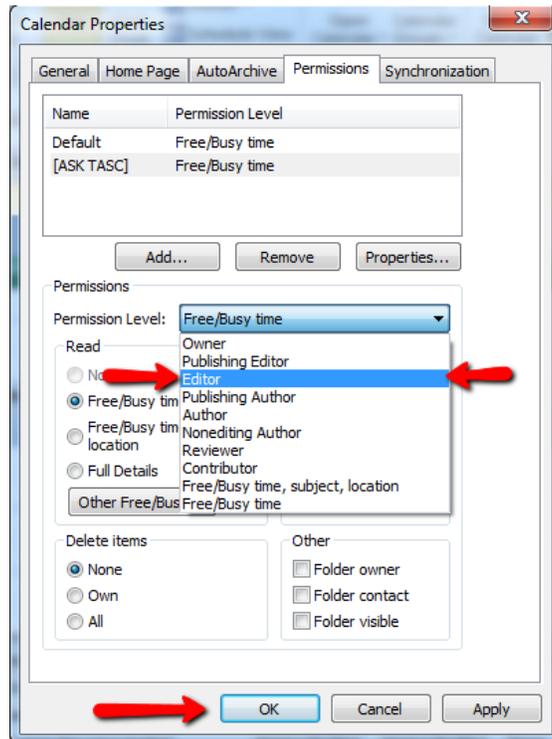


Figure 8

You have now completed the necessary configuration steps to share your Exchange Calendar with the ASK system using Outlook 2010

Other Scheduling Methods

Some advising units and student organizations utilize other platforms to coordinate scheduling of appointments, workshops, and other events.

For example, some utilize Google Docs or Yahoo! Groups to collaborate, sign up to attend events, and take care of a variety of other administrative tasks.

E-mail

In some instances, a series of brief e-mail exchanges may suffice for getting a student appointment scheduled or at a minimum, to make a referral to walk-ins. If this approach is taken, it is important that both parties provide as much information about their availability is possible. For instance, when setting an appointment via e-mail, it helps to ask the student to provide you with (or to provide on the front end) multiple dates and time frames that might work. Simply saying, “can you come in at 2 tomorrow?” will typically do little more than set off a lengthy e-mail exchange.

Also, with regard to e-mail, sometimes a student will contact an advisor with a complex question or issue that necessitates a face-to-face appointment. Advisors should recognize these e-mails as an opportunity to get the student scheduled to come in and meet in-person.

Appointment Availability

No matter what scheduling platform your unit utilizes or what methods you might employ to get students scheduled to meet with you, it is critical to maximize appointment availability.

Some advisors may keep the same general appointment availability, while others choose to set out more appointments during times of heavier traffic, such as priority registration advising.

To increase the likelihood students can and will engage with you, make sure you are making yourself available as much as possible!