Here are some best practices to consider adapting when utilizing an Appointment Center to schedule appointments for students.

**One:** If you have the option between “Appointment Center” and “New Appointment Center” utilize “New Appointment Center”. In Summer 2018, “Appointment Center” will no longer be an option.

**Two:** Select the reason the student is hoping to schedule an appointment to make sure the advisor has “set availability” for that specific reason.

Through an appointment center, a front desk staff member can override advisor availability and schedule a student for any reason by selecting “Show All Services for this Location” after selecting the time of appointment. Check with the advisor before overriding what they have set as their availability.
Three: Click “Edit Details” when creating an appointment.

Four: You have the option to change the length of the appointment or as well as edit the start time. Make sure the advisor is okay with changing the length of the appointment before you make the change.

Five: Add Details to the Comments Box. Check with your admin but things that are helpful to put in here are:

- More Details about why the student is meeting with the advisor
- Student’s email
- Best telephone number to reach a student
- Initials of front desk worker making the appt - Date the appt was made
Six: Ask student if the student would like Email Reminder and Text Reminder.

Email reminders will be sent to their OSU email account the day off the appointment.

Text reminders will be sent the phone number listed as their cellular number in the SIS, 2 hours before the appointment.