

SuccessWorks Process for Virtual Drop-ins

Students were sent access info via e-newsletter and it is also on our website on our [homepage](#).

Virtual Drop-in Instructions for Advisors (Start March 23)

Drop-In Advising Hours Remain the Same:

Mondays – Thursdays: 12:00pm – 2:30pm

Fridays: 10:00am – 1:00pm

*The drop-in check-in form will go live a few minutes before the hours start and close at the end.

1. During drop-in hours, go to hangouts.google.com. This is where you'll message students to chat and begin a video call for drop-ins.
2. Make sure you're logged in to your Wisc email account on Google. To check this, click your initial in the circle at the top right of the screen to make sure you see your Wisc email as logged in (or sign in if needed).
3. Use the drop-in [check-in form](#) (responses) provided to see when students have entered the queue for a drop-in. When you're ready to chat with a student, insert your name in the "Staff Name" column (P), write in the time that you "get" the student in the "Time Seen" column (Q) to show that you will message the next student in line. – These 2 columns are super important so that we know students have been taken and can monitor the time to see how long students might need to wait.
4. In Google Hangouts, on the left side of the screen is a white chat box. Click at the top of that box to search for a new conversation, and type in the Wisc email of the student. When you see their contact pop up in the box below, click it.
5. A chat box will pop up with that student's name at the top. Send the below text message to them in the chat box:
 1. Hello. I'm _____, and I'll be your SuccessWorks advisor today for drop-in advising. I've looked through your check-in form, and I'm ready to help you with your questions. Are you ready to chat via video or audio?
6. When the student responds, click the video camera icon at the top of the chat box to begin a video call.
7. If there are technical difficulties with audio on yours or the student's side, advise via text chat as much as able. We have also asked them to input their phone number into the check-in form as a back-up.
8. If other students are in the queue, please limit the drop-in to 15 minutes maximum.
9. Click to exit the video call, find the next unclaimed student in the queue, and message them to begin.
10. When the drop-in timeframe for the day has ended, finish your call with the current student (still give them their 15 minutes). Claim remaining students in the queue by adding your name in column P AND in the Notes section please include "not seen" so they aren't counted in our data. Send them the message below when the drop-ins have ended & they won't be seen:
 1. Thank you for checking in for our virtual drop-ins today. Unfortunately we had a much larger number of students than expected, which means we aren't able to work with you today. Please check back again during our drop-in hours of Monday – Thursday 12:00 – 2:30 PM and Friday 10:00 AM – 1:00 PM and we would be happy to work with you by filling out our check-in form again which can be found at <https://forms.gle/Z7gbMtptpPJRChkU7> OR you could schedule a 30 minute appointment with one of our career advisors here: <https://successworks.wisc.edu/make-an-appointment/>

What if a student in the queue doesn't respond? Give them a few minutes and if they still don't respond say the following:

1. Hello. This is _____ from SuccessWorks. I'm sorry we weren't able to connect for a drop-in. Since there are other students waiting in the queue, I'll need to move on to the next person. Please get back in the queue by filling out our check-in form again at <https://forms.gle/Z7gbMtptpPJRCbkU7> OR you could schedule a 30 minute appointment with one of our career advisors here: <https://successworks.wisc.edu/make-an-appointment/>. Our drop-in hours are Mondays – Thursdays: 12:00pm – 2:30pm and Fridays: 10:00am – 1:00pm.

Please insert "didn't respond" in the notes of the google form.

Messages the students will see:

Message when drop-in hours aren't open: *To open & close the form click on the "Responses" tab*

Drop-in hours will start Monday, March 23 and the hours will be as follows (CST):

Monday - Thursday: 12:00 - 2:30 PM

Friday: 10:00 AM - 1:00 PM

Please check back during those times to sign up for drop-in advising. Please note: sign-ups are only for same-day advising.

To learn more about drop-ins and appointments, please view our website: <http://successworks.wisc.edu>

Message at the top of the check-in form:

Thanks for utilizing our drop-in hours! We're excited to work with you.

Here is how this will work:

During our drop-in hours (Mon-Thurs, 12:00 - 2:30 pm and Friday, 10:00 am - 1:00 pm, all Central Time Zone) our drop-in form will open for same-day sign up.

To get in the queue, please do the following:

- 1) Fill out this form
- 2) Follow the instructions that will be shared with you once you click on submit

****Drop-ins are limited to 15 minutes if other students are waiting in the queue.****

Message when check-in form has been submitted: *To access this click on the gear for "Settings" and click on the "Presentation" tab*

Thank you for checking in for drop-in advising! Please read this message in its entirety as it will hopefully answer many of your questions.

1) Go to <http://hangouts.google.com> and make sure you are logged into Google with your Wisc email account. To make sure you're logged into the correct account, click your initial in the circle at the top right of the screen to make sure you see your Wisc email as logged in.

2) Once you're on Google Hangouts and logged into your Wisc account, please wait and a SuccessWorks advisor will message you when available.

If you have difficulties getting logged into Google Hangouts or other issues, please reach out to us at successworks@wisc.edu and we'll be happy to help.

****PLEASE NOTE:** if you don't respond, you will lose your spot as the advisor will need to move on to the next student. If that happens, you will be instructed to get back in the queue by filling out the Drop-in form again.

All drop-ins will be limited to 15 minutes if other students are waiting.

Drop-in Check-in From Questions (Via Google Form):

SuccessWorks Drop-in Advising Check-in Form

Thanks for utilizing our drop-in hours! We're excited to work with you.

Here is how this will work:

During our drop-in hours (Mon-Thurs, 12:00 - 2:30 pm and Friday 10:00 am-1:00 pm, all Central Time Zone) our drop-in form will open for same-day sign up.

To get in the queue, please do the following:

- 1) Fill out this form
- 2) Follow the instructions that will be shared with you once you click on submit

****Drop-ins are limited to 15 minutes if other students are waiting in the queue.**

***Required**

Student ID (10 digit number with no spaces or hyphens) *

FIRST Name *

Preferred First Name

LAST Name *

Your pronouns (e.g. they/them/theirs, ze/zie/hir/hirs, per/per/pers, she/her/hers, he/him/his):

Major(s) or Intended Major(s) *

Certificate(s)

Are you declared? Yes/No/I don't know *

Email address (wisc.edu) *

Phone number (include area code) if the Google Hangout has technical difficulties. *

I would like to discuss (check all that apply): *

Resume Review

Cover Letter Review

Handshake Assistance

Job or Internship Search

Interviewing

Networking

Career Fair Prep

Grad School (timeline, to go, not go, wait, etc)

Inter LS 210, 215 or 260 questions

I have a course assignment that required me to come here

I'm not sure where to start

Job Offer/Salary Negotiation

Other:

My career interests are (choose more than 1 if applicable) *

Communications, Entertainment & the Arts

Environment, Natural Resources & Wildlife

Government, Policy, International Affairs & Law

Healthcare & Human Services

L&S Business & Entrepreneurship

Nonprofit Management & Education

Scientific Research & Development

Technology, Data & Analytics

Not ready to explore a community

How did you learn about SuccessWorks drop-ins? Choose more than 1 if applicable. *

Email from SuccessWorks

Social Media (Facebook, Twitter, Instagram)

SuccessWorks Website

From a Friend or Peer

From a Faculty Member

From a Staff Member or Advisor

Sign or Flyer

Other:

If you were referred by a UW staff/faculty member, please list their first & last name (or 1st name and department if you don't know their last name) so we can thank them (optional):