# WSB Virtual Drop-In Advising Workflow

Drop-ins begin at 1pm M-Th, ending at 3pm

Open virtual drop-ins workflow file in BOX

Are there “first priority” students listed in blue?

Yes

Review list and select a “first priority” student to drop-in with

No

Review list and select student to drop-in with that has a blank in the advisor and status columns

For selected student, update advisor name to your name and change status to “In progress”

Create Outlook appointment with student from 1pm to 3pm adding instructions for how to join the meeting.

Make sure to add instructions to join Microsoft Teams Meeting immediately.

Initiate drop-In with student through Microsoft Teams

Did you successfully connect with the student within a couple of minutes?

No

In virtual drop-ins workflow file, change status to “unavailable”

Move on to next drop-in. If previous students contact you, connect with them in the next slot.

Yes

Advise student
*15 min max
* enter ANS note with contact type "remote appointment"
*Follow up outside drop-in if necessary

In virtual drop-ins workflow file in Box change status to “completed”

## Status Categories

**First Priority:** Status designation for students we were unable to advise on their original drop-in session date. At the start of an advising session, advisors should prioritize this designation when selecting students for drop-ins. This designation is not managed or input by advisors.

**In-progress:** Status designation used for the student you are currently advising or attempting to advise. Entered by advisors before meeting is started.

**Unavailable:** Status designation for students we were not able to successfully get in contact with during their scheduled drop-in time. Entered by advisors after they attempt to meet with a student and they do not respond to the appointment invitation.

**Completed:** Status designation used to indicate the advising session was completed. Entered by advisors.