BoilerConnect and VSTAR 2021

Process Overview

1. Beginning May 10, 2021, students are automatically added into their Brightspace VSTAR module (University and College) once they accept their offer of admission and deposit.

2. Once students have been through the entirety of their VSTAR module, they will complete the Student Information Form (SIF). This indicates they are ready for advising.

3. Advising units will receive a list of students ready for advising daily beginning May 11, 2021 from the Office of University Undergraduate Academic Advising (UUAA).

4. Advising units follow their internal process for assigning students to academic advisors for VSTAR advising.

5. Advisors add their students to their appropriate VSTAR Appointment Campaign(s) to prompt the student appointment scheduling process.

6. Students will be advised virtually (video call, phone call, email) during their scheduled VSTAR appointment time.

7. Advisors set student pre-registration status window to allow student to submit their Course Request Form (CRF). Status windows should not be opened until the advising appointment has taken place. Status windows are set to “today plus two business days” by default.

Expectations

- All VSTAR appointments are scheduled using appointment campaigns in BoilerConnect.

- All VSTAR appointment campaigns need to use the “STAR Appointment” or “VSTAR Appointment” service (appointment reason) only. Follow up appointments should use a different appointment service.

- Advising units will receive lists daily of students who have completed their VSTAR modules and are ready for advising. Students should be added to appointment campaigns daily beginning May 11, 2021 to allow for scheduling regardless of when advising appointments will actually begin.
If a student is cancels outside of BoilerConnect, be sure to cancel the appointment on your end to provide accurate data reporting.

If a student does not attend their scheduled appointment, mark it as a “No Show” navigating to the Appointments tab and finding the student appointment in the Recent Appointments section. Check the box next to the student’s name, click Actions and choose Mark No Show. Be sure to complete the appointment summary to complete the appointment occurrence.

Recommendations

- Include your preferred method of advising (Webex, Zoom, etc.) in your appointment campaign message as well as in the “Special Instructions for Students” you enter as part of your campaign appointment availability. Students will list their preferred method in the Student Information Form (SIF).

- Create separate campaigns for students beginning summer and fall to ensure all students are advised prior to their batch schedule run. Summer start and Early start students pre-registration closes June 18th at 5:00pm.

- As you are creating your appointment availability, remember you can release times on your calendar as the summer progresses. Consider blocking the last 2 weeks of appointment availability on your calendar until that time is needed. Similarly, if you would like to fill certain days of the week before releasing a new day on your calendar. All things done in a typical registration campaign cycle can apply here.

- Title appointment campaigns “VSTAR 2021 – College – Advisor Name.”

- If possible, set your appointment campaign start date earlier than you may have originally planned in order to accommodate the large incoming class.

Reminders

- Complete the appointment summary report that is attached to the scheduled appointment. Clicking “Create Appointment Summary” from a student’s profile page will create a duplicate appointment instance and make it look like you are not completing your appointments. Pro Tip: If the care unit, service, date/time of appointment, etc. are pre-populated in the appointment summary you are doing it correctly!

- Appointment summaries are what “complete” an appointment instance. If you create Note on Student so the student can see your documentation, you also need to complete an appointment summary.
If you have any questions or just want someone to verify you are doing things correctly please contact your BoilerConnect Department Trainer or email boilerconnect@purdue.edu.

NEW for 2021!

- The student scheduler experience has streamlined. Students now have fewer clicks to schedule an appointment and are able to see more availability without scrolling. To see the student experience when responding to an appointment campaign click here. Note that students were provided this in their VSTAR module.

- Scheduling appointments off the :00 and :30 in the hour is now more seamless! BoilerConnect now tries to use up as much availability as possible on the calendar based on the appointment length determined in the campaign.

Previously, if an advisor had a block on their calendar 9-9:40am, the first option a student would be able to schedule is 10-10:30.

Now, using the same 9-9:40 block example, students will see 9:40-10:10 as the first appointment option. It will do the same thing regardless of how long the default appointment length is. For example, for 45 minute appointments, you would have 9:40-10:25 as the first appointment slot.
Frequently Asked Questions (FAQs)

Q: Can incoming students use the self-service scheduling feature in BoilerConnect or do I have to use an Appointment Campaign?

A: Students will not be able to use the self-service scheduling feature in BoilerConnect for their VSTAR appointment. Appointment Campaigns are the recommended method for scheduling VSTAR appointments.

Q: We do not normally assign advisors until just before the fall term begins. Do we have to assign advisors prior to students having their VSTAR appointments?

A: No. By using the Appointment Campaign feature in BoilerConnect, students do not have to be assigned to an advisor in order to schedule an appointment. NOTE: advisors will not be able to use the “My Students” search filter in UniTime or see if students are not assigned to them. Advisors will still be able to look up students individually in UniTime.

Q: When do students become visible in BoilerConnect?

A: Students appear in BoilerConnect the day after a Banner record is created for them. This occurs after the students accept their offer of admission and deposits.

Q: Are advisors expected to hold video call advising appointments with international students?

A: Yes, if at all possible. We understand time zones cause scheduling challenges. While video calls are the preferred method of communication, it is understood this is not always possible.

Q: When do my appointments campaigns need to be created by?

A: Appointment campaigns should be created and ready for students to be added beginning May 11, 2021 regardless of when advising appointments actually begin.

Q: I am away from the office for a few days, am I expected to add students to my campaigns daily even if I am not working?

A: No. If you will be out for multiple business days, please arrange to have a colleague add your new students to your campaign for you. Instructions on how to do this are included above.

Q: Can another advisor or our administrative assistant create and add students to a campaign for me?

A: Yes, as long as that individual has an Advisor/Coach role or higher in BoilerConnect. In the step where staff is added to the campaign, they will choose your name instead of their own.

Q: Who do I contact for help with BoilerConnect specifically?

A: boilerconnect@purdue.edu