Spartan Connect

Student Self-Service Appointment Scheduling

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Last Modified: 27 May 2021

❌ Very Important: Not all departments or advisors use Spartan Connect yet. Verify with your department (check their website) if they use a different system.

⚠️ Change of Major/Minor appointments are ONLY for changing major/minor. Do not use these services in place of any other reason.

Before you begin

It's best to know what kind of appointment you're looking to setup before diving in. It's also important to know if your advising department, advisor, tutor, etc., actually uses Spartan Connect for scheduling appointments. If you don't know, check their website.

✅ More than just academic advising appointments can be scheduled in Spartan Connect! It's also used for Tutoring & Mentoring, Career Counselling, Workshops & Events, Housing RA/RLC meetings, and more.

Making an Appointment

⚠️ This guide shows how to make an advising appointment. Other kinds of appointments may follow a similar, yet slightly different, path.

Getting Started

1. Start at your Spartan Connect Student Home page [https://sjsu.campus.eab.com/]
You can also go to One.SJSU.edu [https://one.sjsu.edu/] and search for "Spartan Connect."

2. From your homepage, find the `Appointments, Drop-ins, and Workshops & Events` button, on the right sidebar.
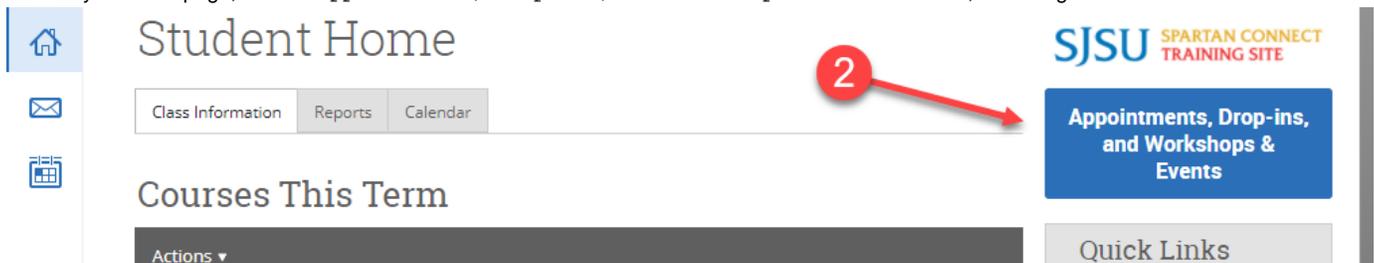
📄 This guide chooses generic options for each dropdown. You should be choosing options that make sense for the type of appointment you're trying to schedule!

Specify the Service Area and Service

3. What would you like to schedule?
This dropdown has choices like `Advising`, `Career`, `Tutoring/Mentoring`, and `SJSU Workshops & Events`

4. Choose the more specific appointment reason.

5. Pick the start date to look for appointments. You'll be shown available appointments from that date to 30 days in the future.

6. Click on the `Find Available Time` button to begin the search.

New Appointment

What can we help you find?

Scheduling

Below, you will find available options for scheduling an appointment. If you cannot find something that you are looking for, try the other...

Show more ⌄

* What would you like to schedule?

✕ (Academic Advising ✕)   ⌄   **3**

* Service

✕ (General Advising ✕)   ⌄   **4**

Pick a Date ⓘ

Tuesday, June 1st 2021   ⌄   **5**

Find Available Time   **6**

⚠ If there are multiple location choices, make sure you choose the one that makes the most sense for the appointment you're scheduling! Read the description!

7. Additional filters are available to narrow down the appointments displayed.

✅ **"How would you like to meet?"** You can choose the meeting type (or modality) for your appointment for most appointments.
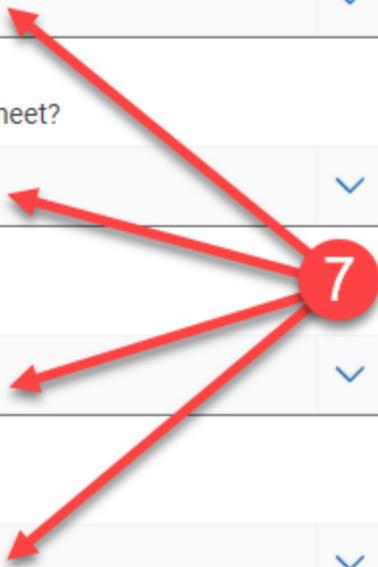
22	23	24	25	26	27	28
	•		•	•		

29	30	31
	•	

Staff

Search by name ⌄

How would you like to meet?

Search by name ⌄

Location

Search by name ⌄
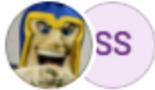
Course

Select course ⌄

8. Select your desired time slot from the listed availabilities.

🔒 Academic Advising   🔒 General Advising

Advising Office

Advising offices with multiple locations (check additional information for specific location)

SS   2 People

View individual availabilities

Tue, Jun 1st

(3:00 - 3:30 PM) (4:00 - 4:30 PM)

Wed, Jun 2nd

(8:00 - 8:30 AM) (8:30 - 9:00 AM) (9:00 - 9:30 AM) (9:30 - 10:00 AM) (10:00 - 10:30 AM)
(10:30 - 11:00 AM) (11:00 - 11:30 AM) (11:30 - 12:00 PM) (12:00 - 12:30 PM) (12:30 - 1:00 PM)
(1:00 - 1:30 PM) (1:30 - 2:00 PM) (2:00 - 2:30 PM) (2:30 - 3:00 PM) (3:00 - 3:30 PM)

Show more ∨

❌ Important! Until you click the `Schedule` button, the appointment is not saved! Do not leave the page without scheduling!

9. Review the appointment details for accuracy, making note of the date and time as well as location.

10. Pay close attention to any Details as this will list important information.

11. Optionally, add any relevant comments for this appointment.

📋 Text message reminders are not currently available and this option cannot be checked at this time.

12. Click the `Schedule` button to finalize and create the appointment.

Review Appointment Details and Confirm

What would you like to schedule?
Academic Advising

Service
General Advising

Date
06/01/2021

Time
4:00 PM - 4:30 PM

Location
Advising Office
Advising offices with multiple locations (check additional information for specific location)

Staff
Sammy The Spartan (Your Advisor)

Details
We'll meet virtually through Zoom

URL / Phone Number
https://sjsu.zoom.us/my/sammy.the.spartan

Would you like to share anything else?

Add your comments here

☑ Email Reminder

Reminder will be sent to sammy.spartan@sjsu.edu

☐ Text Message Reminder

Schedule

The appointment is created and the system displays a confirmation:

Appointment Scheduled

Great job scheduling your appointment!

View Appointments	Schedule Another Appointment

Cancelling an Appointment

Return to the `Appointments, Drop-ins, and Workshops & Events` page, as seen in step 2 of this guide.

13. Click on the `Dashboard` link at the top left of the page.

‹ Go Back |Dashboard

New Appointment

What can we help you find?

14. Select the `Appointments` tab.

15. Choose the appointment to review and cancel.

Appointments

My Appointments   My Team   History

Upcoming

General Advising with Sammy The Spartan
Scheduled for 06/01/2021 04:00 PM

Check In

16. Click the `Cancel Appointment` link at the bottom of the page.

Comments
None

Cancel Appointment

All times listed are in local browser timezone.

17. Choose the reason and add any comments.

18. Confirm the cancellation by clicking on the `Cancel Appointment` button.

Cancel Appointment

General Advising with Sammy The Spartan
06/01/2021 4:30 PM

17

*Reason

⌄

Comments

Add your comments here

18

Cancel Appointment

The appointment is cancelled and the system displays a confirmation:

Appointment Cancelled
Your appointment has been cancelled!

View Appointments | **Schedule Another Appointment**

Frequently Asked Questions

Why can't I see a specific appointment day or time even though I know it should be available?

The system will not allow students to schedule when there are any time conflicts with an appointment timeslot. This is most commonly seen when a student looks for appointments that cross over times when they are already scheduled to be in class.

What happens if I no-show for an appointment or cancel too close to the start time?

See the information on the Spartan Connect No-Show Policy [/wiki/spaces/EAB/pages/1568210949/No-Show+Policy+for+Scheduled+Appointments] .

Why don't I see a confirmation or reminder email for my appointment?

Automated confirmation and reminder messages are sent to your preferred email address (as marked in MySJSU). Review your current preferred email address by navigating to the Email Addresses page [https://cmsweb.cms.sjsu.edu/psp/CSJPRD_newwin/EMPLOYEE/SA/c/CC_PORTFOLIO.SS_CC_EMAIL_ADDR.GBL] at `Main Menu > Self Service > Campus Personal Information > Email Addresses` in MySJSU.