



# COLLEGE OF HEALTH AND HUMAN SCIENCES

## Using “Report on Appointment” in Navigate360

Ways to Access “Report on Appointment” .....	2
Ad-Hoc Documentation .....	2
Scheduled Appointments .....	3
Parts of a “Report on Appointment” .....	4
Appointment Details .....	4
Summary Details – Advising SLOs .....	5
Appointment Summary.....	5
Documenting “No Show” Appointments.....	6
CHHS Navigate Locations .....	7

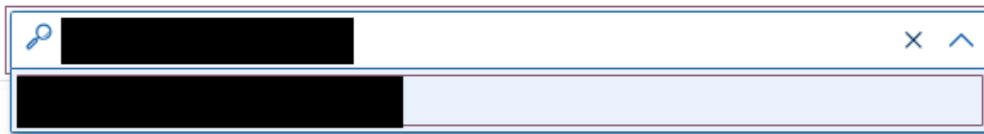
## Ways to Access “Report on Appointment”

There are two main ways to access the “Report on Appointment” feature in Navigate360, depending on if you are doing ad-hoc documentation or if you are reporting on an appointment scheduled through Navigate360.

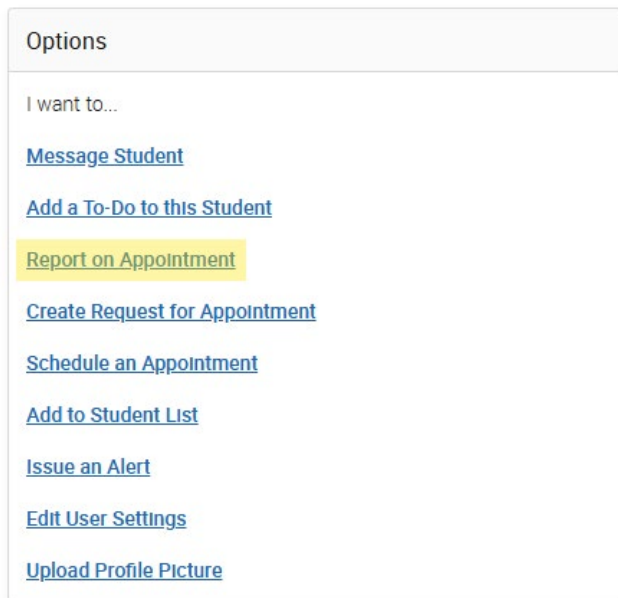
### *Ad-Hoc Documentation*

Ad-hoc documentation should be used for an unscheduled student interaction or an appointment that isn’t scheduled via the Navigate360 platform. This could be something like email advising, a phone call, drop-in or walk-in advising, office hours, etc.

To enter ad-hoc documentation, first navigate to the student’s profile in Navigate360. The easiest way to pull up a student’s profile is by entering their student ID number, MSU Denver email, or NetID in the top search bar. You will then need to click on the student’s name to pull up their profile:



Once on a student’s profile, the “Report on Appointment” feature should be available in the far right column in the box labeled “Options”:

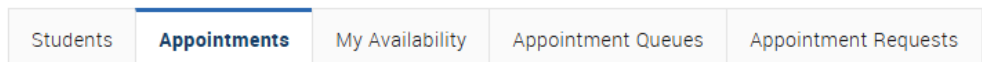


After clicking the “Report on Appointment” option, an appointment report box will pop up.

## Scheduled Appointments

To create a report for an appointment that was scheduled via Navigate360, go to the Appointments section of your Staff Home. Note: faculty may have to toggle between your Staff Home and Professor Home to access the Appointments tab:

## Staff Home



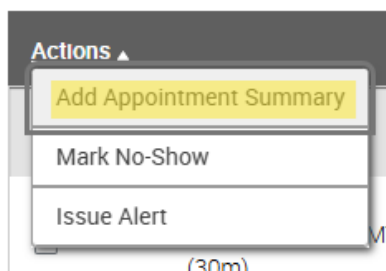
Scroll down to the “Recent Appointments” section on the Appointments tab. From the list of recent appointments, find and select (using the checkbox in the far-left column) the student you wish to report on:

## Recent Appointments

Care Unit: All Care Units

Actions ▾		
<input type="checkbox"/>	DATE	SERVICE
<input checked="" type="checkbox"/>	08/05/2025 8:00am - 8:30am MT (30m)	Graduation Check

After selecting the student, open the Actions menu in the top left of the section and click on the Add Appointment Summary option:



After clicking the “Add Appointment Summary” option, an appointment report box will pop up.

## Parts of a “Report on Appointment”

If you are reporting on a scheduled appointment, many of these parts may already be filled in for you. It is always best practice to double check them though to ensure that accurate data is being saved to the system.

### Appointment Details

On the left side of the appointment report, you will see the Appointment Details, including Care Unit, Location, Service, Course, Meeting Type, Date, and Meeting Start/End Time. When entering ad-hoc documentation, you must enter a care unit first before you are able to enter any other information into the report:

#### Appointment Details

Care Unit

Location

Service

Course

Meeting Type

Date of visit

Meeting Start Time

to

Meeting End Time

Any faculty or staff member in CHHS entering an appointment report should always select **Academic Advising** as the Care Unit. For the Location, please select your department or the major that you are advising the student on. A list of all CHHS related locations can be found at the end of this document for reference.

You must select a Location before you can enter the appointment's Services, as services are tied to appointment locations. If you are reporting on an appointment scheduled through the Navigate360 system, it is important to double-check the services listed to make sure they match the content of your interaction with the student. If there is not a service that fits your interaction, please use the closest service. If you are consistently finding there is not an appropriate service for your student interactions, please reach out to Caitlin Plamp, CHHS Manager of Student Support Services, for support in reviewing the currently available services and determining if a request to Advising Systems needs to be made for an additional services to be added.

The Course section can be used if you are providing advising to the student on a specific course, often used in conjunction with the “Concerns related to a class I’m enrolled in” and “Professor Office Hours” services. Otherwise, this section can be left blank.

Please make sure to **always** select the meeting type as this is an important data point. The options are Email, In Person, Phone Call, Text Message (often used for Teams Messages), Virtual Meeting – Microsoft Teams, and Virtual Meeting – Zoom.

Verify that the date, meeting start time, and meeting end time are complete before moving on to the next section. One important note is that if you do not enter an end time, it will default to the time you save the report. When doing ad-hoc documentation, the start time also defaults to the time you clicked on “Report on Appointment”. This can lead to appointments that look much longer than they actually are, if for example you are interrupted while working on the report and don’t finalize it for a couple hours.

### *Summary Details – Advising SLOs*

The next section to complete after verifying the appointment details are three questions related to the advising student learning outcomes (SLOs). More information about these SLOs can be found on the [Advising Systems Sharepoint](#). On that page, you can find information about the SLOs, the question criteria, and more.

To help with data collection regarding these SLOs, we do ask that all faculty and staff submitting appointment reports take the time to answer these three brief questions with Yes, No, or N/A – if the topic did not come up during the student interaction, it is perfectly appropriate to select N/A. The questions are:

- Were you the most appropriate advisor for the service sought by the student?
- Is the student confident in accessing and reading their own Degree Progress Report (Degree Works)?
- Is the student following or adjusting a plan that allows them to progress towards their academic goals?

#### Summary Details For [REDACTED]

Were you the most appropriate advisor for the service sought by the student?

☐ Yes ☐ No ☐ N/A

Is the student confident in accessing and reading their own Degree Progress Report (Degree Works)?

☐ Yes ☐ No ☐ N/A

Is the student following or adjusting a plan that allows them to progress towards their academic goals?

☐ Yes ☐ No ☐ N/A

### *Appointment Summary*

The last part of the appointment report is the appointment summary itself. This is structured as a text entry box where you can type or paste your appointment notes. Please keep in mind that students can view these appointment reports and summaries when they log into Navigate360 and they are also visible to other faculty and staff at the University under the “History” tab on a student’s profile. Summaries should contain enough information to be helpful if another faculty or staff member needed to review it, the student needed to refer to it, or you needed to refer back to it, but should not over-disclose the student’s personal information. More information about crafting strong notes and summaries will be provided at a CHHS Virtual Training in the 2025-2026 academic year and a corresponding resource will be created at that time.

After completing the appointment summary section, scroll to the bottom of the pop-up window and click on the blue “Save this Report” button to save the summary report to the student’s profile.

## Documenting “No Show” Appointments

If a student does not show up to an appointment that was scheduled via Navigate, it is important to document the appointment as a “no show” for data reporting purposes.

To document a “no show” appointment, first navigate to the “Appointments” tab on your staff home page when you first log into Navigate:

### Staff Home

Students	<b>Appointments</b>	My Availability	Appointment Queues	Appointment Requests
----------	---------------------	-----------------	--------------------	----------------------

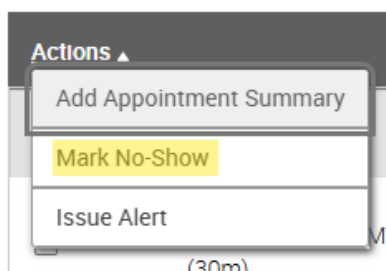
Scroll down to the “Reporting” section and then make sure the “Recent Appointments” tab is selected. There should be a list of your recent scheduled appointments. Find the student that was a “no show” appointment and select that appointment using the check box on the far left:

### Recent Appointments

Care Unit: All Care Units

Actions		
<input type="checkbox"/>	DATE	SERVICE
<input type="checkbox"/>	08/05/2025 1/1 8:00am - 8:30am MT (30m)	Graduation Check

Open the Actions menu at the top of the Recent Appointments section and select Mark No-Show. Once you do, you will get a similar pop-up to the Report on Appointment. You can choose to write details about if you tried to contact the student (if desired) and then click “Save” in the bottom right corner:



**APPOINTMENT REPORT FOR TEST TEST**

**Appointment Details**

Information on a class I'm interested in  
08/04/2025 3:00pm - 3:30pm MT

Care Unit  
Academic Advising

Location  
Health Professions Majors (AGE, HCIS)

**Appointment Summary**

Paragraph **B** *I* @ := := ≡ ↶ ↷

called and left a voicemail at the time of the appointment

**Attachments**

Attach File  
Choose File No file chosen

## CHHS Navigate Locations

- Aging Services Leadership
- Criminal Justice and Criminology
- Cybersecurity Graduate Programs
- Cybersecurity Undergraduate Advising
- Exercise Science
- Fire and Emergency Response
- Health Care Information Systems
- Health Care Management
- Health Care Professional Services
- Health Professions Majors (AGE, HCIS, HCM, HCPS, IHC, LSM, PUB, PHC minor) *(note: this location is only used by the professional academic advisor for HEP – faculty advisors should use the location associated with the student's major or prospective major)*
- Human Services
- Integrative Healthcare
- Lifestyle Medicine
- Nursing
- Nutrition and Dietetics
- Nutrition Lactation Program
- Nutrition Master's Program
- Nutrition Science
- Nutrition Studies
- Public Health
- Social Work
- Speech, Language, Hearing Sciences
- Sport Management

There is also a Health Institute location, but this should only be used by members of the Day Health Institute such as the Health Career Navigators.