Peer Connections Online Appointment Scheduling via Spartan Connect!

You can schedule your own Peer Connections appointments online using Spartan Connect! You can also cancel appointments you’ve made and fill out tutor requests for courses that we don’t already tutor.

- Your appointment will be held at your selected Peer Connections location, where you will meet with your peer educator in person.

- All mentoring appointments scheduled online are 30 minutes long. All tutoring appointments scheduled online are 1 hour long.
  - If you want to schedule a 30 minute tutoring appointment, contact us at 408-924-2587.

- In addition, you can schedule and cancel appointments over the phone (408) 924-2587 or by visiting Peer Connections in SSC 600. Our Welcome Desk Staff are happy to assist you!
Guidelines for Online Appointments

Multiple departments on campus use Spartan Connect for appointment scheduling. The following guidelines are what Spartan Connect enforces for ALL appointments regardless of which department you scheduled with:

- You can have a maximum of 6 pending appointments in the system at any one time. If you want to schedule another appointment online, you will have to either a.) wait until you’ve attended an appointment or b.) cancel one of your upcoming appointments.
  - For example, if you have 2 advising appointments, 1 EOP appointment, and 3 Peer Connections appointments scheduled, you won’t be able to schedule more appointments online until you attend an appointment or cancel one of them.

- You can have a maximum of 3 appointments scheduled for one day.

- If you find that you cannot schedule an appointment online, you can always call us at 408-924-2587 and we will assist you.
Peer Connections Appointment Guidelines

Please remember the following Peer Connections guidelines when scheduling appointments online.

- You can schedule **one appointment at Peer Connections per course per day**.

- You can schedule **up to two appointments (for different subjects) at Peer Connections per day**.

- You can have up to **two tutoring appointments at Peer Connections per course, per week**.

- If you schedule two appointments at Peer Connections on one day (say, a Physics 2A appointment and a Writing appointment), please give yourself a minimum of a half-hour break between your appointments. This will help you retain the information better and make the most out of your sessions!
How far in advance can I schedule an appointment?

You can schedule an appointment at any time during the semester. Note that appointments scheduled more than two weeks in advance are subject to cancellation if the peer educator's schedule changes.
Signing In to Spartan Connect

Go to

sjsu.campus.eab.com

And sign in with your SJSU student ID and password, just like how you’d sign in to your SJSU e-mail, Canvas, etc.
You’ll see this page when you log in to Spartan Connect. The classes you are currently enrolled in will be listed in the middle of the screen.

If you have existing appointments with Peer Connections or any other department/program that uses Spartan Connect for scheduling, these appointments will be displayed in the right sidebar.
To schedule an appointment with Peer Connections, click the **Schedule with a Peer Educator** button!
Several other centers on campus use Spartan Connect for scheduling. To schedule with Peer Connections, you must pick either **Peer Tutoring** (for tutoring appointments) or **Peer Mentoring** (for mentoring appointments) from this first drop-down list.

Schedule Peer Educator Appointment

To help you find a time, please tell us why you'd like to see someone.

**What kind of peer assistance do you want?**

-- please select a service category --

- ACCESS Tutoring
- Peer Mentoring
- **Peer Tutoring**
Another drop-down list appears. You will pick the reason why you want to see a tutor (or mentor). This list includes appointment reasons (like Undergraduate Writing) and a list of the courses you are currently enrolled in.

Schedule Peer Educator Appointment

To help you find a time, please tell us why you'd like to see someone.

What kind of peer assistance do you want?

Peer Tutoring

Please specify further.

- please select a reason for the appointment --

-Writing Skills Development-

The courses that you are enrolled in for the current semester will be listed here so you can select the one you want.
Then select your preferred Peer Connections location.

Other locations are run by other programs, so if you want to see a Peer Connections tutor or mentor you have to pick one of our locations! Location hours and availabilities vary; for example, our tutoring in Housing is evening-only on Mondays-Wednesdays.

Schedule Peer Educator Appointment

Where do you want to have your appointment?

- Please select a location for the appointment

- Any Location

- Peer Connections - Housing (SSH)

- Peer Connections - Student Services Center 600
If you want to meet with a specific tutor or mentor, you can select their name(s) here before clicking **Next**. If you don’t have a preference, just click **Next**.

**Note:** If you have already met with a tutor for a particular subject and want to make another appointment for that subject, we recommend meeting with the same tutor.

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Schedule Peer Educator Appointment

**Where do you want to have your appointment?**

- Peer Connections - Student Services Center 600.

**Which tutor/mentor/peer advisor? You may select more than one.**

*If you don’t have a preference, just click Next.*

- Any Tutor/Mentor/Peer Advisor

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**Back**  **Next**
The appointment scheduling interface displays, showing you our availability for the course or appointment reason you selected. The system will show you the current week by default. If you want to see a date further in the future, use the arrow buttons on the upper corners to navigate.

Do you see the Request Tutor Appointment form instead of the scheduling grid above? That means that we do not currently offer tutoring for the course you picked or for the times you are available. Please fill the form out and send it in so that we can match you with a tutor or other resource on campus! For more information, see page 16 of this guide.

Schedule Peer Educator Appointment

Appointment Times For The Week Of February 05

<table>
<thead>
<tr>
<th>Mon, Feb 05</th>
<th>Tue, Feb 06</th>
<th>Wed, Feb 07</th>
<th>Thu, Feb 08</th>
<th>Fri, Feb 09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
</tr>
<tr>
<td>1 Available</td>
<td>N/A</td>
<td>1 Available</td>
<td>2 Available</td>
<td>1 Available</td>
</tr>
<tr>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
</tr>
<tr>
<td>4 Available</td>
<td>4 Available</td>
<td>4 Available</td>
<td>2 Available</td>
<td>1 Available</td>
</tr>
</tbody>
</table>
When you click on an “available” time, you will get a breakdown of the hour-long appointments available within that time. “Morning” is 10am-12pm and “Afternoon” is 1pm-5pm. When using the online schedule system, our tutoring appointments are **one hour long**. If you want to make a shorter (half-hour) appointment, please call our Welcome Desk Staff at 408-924-2587.

### Schedule Peer Educator Appointment

**Appointment Times For The Week Of February 05**

<table>
<thead>
<tr>
<th>Mon, Feb 05</th>
<th>Tue, Feb 06</th>
<th>Wed, Feb 07</th>
<th>Thu, Feb 08</th>
<th>Fri, Feb 09</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Morning</strong></td>
<td><strong>Morning</strong></td>
<td><strong>Close</strong></td>
<td><strong>Morning</strong></td>
<td><strong>Morning</strong></td>
</tr>
<tr>
<td>1 Available</td>
<td>N/A</td>
<td>1:00pm</td>
<td>2 Available</td>
<td>1 Available</td>
</tr>
<tr>
<td><strong>Afternoon</strong></td>
<td><strong>Afternoon</strong></td>
<td>2:00pm</td>
<td><strong>Afternoon</strong></td>
<td>3:00pm</td>
</tr>
<tr>
<td>4 Available</td>
<td>4 Available</td>
<td>3:00pm</td>
<td>2 Available</td>
<td>1 Available</td>
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<tr>
<td></td>
<td></td>
<td>4:00pm</td>
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</tbody>
</table>
Select your preferred appointment start time by clicking on it. The appointment pictured above is a 2pm-3pm appointment.
You're almost done!
Review the details of the appointment that you are about to schedule to make sure everything is correct.

You can add notes or comments for your peer educator if you want to - these notes can assist your peer educator in preparing for your session.

You can also choose between e-mail or text reminders. These reminders will be sent to the e-mail/phone number you have on file with SJSU.

When done, click Confirm Appointment to schedule!
If Peer Connections doesn’t offer tutoring for the course you need, you will automatically be directed to our Tutor Request Form. Let us know what you need and what times would work for you! These forms are sent to Peer Connections professional staff, who will do their best to match you with a tutor.

**NOTE:** You must select a Peer Connections location; otherwise, the request will not reach us.

**Schedule Peer Educator Appointment**

**Request Appointment Form**

I'm Available On...

- the name of the course you want tutoring in will appear here

Please provide at least one specific day and time, along with any special considerations that may apply.
Cancelling Appointments Online

Do you want to cancel an upcoming appointment? You can do that!

Any appointments that you have scheduled are listed on your Spartan Connect home page. You can click on the appointment to make an appointment details window pop up.
This is what the appointment detail window looks like.

If you want to cancel your appointment, click **Cancel My Attendance** in the lower-left corner of the window.
When you click on **Cancel My Attendance**, you will see a screen similar to this. Please select the reason why you are cancelling from the drop-down menu. You can also add information to the comment box if you want to tell us more about why you are cancelling.

Click **Mark as Cancelled** to cancel the appointment.
Restrictions on Online Cancellations

- If you cancel an appointment less than 24 hours before the appointment begins, your appointment will be removed and the system will automatically flag you as a No Show for that session because you cancelled at such short notice.

- If you cancel an appointment that has already started (i.e. the appointment started at 3:00pm and you cancel it at 3:05pm), your appointment will be removed and the system will flag you as a No Show for that session.

- You cannot cancel appointments that have already passed (i.e. the appointment started at 3:00pm and you try to cancel it at 4:00pm).
No Shows

- A No Show is when you either do not show up for your scheduled appointment, or if you cancel your appointment at short notice (2 hours or less before the appointment begins).

- There is a limit of THREE No Shows permitted before Spartan Connect will automatically block you from scheduling additional appointments online.

- This limit of three applies to ALL appointments scheduled using Spartan Connect, regardless of which department/program it is.
  - For example, a student could No Show once at Peer Connections, and No Show twice with EOP. That’s a total of three No Shows, so Spartan Connect would not allow the student to schedule any more appointments online until the block is cleared.

- If you are blocked due to too many No Shows, please speak with the Peer Connections Director or with the staff of the department that you had No Show appointments for. (I.E. if your No Shows are at the ACCESS center, you would speak to them to have your block cleared.)
Having difficulty scheduling appointments?

Is the appointment time greyed out and N/A? This means that Peer Connections does not have available appointments for that course/reason available on that day/time. You will need to look for another time with available appointments.
Are your appointment times blocked? Click on the **blocked** time period to see the reason for the block! There are several possibilities:

- You have hit the max number of pending appointments in the system
- You have hit the max number of appointments for that subject
- You have hit the No Show limit and been blocked from scheduling appointments online

If you see the block but aren’t sure why it’s happening, please call us at 408-924-2587 and we will work with you to figure it out.
Do you have additional questions?

If you still have questions, contact us and we will do our best to answer them!

Phone: 408-924-2587  
E-Mail: peerconnections@sjsu.edu

We are open from 9:00-5pm Monday-Wednesday, 9:00-4pm Thursdays, and 9:00-3pm on Fridays. If you contact us outside of those times, please leave us a message and we will get back to you during our business hours.

You can also call us or come to SSC 600 if you’d like to schedule or cancel appointments without using Spartan Connect.

Thank you for using Peer Connections’ services!