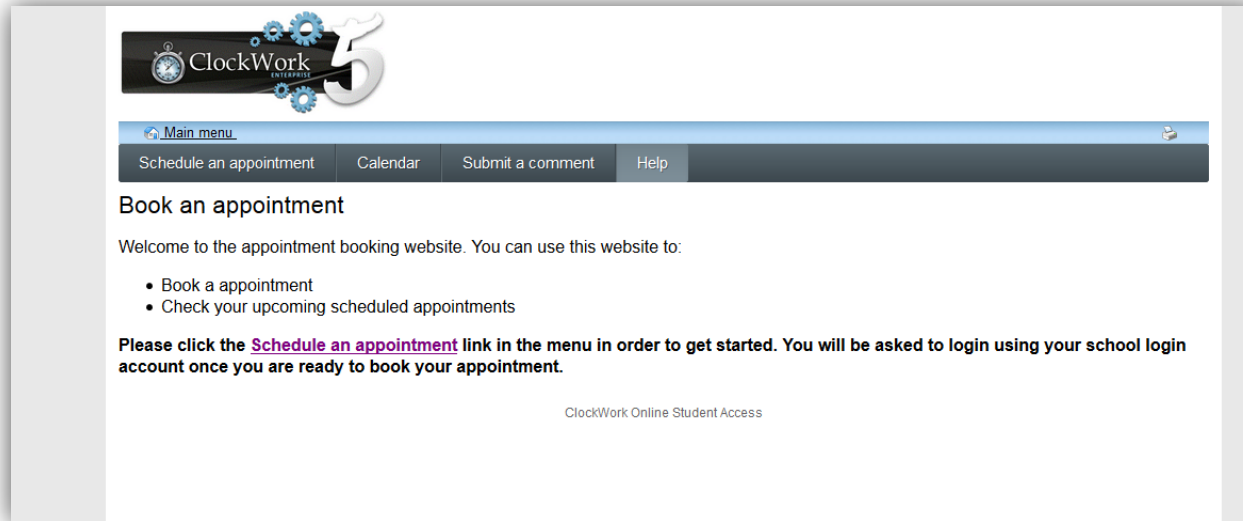


CLOCKWORK

Appointment Booking

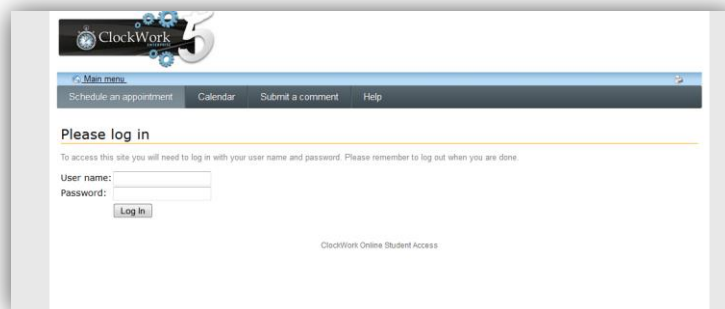
Workflow

1. Students can book different appointment types through a secure online module
2. Students can book appointments with any Counselor/Advisor that is available
3. They can also leave a note to the counsellor regarding the appointment
4. Staff is notified through an email as soon as the student books and appointment
5. Staff can manage their own availability



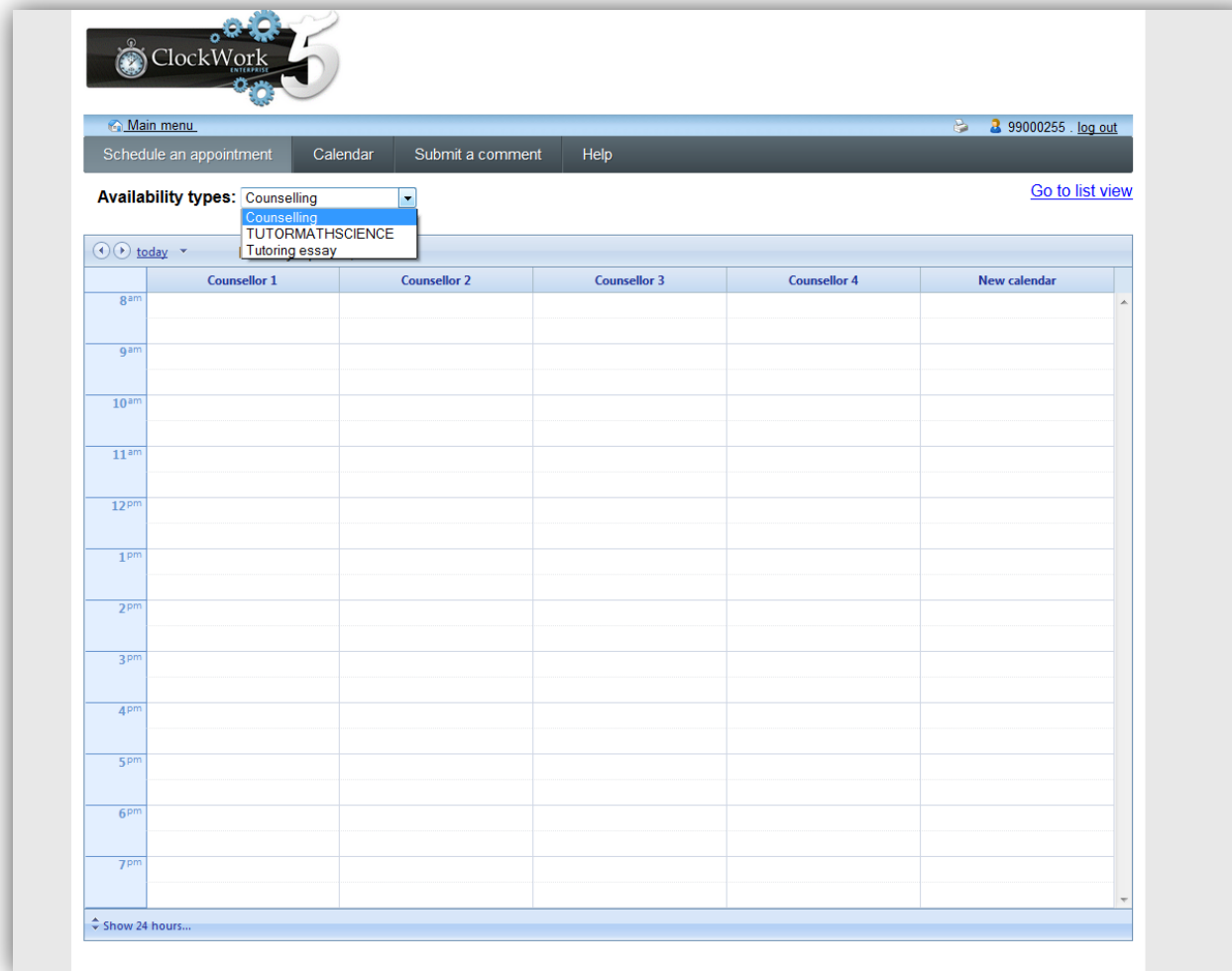
1. Log in

Students can schedule an appointment with the staff by logging in using school login credentials.



2. Select the appointment type

Students can select the appointment type from the drop down menu.



The screenshot displays the ClockWork Enterprise web interface. At the top left is the logo with the text "ClockWork ENTERPRISE". A navigation bar contains links for "Main menu", "Schedule an appointment", "Calendar", "Submit a comment", and "Help". On the right of the navigation bar, a user profile icon is shown with the ID "99000255" and a "log out" link. Below the navigation bar, the "Availability types" section features a dropdown menu currently set to "Counselling". The dropdown menu is open, showing three options: "Counselling", "TUTORMATHSCIENCE", and "Tutoring essay". To the right of the dropdown is a "Go to list view" link. Below this is a calendar grid for "today". The grid has columns for "Counsellor 1", "Counsellor 2", "Counsellor 3", "Counsellor 4", and "New calendar". The rows represent time slots from 8 am to 7 pm. At the bottom left of the calendar grid, there is a "Show 24 hours..." link.

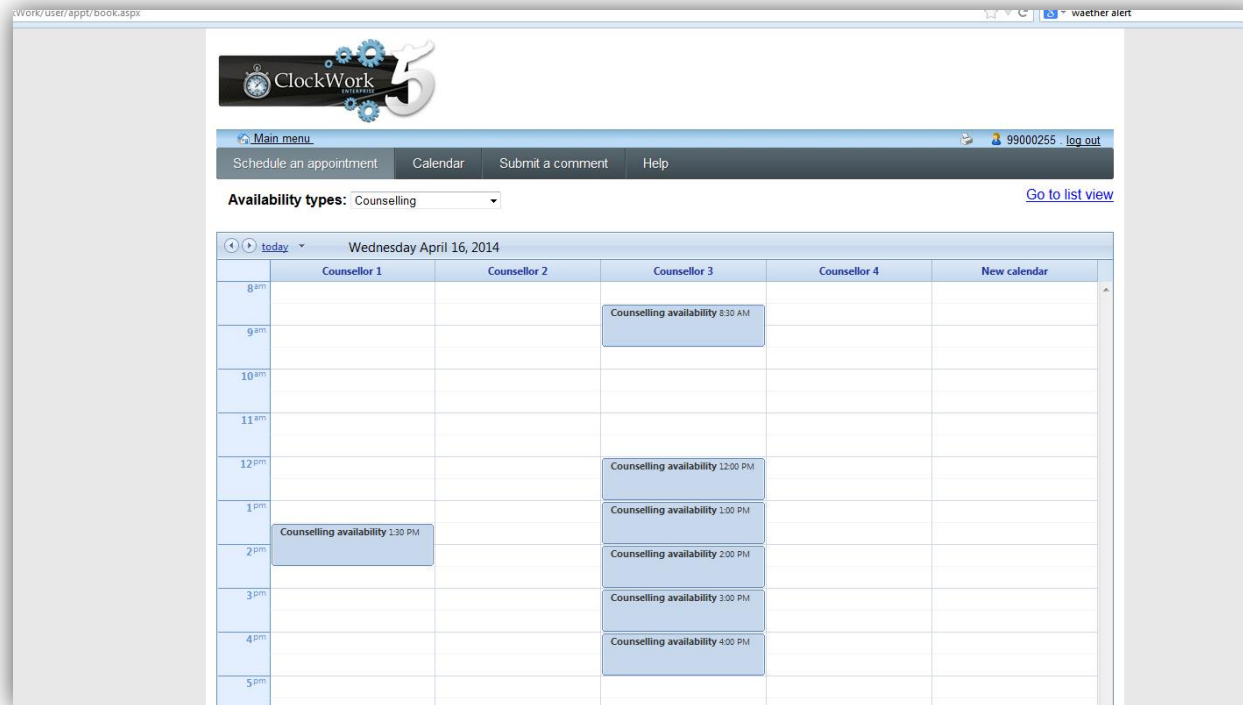
2. Select the date

Students have an option to select the date they want to book an appointment for.

The screenshot shows a web-based calendar interface for booking counselling appointments. At the top, there is a dropdown menu for "Availability types" set to "Counselling" and a link "Go to list view". The main calendar area is titled "Tuesday April 15, 2014" and features a date picker for "April 2014" with the 15th highlighted. The calendar is organized into columns for "Counsellor 2", "Counsellor 3", "Counsellor 4", and "New calendar". The time slots on the left range from 8 am to 7 pm. Blue boxes indicate "Counselling availability" for Counsellor 3 at 8:30 AM, 12:00 PM, 1:00 PM, 2:00 PM, 3:00 PM, and 4:00 PM. A box for Counsellor 2 is visible at 1:30 PM. A "Show 24 hours..." link is located at the bottom left of the calendar area.

3. Select the counsellor and availability

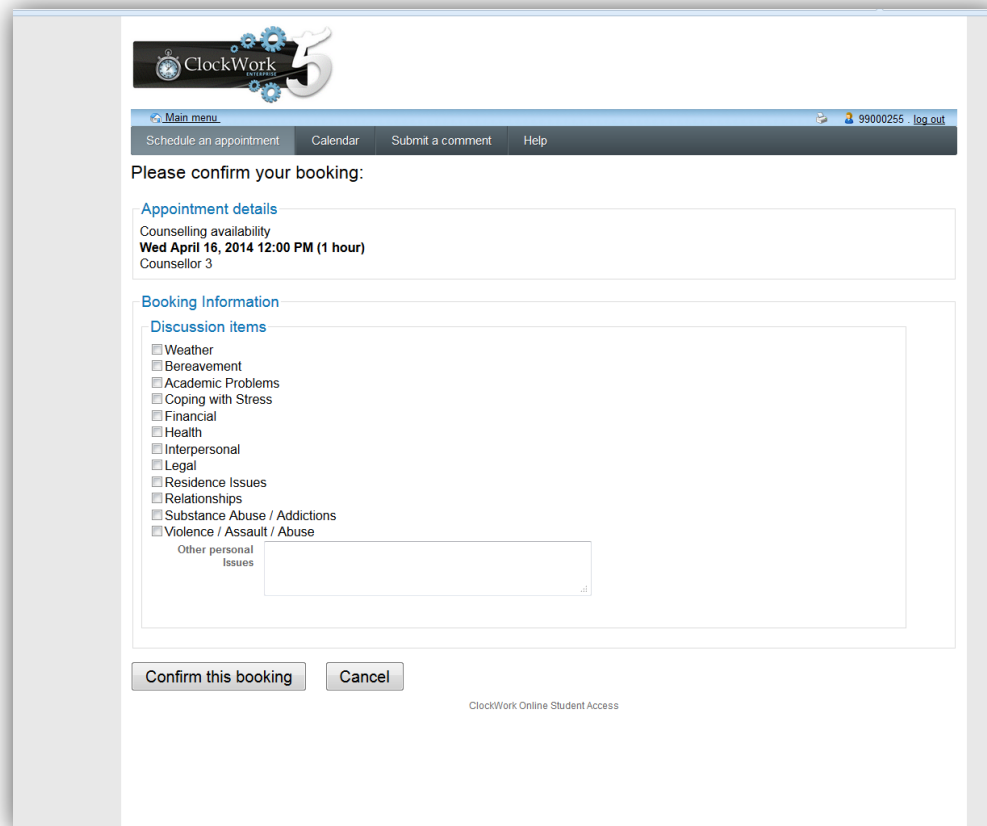
Students can see the list of counsellors available at different times. They can choose the counsellor and the available slot.



4. Select the slot and book

Student can fill out a form online to leave a note to the counsellor about the appointment and confirm the booking.

Once the booking is confirmed the student and counsellor receive an automated email.



The screenshot displays the ClockWork Online Student Access interface. At the top, there is a navigation bar with a "Main menu" dropdown and a user profile section showing the ID "99000255" and a "log out" link. Below the navigation bar, a dark bar contains the following menu items: "Schedule an appointment", "Calendar", "Submit a comment", and "Help".

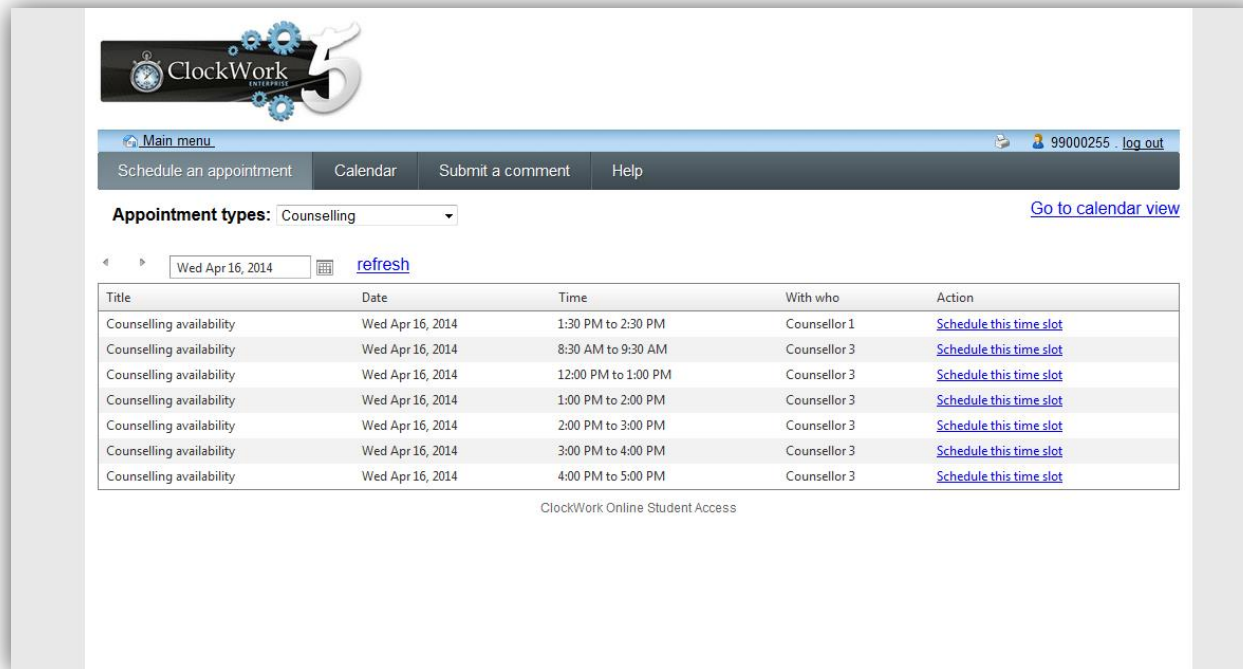
The main content area begins with the instruction "Please confirm your booking:". Below this, there are two sections:

- Appointment details:** A text box containing the following information:
 - Counselling availability
 - Wed April 16, 2014 12:00 PM (1 hour)**
 - Counsellor 3
- Booking Information:** A section titled "Discussion items" containing a list of checkboxes for various topics:
 - Weather
 - Bereavement
 - Academic Problems
 - Coping with Stress
 - Financial
 - Health
 - Interpersonal
 - Legal
 - Residence Issues
 - Relationships
 - Substance Abuse / Addictions
 - Violence / Assault / AbuseBelow the list is a text input field labeled "Other personal issues".

At the bottom of the form, there are two buttons: "Confirm this booking" and "Cancel". The footer of the page reads "ClockWork Online Student Access".

List view for accessible users

For users who use screen readers the list view of the appointment booking module makes it accessible



The screenshot displays the ClockWork Online Student Access interface. At the top left is the ClockWork logo. A navigation bar includes links for 'Main menu', 'Schedule an appointment', 'Calendar', 'Submit a comment', and 'Help'. The user's ID '99000255' and a 'log out' link are visible in the top right. Below the navigation bar, the 'Appointment types' dropdown is set to 'Counselling', and a 'Go to calendar view' link is present. A date selector shows 'Wed Apr 16, 2014' with a 'refresh' link. The main content is a table with the following data:

Title	Date	Time	With who	Action
Counselling availability	Wed Apr 16, 2014	1:30 PM to 2:30 PM	Counsellor 1	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	8:30 AM to 9:30 AM	Counsellor 3	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	12:00 PM to 1:00 PM	Counsellor 3	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	1:00 PM to 2:00 PM	Counsellor 3	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	2:00 PM to 3:00 PM	Counsellor 3	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	3:00 PM to 4:00 PM	Counsellor 3	Schedule this time slot
Counselling availability	Wed Apr 16, 2014	4:00 PM to 5:00 PM	Counsellor 3	Schedule this time slot

At the bottom of the page, the text 'ClockWork Online Student Access' is displayed.

Staff can manage availability

Staff can manage their online availability from clockwork

Students can only see the time the staff makes available for online appointment booking.

