



LSE For You: **Office Hours**

Quick Start Handbook

Version 1.0

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About this handbook

This handbook is designed to be a Quick Start guide to the Office Hours application. Each section has retained the same numbering as the main handbook to allow readers to easily refer to the main guide should they require more detailed guidance. Therefore, some sections from the main handbook are not included.

1 OFFICE HOURS

1.1 What is 'Office Hours'?

'Office Hours' is an application on LSE For You that allows Students to book appointments with Academics in their programme's Department. It also allows Administrators to book and cancel appointments on behalf of both Academics and Students.

To access 'Office Hours', the user must first log in to LSE For You. The Department Manager, Academic and Administrator will find the 'Office Hours' application under the 'Staff' tab. The Student will find the 'Office Hours' application under the 'Student' tab.

2 DEPARTMENTAL MANAGER

2.1 What is the 'Departmental Manager'?

The Departmental Manager is the person within the Department who sets up Administrators' access rights on the system and sets up relations between Academics and Administrators.

2.2 Administrators Setup

Only the Departmental Manager can add Administrators to the application and assign them to Academics.

2.2.1 Add an Administrator

To add an Administrator, enter their email address and click the 'Add This Administrator' button.

2.2.2 Remove an Administrator

To remove an Administrator, select their name from the drop-down menu and click the 'Remove This Administrator' button. Any Academic-Administrator Relations associated with that Administrator will also be removed.

2.3 Academic-Administrator Relations Setup

A list of Academics for the department is generated from the latest information held on the CMIS Timetabling System.

2.3.1 Assign an Administrator

To assign an Administrator to an Academic:

- In the 'Available Administrator(s)' column, select an Administrator from the drop-down menu next to the Academic concerned.
- Click the 'Add This Administrator' button.

It is possible to assign more than one Administrator to an Academic.

2.3.2 Remove an assigned Administrator

Select the assigned Administrator you would like to remove and click the 'Remove This Administrator' button.

2.4 Department default academic booking hour rules

Default rules need to be created by the Departmental Manager. Once the required information is entered, click the 'Submit' button.

3 ADMINISTRATOR

4 ACADEMIC

For the purposes of this Quick Start Handbook the Administrator and Academic sections have been merged. The only difference is that Academics are unable to see other people's Office Hours.

3.3 Manage templates

The Administrator must first create a template. Click 'Manage Templates' from the Administrator Main Menu.

The Default Office Hour created by the Departmental Manager will automatically appear (see 2.4 for more information) and should be customised for the Academic's individual Office Hour needs. To do so, click 'Edit'.

The Default Office Hour will appear and can be customised to avoid having to re-enter information each time a new Office Hour is created. Once the required information is entered, click the 'Submit' button and a message will appear to confirm the defaults have been set.

3.4 Creating an office hour

The Administrator must first create a template (see 3.3). Click 'Create Office Hour' from the Administrator Main Menu.

On the following screen, select which previously created template you would like to use and click the 'next' button.

The settings already entered for the template will automatically appear for this Office Hour and can be edited as required. There are also new fields where information needs to be entered in order to create the Office Hour. Once the required information is entered, click the 'create this office hour' button and a message will appear to confirm the Office Hour has been created.

3.4.1 'Repeating' function

To avoid having to create numerous Office Hours appointment slots, the program has a repeating function. Select either *no repeat*, *daily*, *weekly* or *monthly* from the drop-down menu and a box will pop up detailing various options.

a) Daily repeating

Daily repeating gives you the option to repeat the Office Hour for between 1 and 30 days. For example, if you wanted appointments scheduled every day, you would select '1' from the drop-down menu; if you wanted appointments scheduled once every 17 days, you would select '17' from the drop-down menu.

You must then select how long you wish for the repeat to last.

- If you would like the Office Hour to only repeat in 'term time', select that option.
- If you would like to limit the number of times the Office Hour is repeated, select the number of times from the drop-down menu. It can be repeated between 1 and 50 times.
- If you would like to end the repeat on a specific day, click the text box next to 'repeat until' and a pop-up box containing a calendar will appear. Select the date required.

Once completed, click the 'submit' button.

b) Weekly repeating

Weekly repeating gives you the option to repeat the Office Hour for between 1 and 10 weeks. If you require more than one Office Hour in a week, you can select additional days by ticking the days required in the 'repeat on' field.

You must then select how long you wish for the repeat to last. Once completed, click the 'submit' button.

c) Monthly repeating

Monthly repeating gives you the option to repeat the Office Hour for between 1 and 10 months. If you would like the repeat to occur on the same day of the week as the first appointment (e.g. Wednesday), select 'repeat on day of week'. If you would like the repeat to occur on the same date as the first appointment (e.g. 15th of the month), select 'repeat on day of month'.

You must then select how long you wish for the repeat to last. Once completed, click the 'submit' button.

3.5 Viewing an Academic's office hours

3.5.1 Calendar view

Select 'calendar view' from the Administrator Main Menu and you will be shown all scheduled Office Hours for the Academic in a calendar format. You can access the booking screen by clicking on the required Office Hour.

3.5.2 Agenda view

Select 'agenda view' from the Administrator Main Menu and you will be shown all scheduled Office Hours for the Academic in a list format.

3.5.3 Aggregated view

The aggregated views allow you to see all Office Hours associated to the Administrator, either in calendar or agenda view.

3.6 Booking and cancelling appointments

Administrators are able to book and cancel appointments on behalf of Students and to block specific slots on behalf of Academics.

3.6.1 Book appointments

Click the 'book' button next to the required time slot. The Administrator needs to enter the following information:

- Student's LSE email address
- Reason for the booking (optional)

Click the 'book' button and the appointment will be booked. An email is automatically sent to the Student confirming the booking.

3.6.2 Cancel appointments

To cancel a booking, click 'cancel booking' next to the student's booking. An email is automatically sent to the student advising them of the cancellation.

3.6.3 Block slots

To block Students from booking a particular slot within the Office Hour, click the 'block' button.

3.7 Notification of bookings

When creating templates and office hours, an Administrator is asked to enter the deadline for students to book appointments in the 'latest booking (hours in advance)' field. When the deadline arrives, the Academic will receive an email notification of their booked appointments in the form of a Microsoft Outlook Calendar Invite. An Academic or their assigned Administrator are still able to book and cancel appointments after the deadline.

5 STUDENT

5.3 Booking and cancelling appointments

To book an appointment with an Academic, click 'book an appointment with an academic' from the main menu.

5.3.1 Book appointments

The Student must select the academic's Department from the drop-down menu. A list of all Academics in the chosen Department will be shown. The Student must click one Academic.

The Student will be shown the available Office Hours for the chosen Academic and can click on the one required. They will then be taken to the appointment screen.

As the Academic and/or their Administrator will have told Office Hours how far in advance a Student can book an appointment, the Student will only be able to see the Office Hours within that time frame.

In the appointment screen the Student can book their preferred time slot by clicking the 'book' button next to an available time. A text box will appear asking the Student to enter a reason for their booking. Click the 'submit' button and the appointment will be booked. A message will appear confirming the booking and an email is automatically sent to the Student confirming the booking.

5.3.2 Cancel appointments

To cancel an appointment, the Student must click the 'cancel booking' button next to their appointment time. A text box will appear asking the Student to enter a reason for the cancellation. Click the 'submit' button and the appointment will be cancelled.

5.4 View appointments

Click 'view my appointments' from the main menu and the Student will be shown a list of all their forthcoming scheduled appointments, the date and time it is scheduled for, the length of their appointment and the name of the Academic it is with. By clicking the Office Hour the Student will be shown the appointment screen where they can book another appointment in the Office Hour (see 5.3.1) or cancel their booking (see 5.3.2).