Kiosk and Waiting Room Management

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Kiosk and Waiting Room Management Overview

This document describes three main workflows associated with the Starfish Kiosk and Waiting Room management feature and walks through the steps for each workflow.

This feature is part of Starfish Connect and assumes a physical location where students come to sign in for an appointment.

The following workflows are included in this guide:

- Front Desk Personnel launch the kiosk.

- Students sign in to the Kiosk for:
  - Walk-in appointments
  - Scheduled appointments
  - Prospective Students
  - Checking the Wait time

- Service members meet with students and manage the Waiting Room queue.
Launch the Kiosk

At the beginning of each day, Kiosk front desk personnel should plan to launch the kiosk on the dedicated computer your center is using for students to check in. You do not need to be a Starfish Administrator to launch the kiosk.

1. Open your browser (Internet Explorer version 10 or higher for swipe card integration) and enter the Kiosk URL provided to you by your Starfish Administrator.
2. Select the Kiosk you plan to launch from the drop down menu, and enter the password given to you by your Starfish Administrator.
3. You will see your center's Kiosk sign-in page.

4. Students will see this page and will sign in to be entered into the Waiting Room queue.
Students Sign in to the Kiosk

Once you have launched the Kiosk, a student will enter and sign in at the dedicated Kiosk computer.

Students will follow a series of prompts to sign in to the kiosk. Subsequent prompts will vary based on their answers to the initial prompts.

Students will be prompted to:

- Sign in for a scheduled appointment
- Sign in for a walk-in meeting
- Check their status in the Waiting Room queue

While navigating the Kiosk, students can select the **Back** and **Start Over** buttons at the bottom of the page to facilitate the login process.

If a student remains on any of the kiosk login screens for too long, a notice will pop-up asking if they need more time or do not wish to continue.

Login to the Kiosk

Regardless of the workflow choices that the student makes when signing in to the Kiosk, students will be prompted to enter a student ID when signing in. Students may also be prompted to enter a last name, depending on your institution's configurations.

Students may be able to swipe in using a card reader and his/her student ID card. With this option, the student ID and last name should pre-populate. If a swipe card reader is not being used, the student will enter this information manually.

If your institution uses the Prospective Students feature and has enabled prospective student sign-in at the kiosk, students will also have an additional option to create an account when signing in to the kiosk.
When this happens, the prospective student will complete the following workflows in the same manner but will have an option to **Create an account** when signing in.

After selecting this option, the student will enter the required Prospective Student information to create an account before proceeding with the kiosk login process.

**Sign in for a Scheduled Appointment**

Students with a scheduled appointment can sign in for that appointment through the kiosk as follows:

1. Select **I have an appointment** on the first page of the kiosk login screen.

2. Log in to the kiosk.

3. The kiosk will ask the student to confirm the appointment by stating both the time of the scheduled appointment and the person with whom the student is meeting, including that service provider’s profile picture if available.

4. Select **Yes** to sign in to the appointment.

5. Select **No** to proceed with the Walk-In Meeting workflow.

6. The student will see a confirmation page, and after a few seconds, the page will automatically refresh itself.

**Sign in for a Walk-in Meeting**

Students without a scheduled appointment can sign in for a walk-in meeting as follows:

1. Select **I don’t have an appointment** on the first page of the kiosk login screen.

2. Log in to the Kiosk.

3. Select the Service for the meeting.

   - For example, if a Kiosk is used for both the Advising and Financial Aid Services, the student will be prompted to choose one of those Services for the meeting.

   - If Group Sessions are available with members of the Service, those will also be included in the list of Services for the student to choose from.

   - The Kiosk will skip this step if only one Service is linked to the Kiosk.

4. Select a reason for the meeting.
• The reasons presented to the student are generated from the reasons associated with the appointment type for that kiosk's service.

• If the student chooses to sign in for a Group Session, the available Group Sessions will be displayed here instead.

5. Choose a course associated with the meeting, if applicable. If the meeting is not related to a course, the student can select No Course.

6. Provide additional details about the meeting, if desired. Students can select **Skip this step** if they do not wish to add detailed information about the meeting, or they can add details and then select **Save and Continue**.

7. The student will see a confirmation page, and after a few seconds, the page will automatically refresh itself.

### Check Status in the Waiting Room Queue

Students can check their status in the Waiting Room at any time for information about how many students are waiting ahead of them in the Waiting Room queue.

Students can check status as follows:

1. Select **I want to check the wait time** on the first page of the kiosk login screen.

2. Log in to the Kiosk.

3. If the student is not already signed in to the Kiosk, the student will be prompted to do so, using the Walk-in Meeting workflow from that point forward.

4. If the student is already signed in to the Kiosk, the Kiosk will display the number of students ahead in the Waiting Room queue and the longest wait time. The student will be asked if he or she wishes to continue waiting.

   • Select Yes to continue waiting. The student will see a confirmation page, and after a few seconds, the page will automatically refresh itself.

   • Select No to stop waiting.

     a. The Kiosk will ask the student again to confirm that they no longer wish to continue waiting.

        o Select No, **I want to keep waiting** to continue waiting.

        o Select Yes, **Take me off the list** to be removed from the Waiting Room queue.
b. The student will see a confirmation page, and after a few seconds, the page will automatically ref

**Kiosk Access for Prospective Students**

If your institution uses the Prospective Student feature, and that feature is enabled for a Kiosk, the login screen will also display an option for students to sign in when they do not yet have a Student ID.

Students without a Student ID will be able to click a link that says: "No Student ID? Not a problem. Sign in here." When clicked, that link will prompt the student to create a Prospective Student account and be added to the Waiting Room queue.
Manage the Waiting Room Queue and Take Walk-In Meetings

As students log into the Kiosk, the Waiting Room queue will populate. Assuming that front desk personnel and other staff are members of the service associated with the kiosk, they can view the Waiting Room queue.

View and Access the Waiting Room Queue

1. Login to Starfish on your own computer (not on the computer dedicated to the Kiosk sign-in page).
2. Locate the My Services channel on your homepage and click the Waiting Room link for a given service.
3. If you have access to view more than one Waiting Room, you will see a drop down menu. You may view more than one queue at the same time by checking off multiple boxes from this menu.

As a member of the Service and one with relationships to students signing in to the Kiosk, you will be able to take certain actions, such as:

- Viewing students in the Waiting Room queue
- Taking Meetings with students from the Waiting Room queue

View Details About Students in the Waiting Room Queue

For each student in the Waiting Room queue, you can click on the student's name to view their student folder.

When students sign in to the kiosk, they have the option to provide details about what they want to discuss. These notes can be edited from within the Waiting Room queue.

- You may select Add a description to add notes about the student’s reason for meeting, if they student has not already provided this information.
- You may select Edit to edit or add additional notes to the student's original description.

This will update the description seen by the other service members who access the Waiting Room. (For example, you can clarify more about what the student needs if you learn additional details after a brief discussion.)
Take Meetings With Students from the Waiting Room Queue

1. Meet with a student for a walk-in appointment.

   Click **Start Meeting** to remove the student from queue and begin a meeting.
   - Starting a meeting with a student will remove that student from the queue so that other service members do not also try to meet with that same student.
   - If you do not have a meeting block established, Starfish will create a walk-in block for the meeting.
   - If you have a "scheduled appointments only" block set, you will not be able to save the meeting without changing the time of the meeting or the appointment types allowed.

2. Meet with students for a scheduled appointment.

   - On the right side of the Waiting Room you will see a list of today’s appointments. When a student who has an appointment with you today signs into the Kiosk, you will see an indicator that the student is now waiting to be seen.
   - Click **Start Appointment** to remove the student from queue and begin your meeting.

3. When you click to start a meeting, an Add Appointment pop-up will overlay the Waiting Room on your screen.

4. Select the **Outcomes** tab to document your meeting.

5. The "Actual Start Time" will populate based on the time you clicked to start the meeting. Make sure to enter the "Actual End Time" before you submit this pop-up.

6. You have the option to add free-text comments on the Outcomes Tab, and/or to send a copy of your comments to the student.

7. If available, click the **SpeedNotes** tab to quickly document the outcomes of your meeting if applicable. Then click **Submit**.

   Speednotes may or may not be available depending on your institution’s Starfish settings.

8. If you decide that you cannot take the meeting, click **Never Mind**. You will be prompted to confirm that you do not want to save what you have entered and that you understand that this student will be sent back to the queue. Choose **Yes** or **No**.

9. After clicking **Submit** you will see the Waiting Room queue and are ready to start your next meeting.

10. Select **Student Left** if the student left before meeting with anyone.