Service Catalog

We will be configuring “services” for many departments and offices in The Hive. Students can browse or search the services listings to find information and links to services and resources at CSBSJU.

The Service Catalog will:

- Provide a one-stop menu of services for your students.
  - Service descriptions can include detailed description of what each department does to support/serve students
  - Contact information
  - Location
  - Links to department websites and resources
  - Identify the members of that service
    - Ability to schedule with service members online
    - And/or information about a specific service provider’s availability
- Departments will be able to determine if they want to have Service Hours for the department, by person and/or if they want a kiosk available as part of their configuration
- Kiosks allow for walk in and scheduled appointments to be managed with a waiting room –
  - The kiosk feature provides a physical location where students can sign in to previously scheduled appointments or sign in to a waiting room to meet with a service provider.
  - Service members can view walk-in students via a waiting room queue and manage walk-in and scheduled appointments.
  - Offices can use either a hosted kiosk (by a receptionist) or self service with a computer/device where the student checks in.
    - Kiosks where students check in for an appointment with a service member will display wait time
    - Self-service kiosks where a meeting with an individual staff members do not occur will not display wait times rather self-service kiosks will display the number of students currently using the service. Example – Math Skills Center
- Services can be created to display only to students based on roles and relationships
  - Based on relationships to the team member Example Athletics – relationship to coach
  - Based on enrollment in a particular course or subject matter Example – COLL105, or MATH
  - Membership in a specific group with defined relationships in system Example – ILEAD or First Gen
  - All Students – Example – Academic Advising, Financial Aid
What do we need to set up your departments Service?

1. **Profile Photo** – an image or logo that relates to and represents your service

2. **Description** - A short description of your department/office – what do you do and how do you support students. This should be one to two paragraphs, not to exceed 100 words in length.

   Example 1: The CSB/SIU Libraries serve the combined student body with a joint staff and coordinated programs and services. We are pleased to be active partners in teaching, learning and scholarship for our students, faculty, and visitors. The CSB/SIU Libraries support the development of critical thinking, personal inquiry, creative expression, and lifelong learning. Our excellent services include rich collections, expert assistance and effective learning spaces at both Clemens Library (CSB) and Alcuin Library (SJU).

   Example 2: XPD - Experience & Professional Development empowers students to connect their aspirations with opportunities and translate their liberal arts education to achieve meaningful personal and professional lives. We coach students to explore, do, reflect, and connect.

3. **Office Phone Number(s)**

4. **General Email Address for Department/Office**

5. **Web address**

6. **Location(s)**

7. **Business Hours** – if not indicated 8:00 am to 4:30 pm M-F will be assumed.

8. **Calendars and Appointments** – how do you want students to be able to schedule with you online?
   a. **Individually** – Calendar owners can add blocks of time called “Office Hours” to their calendar to indicate when they are available to meet with students. Appointments can be added outside the blocks by calendar owners or calendar managers, but students can only self-schedule within the block. Office Hours allow students to sign up for individual one-on-one slots within the time parameters entered by the calendar owner.
   b. **Service Calendar** – A Service Calendar allows Starfish to aggregate the calendars of the service’s members to create one master calendar for the service. For more information, view our Service Calendar documentation. Enabling the Service Calendar is optional.
   c. **Kiosk** - The Kiosk feature provides a physical location where students can check in to previously scheduled appointments or check in to a Waiting Room to meet with a service provider. Service members can manage a Waiting Room queue for walk-in and Self-Service appointments and view and start scheduled appointments.
   d. **Group Sessions** - Similar to Office Hours, but more than one student can sign up for this particular block of time. The Calendar Owner decides how many students can sign up for each Group Session.

9. **Members** who should be part of your service – who are the members of your department/office area.

**Related** – What appointment types will be needed for your office/department either individually or as a Service?