Cancellations and No-Shows in CONNECT

If a student cancels an appointment with you and you’re noting this before the appointment would have occurred:

1. From your homepage (Advisor Home), select “Upcoming Appointments”
2. Find the appointment among the list of Upcoming Advising Appointments and check the box in its row.
3. Click “Actions,” and select “Cancel Appointment”
5. Under “Reason,” select what’s appropriate. If the student just cancelled, select “Issue Resolved.” Otherwise, use any of the other options to note the reason for cancellation.
   Note: Don’t select “No Show.”
6. Enter comments, if necessary.
7. Select “Cancel Appointment.” You do not have to make an advising report.

If a student cancels an appointment with you and you’re noting this after the appointment should have occurred:

1. Select the Calendar icon on the blue toolbar.
2. Select the appointment on your calendar. This will open the “Manage Appointment” field.
3. Click the student’s name, and select the “Cancel” option that appears beneath the name.
4. Under “Reason,” select what’s appropriate. If the student just cancelled, select “Issue Resolved.” Otherwise, use any of the other options to note the reason for cancellation.
5. Enter comments, if necessary.
6. Select “Mark as Cancelled.” Again, you do not have to then make an advising report.

If a student has no showed for their appointment:

1. From your homepage (Advisor Home), select “Upcoming Appointments”
2. Find the appointment among the list of Recent Advising Appointments and check the box in its row.
3. Click “Actions,” and select “Mark No-Show”
4. The “Advisor Report for [Student]” field appears. Make sure all information is entered as if you were filling out a typical Advising Report.
5. Where the student’s name and photo appears under “Attendees,” make sure that the “Attended” box is unchecked.
6. Enter an Appointment Summary, if you’d like. This is not necessary.
7. Select “Save this Report.”