Please describe, in as much detail as possible, how you would handle a typical call from a student setting up an initial appointment with the Counseling Center.

Does the process for setting an initial appointment versus a follow up appointment with the counseling center differ? If yes, how?

What information do you need from students to schedule an appointment? How do you record this information?

What software do you use to schedule an appointment?

On a scale of 1 to 10, 1 being “not at all satisfied” and 10 being “extremely satisfied”, how satisfied are you with the current process for scheduling appointments with the counseling center?

On a scale of 1 to 10, 1 being “not at all easy to use” and 10 being “extremely easy to use/ follow”, how easy to follow is the current process for scheduling appointments with the counseling center?

What do you like about the current scheduling system?

What do you dislike about the current scheduling system?

What paperwork or information does a student need to provide before attending an appointment with the counseling center? How are they made aware of the information and/ or paperwork they need to provide?

How do they access any necessary paperwork?

Have you ever (at UMBC or elsewhere) used a different system for scheduling appointments?

If yes, what was it?

Did you like it? Why or why not?

What percentage of your work every week is devoted to scheduling related activities?

What do you see as the biggest issues impacting students making appointments?

What do you see as the biggest issues impacting students keeping appointments?

Is there anything else about the scheduling process or the overall activities of the UMBC Counseling Center that you feel would be helpful for us to know?

Does the student need to provide all the paperwork online or offline for the current system?