

FrontDesk Kiosks

Easing your way through College Systems

A few issues ago we hinted that a new self-service booking system was coming to the college, this system is FrontDesk. It is designed help students book appointments with various departments around the college, to avoid long lines and to make visiting these departments as painless as possible.

So far, it seems like students are taking advantage of this capability, and wait times have been reduced and even eliminated at certain departments.

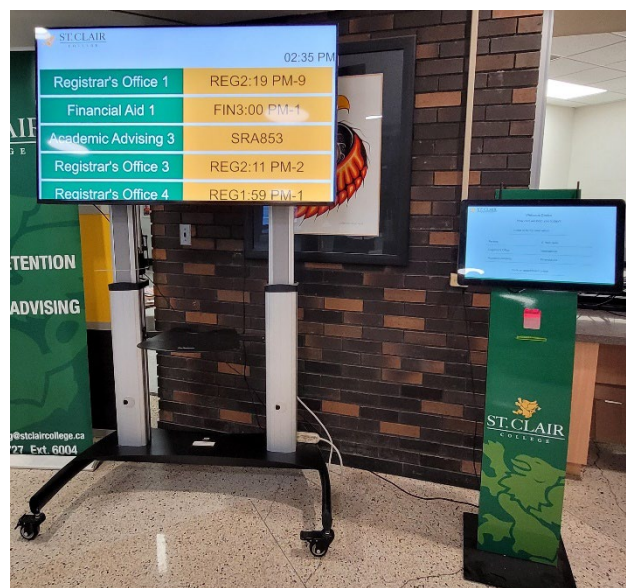
The FrontDesk implementation is currently in its first phase, which includes several kiosks located at pertinent areas around the campus. You will find them in the front lobby for the Parking Office, at the Registrars Office, OneCard Office, near the International Office and soon at the IT Helpdesk.

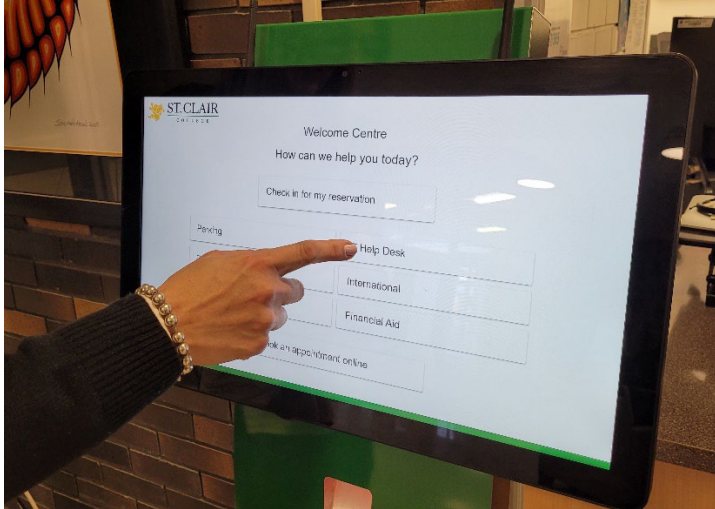
These kiosks will allow you to book convenient appointment times with these service providers, make sure you have the required information/materials to make these meetings go smoothly, and even enter your notification information so you can receive a text message or email when your scheduled appointment is coming near.

The next phase will include additional large public displays so you can see where you are in queue from different public areas around the campus and adding additional kiosks around the campus.

How To Use The Kiosks

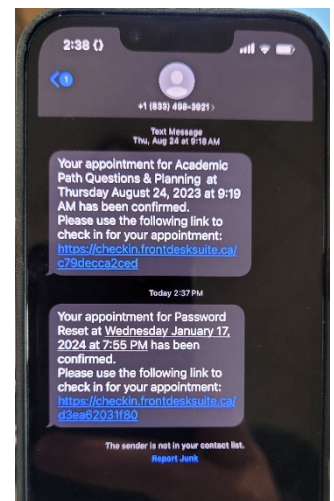
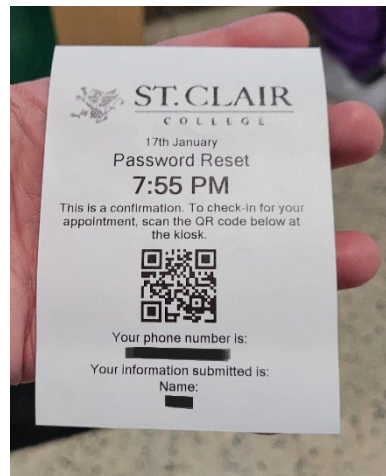
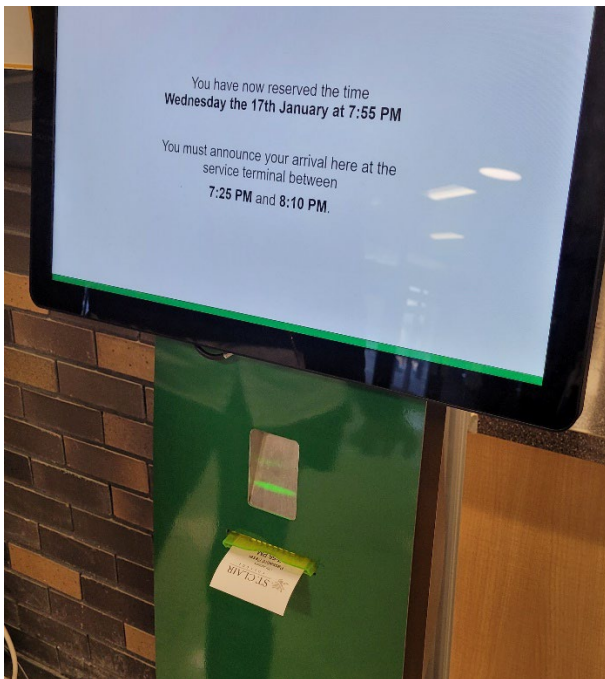
When you approach the kiosk, you will be presented with a listing of different departments.

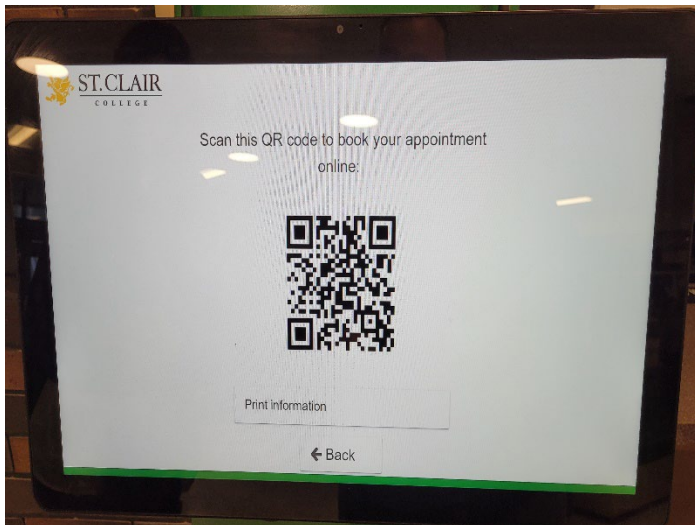




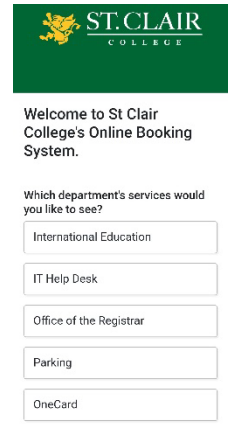
Press on the department of your choice. It will step you through some menus, direct you to enter some contact information, and choose an appointment time.

Once you have gone through the steps correctly, it will print you a receipt of your visit, as well as send you a confirmation text message to the phone number you provided. The text message will contain a link to “check in” within 15 minutes of your appointment.

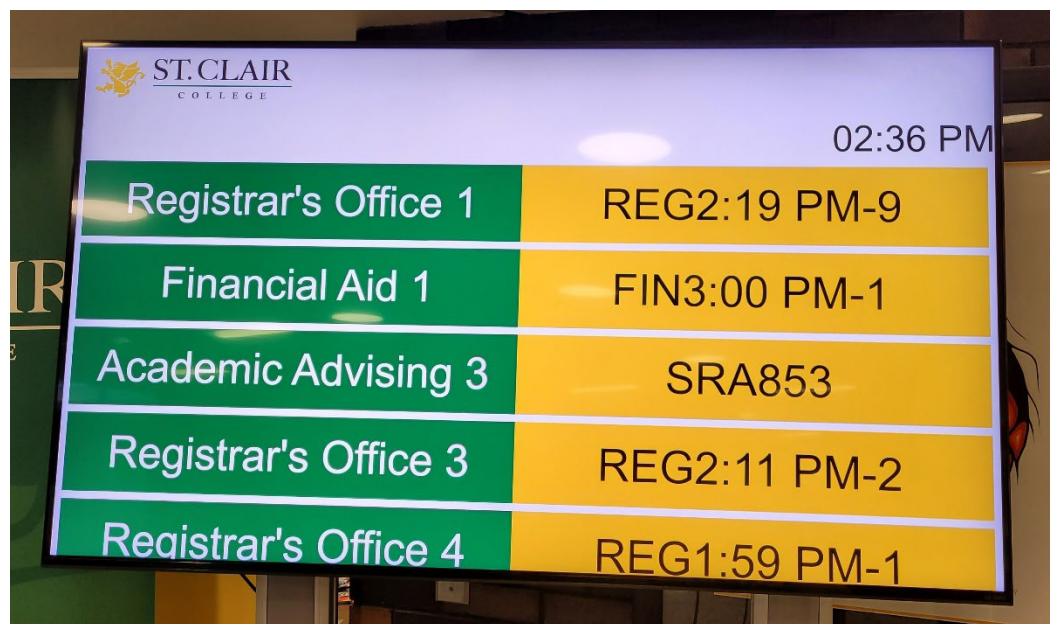




There is also an option to book an appointment online. When you press this button, a QR barcode is displayed on the screen. Take a photo of the QR code and it will launch the web site for you to go through the same steps from your mobile device, instead of the kiosk.



When all of the correct information has been entered and you receive your confirmation receipt/text message, your booking will appear on the large display (if one is provided with the kiosk).



After you have completed the booking process, you do not need to go to that department right away and wait. You can wait in the main lobby sitting area, in the cafeteria or Open Lab if you choose. You will receive notifications as your appointment gets nearer.