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### Kean Student Experience - Ellucian CRM Advise

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## Kean Student Experience - Ellucian CRM Advise

### Abstract

The Student Experience, managed by the Office of Student Success and Retention at Kean University allows students to view members of their Student Success Team, schedule an appointment with those who are part of their Student Success Team, and/or raise an alert/Request assistance from a campus department.

### Keywords

CRM, Ellucian, Advise, Student Experience, Advisement



## Scheduling an Appointment through the Advise Student Experience

- Login to the Advise Student Experience by clicking [HERE](#) or by accessing the 'Student Experience' from the Quick Links on the Kean.edu website.
- From this main page, you can:
  1. **VIEW** members of your Student Success Team which can include:
    - First and Second Major Advisors
    - Career Advisor
    - Financial Aid Counselor
    - EEO Counselor\*
    - PASSPORT Advisor\*
    - Global Advisor
    - Learning Commons Liaison (Tutoring, Writing, Public Speaking)
    - First-Generation Scholars Mentor Liaison\*
    - Back on Track Coach\*
    - Step-it-Up Coach\*
    - Athletics\*
  2. **SCHEDULE** an appointment with a member of your Student Success Team. To do this...
    - a. Go to the main landing site for [bit.ly/KeanStudentExperience](http://bit.ly/KeanStudentExperience)
    - b. Click on "Schedule Appointment" located at the top right of the screen.
    - c. From the new pop-up, choose the member of your Student Success Team who you want to meet with.
    - d. Based on their availability, click on a mutual time for when you want to schedule your appointment.
    - e. From the new screen, confirm the date, time, and location. For virtual locations, you may want to copy and paste your meeting location in a safe place. Provide any relevant comments.
    - f. Select "Book Appointment"
    - g. Once your appointment is booked, you and the member of your Student Success Team with whom you scheduled an appointment with will receive an email confirmation confirming the date, time, and location of your meeting.
  3. **REQUEST** assistance by raising your own alert, directly connecting you to support services from across the Kean University Community.

If you have any questions, comments or concerns regarding your Student Experience account, please contact Gilly Scott, Director of Institutional Effectiveness at [gscott@kean.edu](mailto:gscott@kean.edu).

\*For students part of these particular programs