Quick Start Guide to the new Advising Appointment System for Stern students

As a part of new Albert, we are pleased to announce that you can make appointments with your Stern Academic Advisers. The following screen shots will show you how to access this Advising Appointment System. **You may need to disable any pop-up blockers (one may be automatically on, depending on your browser).**

1) Log in to NYUHome ([home.nyu.edu](http://home.nyu.edu)), click on the “Academics” tab, then click on the link to open Albert. Click to enter your Student Center, where you should see the following. Click on “Setup Advisor Appointment.”

![Student Center Screenshot](image1.png)

2) Then you will be asked to “Select Department Calendar.” Click on the magnifying glass next to the box and click on “Stern” from the pop-up.

![Department Selection Screenshot](image2.png)
3) Next you will need to select the reason you are coming in for a visit. Click on the magnifying glass to select the main topic you would like to discuss with an adviser:

Tip: You can narrow your search to a particular adviser or date using these OPTIONAL filters (i.e., Name and Filter by Date Range).

4) To claim an appointment time, click the yellow “Schedule” button next to the name of the adviser and/or time of appointment that works for you. You should then see a pop-up confirming the appointment was made; you and the adviser will receive a confirmation e-mail as well.

Tip: If you have a pop-up blocker enabled, you may not see the pop-up, but you would still be sent a confirmation e-mail.
5) To verify your upcoming appointment is in the system, you may click on the “Scheduled Appointments” tab at the top of the screen. (This would be another way to confirm your appointment if you didn’t see a pop-up confirmation):

6) If you need to cancel your appointment, click the “cancel” button from this “Schedule Appointments” screen. **Please do not just cancel/delete the appointment in your Google Calendar; doing that does not cancel the appointment in Albert, it just removes the event from your calendar.** Especially if you’re canceling less than 24-hours in advance of the appointment, you should also send your adviser an e-mail explaining your reasons for canceling.

**FAQs**

1) **How far in advance may I schedule an appointment?**
   Albert will allow you to search for almost any date in time; however, it will actually only have availabilities up to 6 days in advance, so attempting to look more than 6 days in advance will not work.
   Normally, appointments are Mon-Fri 10am-4pm (there may be limited access on Fridays). If you have a quick question, don’t forget that you could walk in for a Quick Visit Mondays–Fridays 3:30–4:45pm.
   You cannot make same-day appointments through Albert. If you are curious about whether there are any same-day appointments available, you must come to the office or call (+1-212-998-4020).
   Please remember that during certain times of the year (i.e., the first week of classes, the week before registration), there will be adjustments to the appointment-making process and you may need to either come in to the office or log in the night before your desired appointment. At these times, we may have an in-person sign up at the front desk or other mechanisms to ensure we see as many students as possible.
2) Are all the people listed as my “Program Advisor” in Albert’s Student Center my academic advisers?
Not necessarily, that listing is partly for you and partly for administrative purposes. Some of the people on the list need to be designated as an “Advisor” in Albert to gain access to parts of your academic record, but they actually work outside of the Advising Office. Stern students are not assigned to a single adviser, so you may see anyone you choose (BPE students may want to see BPE specialists like Scott Bourdeau, Elizabeth Choe or Kevin Valliere). The Stern Undergraduate Academic Advisers you’ll be able to make appointments with in the AAS system are: Scott Bourdeau, Elizabeth Choe, Danielle Fernandez, Jessie Rosenzweig, Mary-Grace Tomecki and Kevin Valliere

3) Can I still call the front desk or come by the Advising Office and schedule an appointment?
Yes, but the availability of appointments (i.e., 6 days in advance) is still the same, so we encourage you to utilize the AAS system when you can. If you need to schedule an appointment and the system does not work for you for whatever reason, you may call +1.212.998.4020 or come by the front desk of the Advising Office on the 6th floor of Tisch Hall to schedule an appointment, pending availability.

4) If I have a quick question, do I need to schedule a full 30-minute appointment?
30-minute appointments that you will be scheduling using the AAS are for questions that require a longer visit (curricular planning, degree audit review, personal issues, etc). If you just need a form signed or have a very quick question, you are welcome to come to our Quick Visit appointments, which occur Monday-Friday 3:30-4:45pm or you may e-mail the Advising Office.

5) Is there a limit to how many appointments I can schedule in a given time period?
We request that you not make more than one appointment per day. However, if your adviser recommends you come in for a follow-up within that time-frame or you need to meet with someone regarding another issue during that time, you should consult with the front desk.

6) Am I required to meet with the same adviser every time I come in?
You may meet with any adviser you wish, pending availability. You are not assigned to a specific adviser.

**Known Issues**

1) I have an iPhone and just made an appointment, but it’s showing up on my calendar as 5 hours earlier than I remember making the appointment for. What’s wrong?
If you are having this issue, you should go into Settings and find Time Zone Support. Depending on the version of iOS you have, you may need to either turn Time Zone Support on or off to correct this problem. (Solution from IT on 3/13/2013)