

# Navigator Pre-Appointment Questions or Post-Appointment Feedback Survey for Students

If you would like to have [Nanook Navigator](#) send a survey before scheduled appointments or in follow-up to scheduled appointments or drop-ins for your location, then please complete this form. The survey or questions can be utilized to allow a student to upload a document prior to an appointment as well.

Use the appointment settings you have set up in your [appointment availability](#). [Here is a list of example questions](#).

**Complete one form per care unit - location request** (i.e. RSS is connected to both advising and tutoring. RSS will need to complete an advising form and a separate tutoring form.) If you want different questions for different services, please complete a second form.

For questions, contact the Nanook Navigator team at [uaf-nanooknavigator@alaska.edu](mailto:uaf-nanooknavigator@alaska.edu) or 907-474-6300.

Please complete all relevant fields of information.

\* Indicates required question

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1. Email \*

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2. Full Name: \*

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3. Select which items you wish to have built: \*

*Mark only one oval.*

- Pre-Appointment Questions      *Skip to question 4*
- Post-Appointment Survey      *Skip to question 31*
- Both a Pre-Appointment Questions & Post- Appointment Survey

### **Pre-Appointment Question Settings**

These are the survey settings and questions that will be sent out prior to a scheduled appointment start time.

5 questions is the limit.

The upload option will allow the student to upload a document in advance. The student could also provide a google drive link or link to files as their response to a free text question.



4. **Pre-Appointment:** Feedback Survey Name (example: RSS Pre-Appointment Survey): \*

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5. **Pre-Appointment:** Instructions Notes for Landing Page (information students see when they click the Give Feedback link in the request. The instructions must be 750 characters or less.) \*

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6. **Pre-Appointment:** Notification method: \*

*Check all that apply.*

Email

Text

7. **Pre-Appointment:** Reminder (optional)

*Mark only one oval.*

Send reminder after appointment created (1-7 days)

Send reminder before appointment begins

No reminder

8. If you chose, "Send reminder after appointment created" above please provide the number of days (1-7 days)

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9. **Pre-Appointment:** Make results visible in staff Upcoming and Recent Appointments? \*

*Mark only one oval.*

Yes

No

10. **Pre-Appointment:** Question 1 (i.e. How was your recent appointment?): \*

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## 11. Question 1 Type (i.e. one choice): \*

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 12. Question 1 Response Choices or Free Text (i.e. Good, Bad, Okay, Not Okay):

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13. Question 1 Response Required: \*

*Mark only one oval.*

Yes

No

14. **Pre-Appointment:** Question 2 (i.e. How likely are you to return to this location for support?):

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## 15. Question 2 Type (i.e. Net Promoter Score):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

16. **Pre-Appointment:** Question Response 2 Choices/ Free Text:

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17. Question 2 Response Required:

*Mark only one oval.*

Yes

No

18. **Pre-Appointment:** Question 3 (i.e. How were you feeling before the appointment?):

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## 19. Question 3 Type (Yes/No):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 20. Question Response 3 Choices/ Free Text (i.e. Rating - Quality):

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21. Question 3 Response Required:

*Mark only one oval.*

Yes

No

22. **Pre-Appointment:** Question 4 (i.e. How are you feeling after your appointment):

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## 23. Question 4 Type (i.e Rating - Quality ):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 24. Question Response 4 Choices/ Free Text:

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25. Question 4 Response Required:

*Mark only one oval.*

Yes

No

26. **Pre-Appointment:** Question 5 (i.e. Upload your appointment documents for review prior to your appointment):

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## 27. Question 5 Type (i.e. free text):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 28. Question Response 5 Choices/ Free Text:

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29. Question 5 Response Required:

*Mark only one oval.*

Yes

No

30. Go to Post-Appointment survey settings next? \*

*Mark only one oval.*

Yes     *Skip to question 31*

No     *Skip to question 56*

*Skip to question 56*

### **Post-Appointment Survey Settings**

These are the survey settings and questions that will be sent out after an appointment or drop-in.

5 questions is the limit.

The upload option will allow the student to upload a document post appointment. The student could also provide a google drive link or link to files as their response to a free text question.



31. **Post-Appointment:** Feedback Survey Name (example: RSS Post-Appointment Survey): \*

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32. **Post-Appointment:** Instructions Notes for Landing Page (information students see when they click the Give Feedback link in the request. The instructions must be 750 characters or less.) \*

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33. When to trigger the survey: \*

*Mark only one oval.*

- Send after Appointment Summary created for any meeting type (email, etc.) and drop-ins
- Send after Scheduled Appointment end time. This option sends the request form to any student with the Location/Service combination that day with a scheduled appointment in Navigate, which can include late or no-shows. If you select to send after the scheduled appointment end time, you must also select the number of hours after the appointment ends to send feedback.

34. Send after Scheduled Appointment end time. Offset hours (i.e 3 hours after)

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35. **Post-Appointment:** Notification method: \*

*Check all that apply.*

Email

Text

36. **Post-Appointment:** Question 1 (i.e. How was your recent appointment?): \*

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37. Question 1 Type (i.e. one choice): \*

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

38. Question 1 Response Choices or Free Text (i.e. Good, Bad, Okay, Not Okay):

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39. Question 1 Response Required: \*

*Mark only one oval.*

Yes

No

40. **Post-Appointment:** Question 2 (i.e. How likely are you to return to this location for support?):

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## 41. Question 2 Type (i.e. Net Promoter Score):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 42. Question Response 2 Choices/ Free Text:

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43. Question 2 Response Required:

*Mark only one oval.*

Yes

No

44. **Post-Appointment:** Question 3 (i.e. How were you feeling before the appointment?):

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## 45. Question 3 Type (Yes/No):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 46. Question Response 3 Choices/ Free Text (i.e. Rating - Quality):

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47. Question 3 Response Required:

*Mark only one oval.*

Yes

No

48. **Post-Appointment:** Question 4 (i.e. How are you feeling after your appointment):

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49. Question 4 Type (i.e Rating - Quality ):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

50. Question Response 4 Choices/ Free Text:

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51. Question 4 Response Required:

*Mark only one oval.*

Yes

No

52. **Post-Appointment:** Question 5 (i.e. What additional resources do you need?):

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## 53. Question 5 Type (i.e. free text):

*Mark only one oval.*

- Select only one choice (list of choices)
- Free Text
- Net Promoter Score (0 Very unlikely-10 very likely)
- Rating - Agreement (1 strongly disagree-5 strongly agree)
- Rating - Difficulty (1 Very difficult- 5 very easy)
- Rating - Frequency (1 Never to Frequently)
- Rating - Quality (1 Very poor- 5 very good)
- Rating - Satisfaction (1 very dissatisfied to 5 very satisfied)
- Yes/No
- Upload

## 54. Question Response 5 Choices/ Free Text:

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## 55. Question 5 Response Required:

*Mark only one oval.*

Yes

No

## Care Unit Selection

Select the unit your location falls under:

## 56. Care Unit: \*

*Mark only one oval.*

Advising (and instructors) *Skip to question 57*

Athletics *Skip to question 59*

Career Services *Skip to question 61*

Financial Aid *Skip to question 63*

Registrar's Office *Skip to question 67*

Student Engagement *Skip to question 69*

Tutoring & Mentoring *Skip to question 65*

## **Advising Care Unit**

Select your location:

## 57. Advising Locations: \*

*Mark only one oval.*

- Alaska Advantage Advising
- Academic Advising Center
- BLaST
- Bristol Bay Campus
- Chukchi Campus
- College of Business & Security Management
- College of Engineering and Mines
- College of Fisheries and Ocean Sciences
- College of Liberal Arts
- College of Natural Sciences and Mathematics
- College of Rural & Community Development
- Community and Technical College
- Department of Natural Resources and Environment
- Department of Military and Veteran Services
- Dual Enrollment Advising
- eCampus Support
- Eielson Air Force Base Advising
- Financial Aid Office (107 Eielson Building)
- Fort Wainwright Advising
- Graduate School

- Honors College Academic Advising
- Hutchison Institute of Technology
- Institute of Arctic Biology
- Interdisciplinary Studies Advising
- Interior Alaska Campus
- Kuskokwim Campus
- North Star Middle College Advising
- Northwest Campus
- Office of Rights, Compliance and Accountability
- Residence Life
- Rural Student Services
- School of Education
- Student Support Services
- Study Away Academic Advising
- Other: \_\_\_\_\_

58. **Pre-Appointment:** Advising Care Unit Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- 104R Advising/Approval
- Academic Difficulty
- Accommodations
- Add/Change Degree Program
- Add/Drop Class
- Admissions or Applying to UAF Advising
- Advising
- AHEAD Advising
- Athletic Advising
- Cancelled Classes
- Career Advising
- Career Exploration
- Change of Major/Minor
- Check-In
- Concentration
- Course Based Advising
- Course Withdraw
- Cover Letter Assistance
- COVID Related Barriers Advising
- Credit for Prior Learning - CPL
- Distance Education Inquiry
- Distance/ Online Advising



- Enrollment Requirements
- Exams/Proctoring: Courses, DSST, CLEP, Pearson Vue or NMS
- FAFSA or FAFSA Verification
- Fee Payment Options
- Finances
- Financial Aid/ Loan Repayment Options
- General Questions Answered
- Grade/Academic Appeal Advising
- Graduate School Advising
- Graduation Application Assistance
- Holds
- Honors Contract Development
- Honors Probation
- Honors Research/Thesis/Capstone
- Housing Advising
- Instructor: Office Hours
- Intake Appointment
- Interdiscip. Studies Mjr Expl.
- Interdiscip. Studies Mnr Expl.
- Internship/Practicum/Field Wrk Advising
- Job Shadow
- Log in Access or Issues/ Tech Support
- Major Exploration
- MBTI Assessment Interpretation
- Meal Plan/Dining Services
- Mentoring
- Missing/Incomplete Grades
- New & Returning Student Advising

- Nursing advising
- Orientation Assistance
- Override/Prerequisite Errors
- Petition
- Placement Testing
- Practice Interview
- Pre-Major
- Pre-Professional Advising
- Probation/Academic Disqualif.
- Professional School Application Assistance
- Program/Academic/Degree Plan.
- Progress Report Concern or Alert Intervention Support
- Referral
- Registration
- Reinstatement
- Resume or CV Building/ Review
- SAP Appeal
- Satellite Campus Advising
- Schedule Change
- Scholarships
- Secondary/Dual Credit Advising
- Service Region Outreach/Advising/Support UAF, UAA or UAS
- STRONG Interest Interpretation
- Student Organizations/Clubs
- Student Success/Learning Asst.
- Study Away (Exchange/Study Abroad) Advising
- Study Away Applicant / Pre-departure Advising
- Summer Classes/Sessions

- Taking a break from school
- Textbook Ordering
- Total Withdrawal
- Transfer Credit Exploration
- Transportation Resources
- Tuition Assistance: Active Duty, Spouses/ DOD Civilians NMS
- Veteran Education Benefit Advising
- Visiting Student Advising
- Well-being Resources

### Athletics Care Unit

Select your location:

59. Athletics Locations: \*

*Mark only one oval.*

- Academic Advising Center
- Athletic Advising- Patty Center
- Athletics Virtual Study Hall
- Athletics- Coach

60. **Pre-Appointment:** Athletics Care Unit Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- Academic Difficulty
- Accountability Meeting
- Add/Drop Class
- At-Risk Progress Report or Alert Intervention Support
- Athletic Advising
- Change of Major/Minor
- Coach Meeting
- Course Withdraw
- COVID Related Barriers Advising
- General Questions Answered
- Grade/Academic Appeal Advising
- Major Exploration
- Missing/Incomplete Grades
- Office Hours
- Pre-Major Advising
- Probation/Academic Disqualif.
- Referral
- Registration
- Schedule Change
- Total Withdrawal
- Virtual Study Hall

## Career Services Care Unit

Select your location:

61. Career Services Locations: \*

*Mark only one oval.*

Career Services

62. ***Pre-Appointment:*** Career Services Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- MBTI Assessment Interpretation
- Career Exploration
- Career Fair
- Cover Letter Assistance
- Job and/or internship search
- Job Shadow
- Major Exploration
- Practice Interview
- Resume or CV Building/ Review
- STRONG Interest Interpretation

## Financial Aid Care Unit

Select your location:

### 63. Financial Aid Locations \*

*Mark only one oval.*

- Community and Technical College
- Financial Aid Office (107 Eielson Building)
- Kuskokwim Campus

64. **Pre-Appointment:** Financial Aid Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- Alaska Performance Scholarship Assistance
- External to UA Scholarship Assistance
- FAFSA Assistance
- Financial Aid Counseling/Assistance
- General Loan Assistance
- Grant Assistance
- Loan Acceptance Assistance
- Request for Review of Special Circumstances
- Satisfactory Academic Progress Assistance
- UA Scholar Assistance
- UA Scholarship Assistance
- Verification Assistance

### Tutoring & Mentoring Care Unit

Select your location:

## 65. Tutoring &amp; Mentoring Locations: \*

*Mark only one oval.*

- AAC/ Honors Peer Mentoring
- BLaST
- CEM Tutoring
- CEM Tutoring (clock-in)
- CNSM- Chemistry Learning Center - REIC 136
- College of Natural Sciences and Mathematics
- CTC Math Center- Gruening 406
- CTC Tutoring
- Debbie Moses Learning Center- CTC 120
- DMS Graders & Tutors (clock-in)
- Foreign Languages Lab- Gruening 609
- Honors College Tutoring
- Math Tutoring Lab-Chapman Bldg. 305
- Math Tutoring-Chapman Bldg. 210 & Online
- Nanook Study Lounge
- Northwest Campus
- Student Success Center
- Rasmuson Library- Study Hall
- Reading Lab- Rasmuson Library 407
- Rural Student Services



- SOM Accounting Lab- Bunnell 217
- Student Athlete Study Hall- Patty Center
- Student Athlete Tutoring
- Student Support Services- Tutoring Center
- UAF Writing Center (801 Gruening Bldg)
- Undergraduate Research & Scholarly Activity (URSA)

66. **Pre-Appointment:** Tutoring & Mentoring Care Unit Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- Location Relevant Course(s)
- 1-on-1 Tutoring
- Academic Coaching
- Academic Difficulty
- Advising Questions
- Career Options
- Communication Skills
- Computer Lab
- Consultation
- Course Registration Questions
- Course-based Mentoring
- Course-based Tutoring
- Creative Writing (not course based)
- Drop-in tutoring
- General Education Courses
- General Mentoring
- General Problem Solving
- General Tutoring
- Grading
- Group Tutoring
- Information/General Questions
- Internship/Practicum/Field Wrk

- Jobs
- Lab Tutor
- Life Coaching
- Life Planning
- Log in Access or Issues/ Tech Support
- Major/Minor Exploration
- Peer Mentoring
- Research Application
- Research Award Meeting/Questions
- Resume/Cover Letter
- Scholarship Application Essay
- Student Organizations/Clubs
- Student Success/Learning Asst.
- Student Support Resources (support offices, etc.)
- Study Hall
- Study Skills (study habits, note taking, time management)
- Textbook Ordering
- Thesis/Dissertation
- Transportation Resources
- Well-being Resources
- Technology Navigation
- Tutoring

## Registrar's Office Care Unit

Select your location:

## 67. Registrar's Office Locations: \*

*Mark only one oval.*

Registrar's Office- Front Desk

68. **Pre-Appointment:** Registrar's Office Care Unit Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- Academic Reinstatement
- Change of Major/Minor
- Degree Audit/ DegreeWorks
- Drop for Non-Payment Reinstatement
- Enrollment Verification
- FERPA Release
- Front Desk Drop-in Support
- Registration
- Transcript

### Student Engagement Care Unit

Select your location:

## 69. Student Engagement Locations: \*

*Mark only one oval.*

Wood Center for Student Engagement

70. **Pre-Appointment:** Student Engagement Care Unit Services \*

Select "All services" or individual services below:

*Check all that apply.*

- All services
- Involvement (co-curricular opportunities / student life)
- Consultation
- Engagement Check-in
- General Problem Solving
- Information/General Questions
- Peer Mentoring
- Student Organizations/Clubs
- Well-being Resources

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