When a student cannot be found in the AgileGrad system please follow the steps below to track their appointment information:

**Step 1 - Thoroughly search for student**

1. Search using both name and then ID # from the Dashboard tab.
2. Search using both name and then ID # from the Students tab. Be sure to check the box next to “Include inactive students?”
Step 2 – Once confirmed they are not in the system, add the student into the queue using generic “Chico Advisor” student name

1- Click Add to Queue from the queue screen. Enter “Chico Advisor” in the student lookup text box, to select the student, simply click on the name
2- Select appropriate information in Location and Appointment Type drop downs
3- In Reason for visit: Type the student’s name and ID # in the top line, and then any additional necessary comments on the next line
4- Click Add
Step 3 – Advisor will pull students from the queue and meet with them as usual and save appointment notes and close appointment as usual

1- Be sure to leave the student name and ID # in the top line of the appointment notes.
This process will allow us to have a list of students that we saw who were not in the system all organized under the Chico Advisor CommLog. Once a month we will go through this list and see if the student has been populated into AgileGrad yet. Once they are in the system we will move their notes to their own CommLog.