

# HOW TO USE INSIGHT

## SCHEDULING, RESCHEDULING & CANCELLING APPOINTMENTS

Revised May 2020

### IMPORTANT NOTE:

- Liberty University main campus departments have marketed the Insight scheduling program as “Compass”. All appointment confirmations, cancellations, and anatomy tutoring session notifications will be sent by the [compass@liberty.edu](mailto:compass@liberty.edu) email address.
- Because LUCOM already has a co-curricular program called COMPASS, LUCOM will continue to refer to the scheduling program as “Insight” to eliminate any potential confusion.
- When you receive an email from [compass@liberty.edu](mailto:compass@liberty.edu), it is **not** from your COMPASS advisor.

### HOW TO SCHEDULE AN APPOINTMENT IN INSIGHT

1. Log into [Insight](#) using your LU log-in information. This link utilizes Liberty’s single sign-in service.
2. Click on Appointments in the left sidebar.

**COMPASS**

Home

**Appointments**

Tutoring/Mentoring

Events

Calendar

Profile

News Feed

**Welcome to Compass!**

This will be your one stop shop for many academic resources on campus.

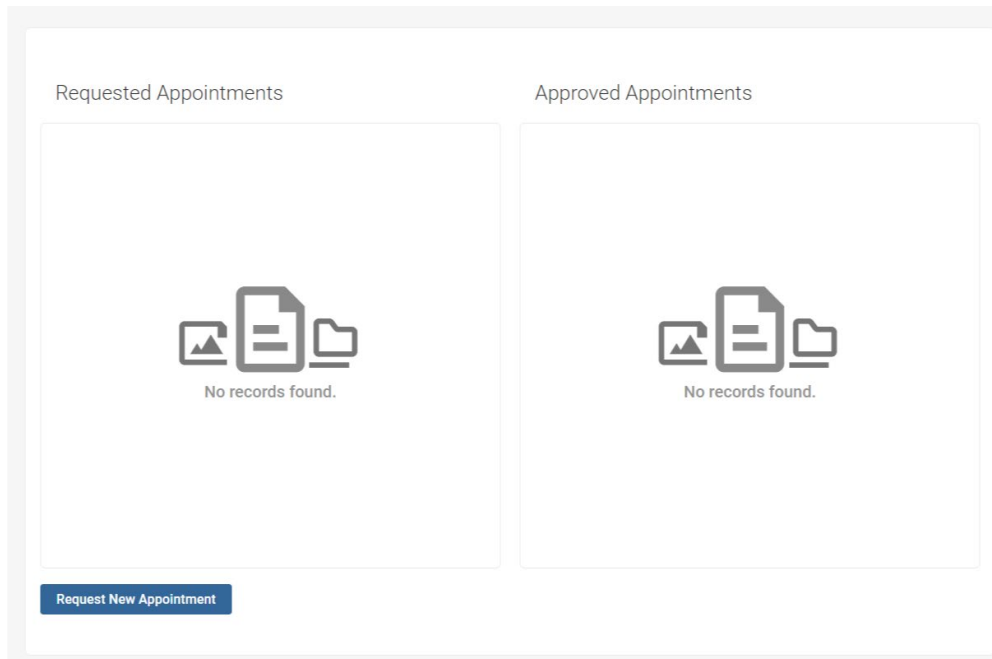
Under **Appointments**, you will be able to schedule meetings with the following offices:

- [Faculty Mentoring](#)
- [International Student Center](#)
- [Professional Advising](#)
- [Student Advocate Office](#)
- [Testing Center](#) (for Reader/Scribe requests)
- [College of Osteopathic Medicine Academic Support](#)

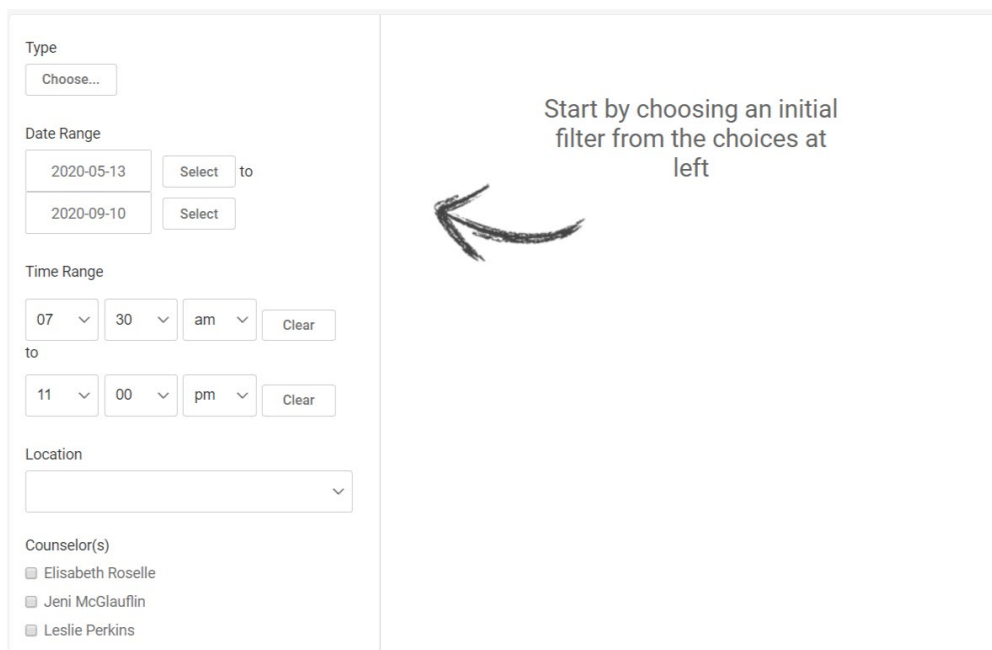
Under **Tutoring/Mentoring**, you will be able to schedule meetings with the following offices:

- [Academic Peer Mentoring](#)
- [Online Foreign Language Lab](#)
- [Tutoring Services](#)
- [Writing Services](#)

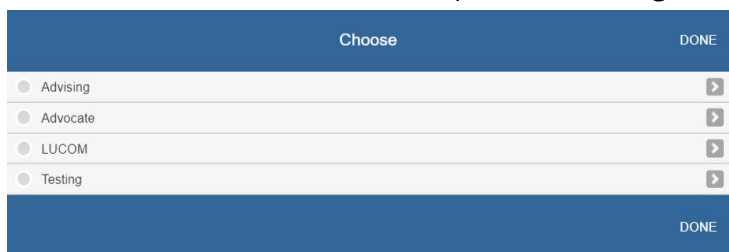
3. Click on Request New Appointment (you may need to scroll down to see the button).



Clicking the Request New Appointment button will bring you to this screen:



4. You have several filtering options to schedule an appointment with the Academic Support & Success Center, Office of Clinical Rotations, and/or the Financial Aid Office.
- **Filtering by Appointment Type:** By clicking on the “Choose” button under Type, you would select “LUCOM” and then the LUCOM Office and Appointment Duration of your choosing. Click “Done” when you’ve selected your choices.



- **Counselor(s):** If you already know the Counselor or Staff Member that you would like to make an appointment with, you can filter by their name.

Type  
Choose...

Date Range  
2020-05-13 Select to  
2020-09-10 Select

Time Range  
07 30 am Clear  
to  
11 00 pm Clear

Location  
▼

Counselor(s)  
 Elisabeth Roselle  
 Jeni McGlauffin  
 Leslie Perkins

Start by choosing an initial filter from the choices at left

5. After your filter by the Appointment Type and/or the Counselor of your choosing, click "Check Availability".

Check Availability

Back To My Appointments

6. All of the available appointments for your desired appointment type or counselor will appear on the right-hand side of the screen.

Thursday, May 14, 2020	
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	8:00 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	8:30 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	9:00 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	9:30 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	10:00 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	10:30 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	11:00 am
<a href="#">Elisabeth Roselle</a> Center for Medical and Health Sciences - CMHS 3043 - 30 mins	11:30 am

7. To make an appointment, click on the name of the counselor of your choosing. A dialogue box will pop up on the screen, listing the:

- Counselor
- Location
- Room
- Date
- Time
- Length
- Type

You have the option of adding an attachment (i.e. study plan) and writing in Additional Notes—which is where you can write why you are requesting a meeting with the Counselor/Staff Member. Click Submit Request when you are done.

Confirm Appointment ×

\* Indicates a required field

Counselor \*  
Elisabeth Roselle

Location \*  
Center for Medical and Health Sciences

Room  
CMHS 3043

Date \*  
May 14, 2020

Time \*  
8:00 am

Length \*  
30

Type \*  
LUCOM/Academic Counseling (30 min)


Confirm Appointment ×

Attachment

Additional Notes

8. Once you complete your Appointment Request, your main Appointments page in Insight will show your Approved and Requested appointments. If you click on the 3 dots next to the appointment, you can add the appointment to your calendar.

### Requested Appointments



No records found.

### Approved Appointments

1 Results

ER **Elisabeth Roselle** 30 mins

LUCOM/Academic Counseling

May 14, 2020 - 8:00 am

Center for Medical and Health Sciences - CMHS 3...

⋮

9. You will also receive an email from [compass@liberty.edu](mailto:compass@liberty.edu) if your appointment request has been approved.

Reply Reply All Forward IM

Wed 5/13/2020 4:55 PM

 compass@liberty.edu

**Appointment Request Approved**

To  Roselle, Elisabeth Daisy (LUCOM Office of Medical Education)

May 13, 2020

Dear Elisabeth,


Your request for an appointment with Elisabeth Roselle at 8:00 am on May 14, 2020 in Center for Medical and Health Sciences CMHS 3043 has been approved.

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### **HOW TO CANCEL/RESCHEDULE YOUR APPOINTMENT IN INSIGHT**

1. On the Appointments page in Insight, click on the 3 dots next to your approved or requested appointment. Select whether you would like to cancel or reschedule your appointment. If you click "Reschedule", Insight will take you back to the make an appointment page. Follow the steps provided in the "How to Schedule an Appointment" section.


#### Requested Appointments



No records found.

#### Approved Appointments

1 Results

 **Elisabeth Roselle** 30 mins  
LUCOM/Academic Cour  
May 14, 2020 - 8:00 am  
Center for Medical and He

- Cancel
- Reschedule
- Add to calendar

2. If you select "Cancel", a dialogue box will pop up for you to complete. After you select the reason for your cancellation and any other information you would like to provide, click "Cancel Appointment".

Cancel Appointment ×

\* indicates a required field

Choose a reason for cancellation \*

Please describe