

Hi there. Let's explore CASA scheduling and see how to book appointments with your CASA coach. To access the CASA appointment portal, go to: myusf.usfca.edu and login. After you have logged in, hover over 'Fav Apps' in the top right corner. If you are a new student, you will see 'CASA Appointment' in the dropdown menu. If you are a continuing student, select 'Preferences' then click on 'All Apps' and search for CASA Appointment. Once this application has been found, add it to your favorite apps. Please allow up to 5 minutes for 'CASA Appointment' to display properly in your Fav Apps.

Once you enter the student dashboard, you first see all of your upcoming appointments with your CASA coach, and Learning, Writing and Speaking Center tutors. Let's now request an appointment with our CASA coach.

On the 'Request an Appointment' page, you might see, "No slots available for this date." Let's find days that our coach has availability. If you look at the calendar for days that are underlined, bold, and green, you will find open appointments available for you to book. You can only book appointments 2 weeks in advance. If you already have an appointment scheduled with a CASA coach, you will not be able to book another appointment with CASA. Additionally, you cannot book an appointment with your coach less than 24 hours before the appointment start time.

In each available slot, you will find the time, location, and your coach. Click 'select' to book this slot. Now, we need to include the appointment details. On this page, you must include the reason for the meeting, and your preferred phone number. Click 'Request an Appointment' when you are finished. Success! Our appointment request was made. Let's now navigate back to the dashboard.

As you can see, the appointment was booked but is pending. Your CASA coach will confirm your appointment within 48 hours after you scheduled the appointment. On your dashboard, the appointment will turn green when your coach has confirmed. You will also receive an email once the appointment has been confirmed.

Something came up and you will miss your appointment? No problem. Click the 'edit' box to view your options, and select 'Cancel Appointment'.

If you need further help requesting an appointment, you can go to University Center, 3rd floor between 9:00 AM and 5:00 PM Monday through Friday to speak with the front desk staff. Additionally, you can email CASA at casa@usfca.edu or call at 415-422-5050.