

The following is a user guide for advisers working on the Prospects Eguidance system

### Login and account administration



To access student and graduate careers advice emails to your institution, type in your Username & Password and click the login button.

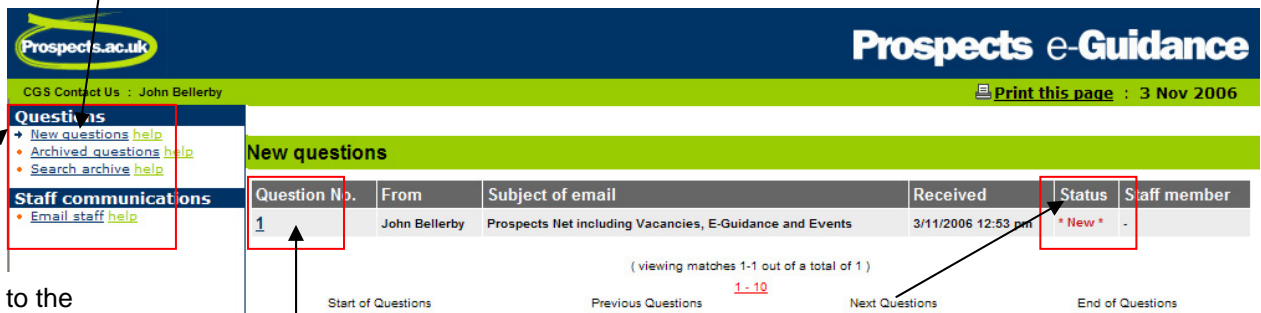
Username

Go to [www.prospects.ac.uk/interactive/questiontime/login.htm](http://www.prospects.ac.uk/interactive/questiontime/login.htm)

Password

Login with your given username and password.

Once logged in you will arrive at the new questions screen you will notice that you access to “New questions”, “Archived questions”, “Search archive” and “Monitoring stats” “Monitoring stats”.



Question No.	From	Subject of email	Received	Status	Staff member
1	John Bellerby	Prospects Net including Vacancies, E-Guidance and Events	3/11/2006 12:53 pm	* New *	-

The blue arrow next to the option indicates which section you are currently in. There is also a help facility called “help” by each section to briefly explain how to operate the relevant section of the management system. Click on “help” will open a second browser window, which once read can be closed.

Clicking on a question number will take you to the question screen where you can view more details for that question and send a reply to the client.

Status: Each question will have a status, which will be one of the following: New (newly received question), In progress (another adviser is working on this question (their name will appear in the “staff member” column)), New (Follow-up) (newly received question that is a follow on from a previous response), In progress (Follow-up).

## Answering a Query

To answer a query from a user click the question number.

Question No.	From	Subject of email	Received	Status	Staff member
1	John Bellerby	Prospects Net including Vacancies, E-Guidance and Events	3/11/2006 12:53 pm	* New *	-

Sends the message with the reply.

Moves the message to the transcript without replying.

Saves the message and shows as in progress, so no other adviser can open it.

Send holding reply allows you to let the user know you have received their question and are looking into it.

By ticking the Ineligible box the reply will be populated with text letting the user know that they are ineligible to use the service

Attachments can be included in the reply by selecting the browse function (this option must be enabled by the master administrator.

The reply to the question is typed in here.

### Question no.1 (new) [help](#)

Reply options:

Question No.	From	Subject of email	Received	Status	Staff member
1	John Bellerby	Prospects Net including Vacancies, E-Guidance and Events	3/11/2006 12:53 pm	In progress	John Bellerby

Your extra question(s)

What is your reason for contacting us? To request more information

Change the subject of email this question is assigned to:

Prospects Net including Vacancies, E-Guidance and Events

Email address that reply will be sent to:

j.bellerby@prospects.ac.uk

Question:

Please could you provide me with further information on this product, including a testimonial from an existing company?

Many thanks  
Jahn

Enter reply here:

If this person is ineligible for this service, please tick the ineligible box. This will also insert the default reply text for that ineligibility into the reply box (although you can still amend the default text if you wish).

Ineligible

You may select an attachment to send with your reply: [Chat Live/User Guides](#)

~~Certainly, no problem. Please find attached a copy of our latest product information.~~

Following is a testimonial from one of our customers:

"We were fortunate in that the Prospects Net careers service management system came along just at the right time for our service, and over the course of a year we were able to offer new and improved online guidance services to students and graduates, which in reality, would have taken years to develop and implement had we been left to our own devices."  
David Scott, Glasgow Caledonian University

The resource centre can be accessed

The reply to the query can be spellchecked by using this button.

Allocate allows you to allocate a query to a member of staff who would be more suited to answering it.

Email staff allows you to send an email to one, many or all of your advisers.

Cancel allows you to cancel working on that query without sending a reply.

The subject line of the query can be changed here if the user has chosen it incorrectly when submitting the question.

The email address to which the reply is to be sent can be changed here.

The user's question will appear in full here.

Prospects.ac.uk

CGS Contact Us : John Admin

**Questions**

- New questions [help](#)
- Archived questions [help](#)
- Search archive [help](#)

**Staff communications**

- Email staff [help](#)

**Prospects e-Guidance**

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**Archived questions**

Question No.	From	Subject of email	Received	Completed	Status	Staff member
44	Visakhan Velupillai	Other	11/5/2007 11:57 am	15/5/2007 12:22 pm	No reply sent	John Bellerby
43	Visakhan Velupillai	Other	11/5/2007 11:50 am	13/5/2007 7:30 pm	Reply sent	Tom Sutton
42	Sandy Martin	Other	9/5/2007 3:03 pm	11/5/2007 10:52 am	Reply sent	John Bellerby
41	Gill Neville	Prospects Net including Vacancies, E-Guidance and Events	1/5/2007 12:02 pm	3/5/2007 10:14 am	Reply sent	Andy Stevens
40	Andy Stevens	Other	1/5/2007 11:33 am	1/5/2007 11:36 am	Reply sent	Andy Stevens
39	Adele Edgar	Other	27/4/2007 2:12 pm	1/5/2007 10:57 am	Reply sent	Andy Stevens
38	Cathy Moore	E-Guidance Practitioner Skills Training	26/4/2007 1:00 pm	27/4/2007 9:47 am	Reply sent	Tom Sutton
37	Imose	Prospects Profiles	20/4/2007 5:26 pm	21/4/2007 3:50 pm	Reply sent	CSU Admin
36	John Bellerby	Prospects Net including Vacancies, E-Guidance and Events	12/4/2007 2:59 pm	12/4/2007 3:08 pm	Reply sent	John Bellerby
35	Helen Curtis	Comments or suggestions for the website	4/4/2007 1:23 pm	3/5/2007 10:14 am	Reply sent	Tom Sutton

( viewing matches 1-10 out of a total of 31 )

[1-10](#)
[11-20](#)
[21-30](#)
[31-40](#)

[Start of Questions](#)
[Previous Questions](#)
[Next Questions](#)
[End of Questions](#)

Archived questions will have a status set to one of the following:

- **'Reply sent'** - the question has been replied to, and the email reply posted.
- **'No reply sent'** - the question has been looked at but no reply was required (e.g. nonsense question or a thank you message etc).

The name of the adviser who dealt with the question will appear next to the question.

Note questions that have previous correspondence will be denoted by an asterisk (\*) next to the question number.

## Searching Archived Questions

### Search archive

Select at least one search option from the list and then click 'search'.

Name of graduate

Question number

Subject of email Choose from list

Key Word search ( searches both the question text and the reply text )

Received Date 1 January 2001 to 1 January 2001

Adviser Reply Date 1 January 2001 to 1 January 2001

Staff member Choose from list

include previous select this option to include all matching questions in the search results ( previous correspondence in a series is normally hidden within the final follow-up question )

**search**

By checking the 'include previous' box this will include all previous questions in the series from the client. For the most comprehensive search results it is recommended that this is checked

Firstly, select the type of search to perform by clicking on the select button to the left of one of the criteria listed above. Then enter the appropriate criteria and click 'search'.

- **Name of Graduate:** search by name of client
- **Question number:** search by question number
- **Subject:** search by subject heading
- **Keyword:** search by keyword from either the question or the adviser's reply
- **Received Date:** search by date of receipt of question
- **Adviser Reply Date:** search by date of reply to question
- **Staff Member:** search by questions replied to by staff member

Prospects Net E-Guidance offers integrated management information statistics (MIS) which will enable you to generate reports and data relating to the type of query submitted, response times, identify busy periods and track your clients' queries. The monitoring statistics page shows management information statistics for your Prospects e-Guidance system. The statistics can be presented for large periods of time or for specific dates. This allows you to track the effectiveness of your marketing and trends of use over time. Statistics can also be downloaded as .csv (comma separated values) and .xls files in order to integrate directly into your own systems.

## Monitoring stats

### Graphs for the last 12 months (complete months)

[Questions received each month](#)  
[Questions received in the last 12 months by subject](#)  
[Hourly breakdown by weekday](#)  
[Questions received each week](#)  
[Average time per question for each adviser](#)  
[Overall average time per question](#)  
[Percentage \(%\) of questions answered within the response time](#)  
[Questions answered according to eligibility](#)  
[DOWNLOAD an Excel Spreadsheet of all questions received within the last 12 months](#)  
[DOWNLOAD a comma separated file of all questions received within the last 12 months](#)  
[DOWNLOAD an Excel Spreadsheet of all stage 1 feedback received within the last 12 months](#)  
[DOWNLOAD a comma separated file of all stage 1 feedback received within the last 12 months](#)  
[DOWNLOAD an Excel Spreadsheet of all stage 2 feedback received within the last 12 months](#)  
[DOWNLOAD a comma separated file of all stage 2 feedback received within the last 12 months](#)

The options in this section allow you to compare statistics for queries received month by month over. MIS available in this section include hourly breakdown by weekday, average time per question for each adviser and percentage of questions answered within the response time.

### Graphs for one week

Year  Week   
[Questions answered by each adviser](#)  
[Average time per question for each adviser](#)  
[Overall average time per question](#)  
[Questions received by subject](#)  
[Questions answered according to eligibility](#)  
[Report of new e-mail addresses](#)  
[Report of repeat e-mail addresses](#)  
[Report of users](#)  
[DOWNLOAD an Excel Spreadsheet of questions received in this week](#)  
[DOWNLOAD a comma separated file of questions received in this week](#)

The options in this section allow you to compare statistics for queries received over a given week. MIS available in this section include questions received by subject and overall average time per question.

### Graphs for a specified time span

From:    To:     
[Questions received](#)  
[Questions answered according to eligibility](#)  
[Report of users](#)  
[DOWNLOAD an Excel Spreadsheet of questions received between these two dates \(inclusive\)](#)  
[DOWNLOAD a comma separated file of questions received between these two dates \(inclusive\)](#)

Here graphs can be produced for a specified time span.