TSU Texas Southern University
University Planning & Analytics

T-CLAW Student Success Platform

Faculty Mentor -Office Hours

Purpose: Create Availability/Office Hours that allow students to schedule appointments quickly and consistently through T-CLAW .

QUICK TIP
Complete the setup once each semester. Your Personal Availability Link (PAL) updates automatically as your availability changes.

Before You Begin

- Determine the days and times you are available.
- Decide whether appointments will be in person, virtual, or both.
- Have your TSU Zoom Personal Meeting Link available (if virtual).
- Know which advising services you will offer.

Step 1 – Open My Availability

Navigate to Staff Home → My Availability, then select Actions → Add Time.

Step 2 – Configure Your Office Hours

Field	Selection
Days	Choose available days
From / To	Start and end time
Duration	Semester or recurring
Availability Type	Appointments (and Drop-Ins if desired)
Personal Availability Link	Enable this option

Step 3 – Faculty Mentor Settings

- Care Unit: Faculty Mentor
- Location: Select your School or College
- Services: Career Conversations, Academic Mentoring, Research Mentoring, Upper Division Course Guidance (select one or more)

Step 4 – Add Virtual Meeting Link

Paste your TSU Zoom Personal Meeting Link into the URL/Phone Number field. Students will automatically receive the link in their appointment confirmation.

Step 5 – Special Instructions for Students

Copy and Paste Student Instructions

Pre-Scheduled Appointments

At the time of your scheduled appointment, log in to the T-CLAW Student App and select Check In. I will receive a notification and begin our meeting. If you experience technical issues, please contact me at [Phone Number].

Questions: Please email Dr. Naomi Lawrence-Lee tclaw@tsu.edu Contact: 713.313.6748

Drop-In Appointments

After joining the drop-in queue, monitor your email and text messages for confirmation of your meeting time. I look forward to working with you.

Required Configuration

You must select a Care Unit, Location, at least one Service, appointment times, and click Save before students can schedule appointments.

Required Field	Value
Care Unit	Faculty Mentoring
Location	Your School or College
Service	Select at least one
PAL	Enabled
Personal Zoom URL	Required for virtual appointments

Common Setup Mistakes

Issue	Resolution
Students cannot schedule	Verify Care Unit, Location, and Service are selected.
Office hours not visible	Confirm PAL is enabled.
Zoom link missing	Add Zoom link to URL field.
Only one service appears	Review selected services.
Appointments unavailable	Verify availability is active and saved.

Managing Existing Office Hours

- Edit: Select Edit next to an availability.
- Copy: Select the availability and choose Copy Time.
- Delete: Select the availability and choose Delete Time.

Training Module

Click here to view the faculty training video on setting availability in T-CLAW.

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