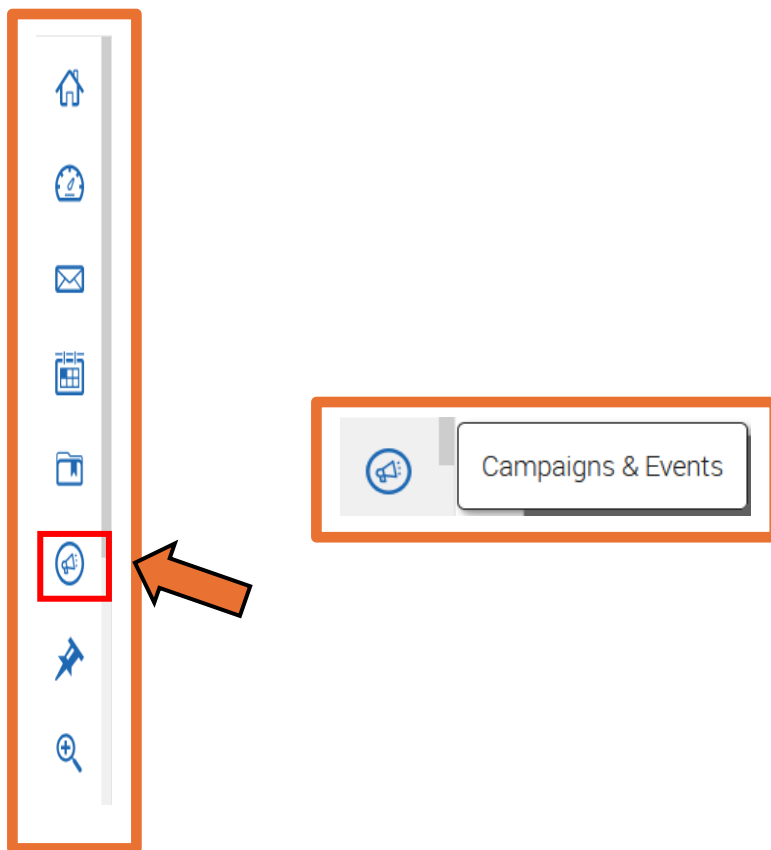# Navigate: How to Launch an Appointment Campaign

Launching an Appointment Campaign

To begin, open the **Campaigns** page and select Add **New** from the Appointment Campaigns section.

Campaigns & Events

Student Campaigns

Student Campaigns are campaigns that can be sent directly to the students to complete a specific action or to be notified at different times.

Appointment Campaigns

Allows staff to reach out to specific student populations and encourage them to schedule appointments. Appointment Campaigns are best deployed by staff members seeking to encourage students to meet with them for advising or other services.

[+ Add New]

Define the Campaign

The **New Appointment Campaign** page opens. Now you set the criteria for the Appointment Campaign. The fields that must be filled out are listed and defined below.

Note: If other staff are going to be included on this campaign, the **Service** (reason why students are being asked to make an appointment) **Location/**date range **must** align with **Campaign Availability** for the advisors that are going to be included in the campaign if you want them to be available.

Edit Appointment Campaign: Fall 2025 Course Registration

BUFFALO STATE UNIVERSITY

Define Campaign — Verify Recipients — Select Staff — Compose Nudges — Verify & Start

Define Campaign

Set up your campaign. Specify your appointment details and timing.

Campaign Configurations

Campaign Name *
Fall 2025 Course Registration

Instructions or Notes for Landing Page:
Make an appointment if you need assistance with Course Regist

Care Unit: *
Academic Advising

Location: *
Advisor's Office

Campaign Details

🏁 **Objective: Schedule Appointment(s)**
By Wed 05/14/2025

📇 **Recipients**
99

📇 **Staff**
1

✉️ **Welcome Message**
Sent on day added

Service: *
Next Semester Course Selection

Appointment Configurations

Appointment Limit: *
1

Appointment Length: *
30 min

Slots Per Time: *
1

☐ Allow Scheduling Over Courses

Staff Reminders:
☑ Email   ☐ Text

Recipient Reminders:
☑ Email   ☑ Text

✉️ **Specific Date Nudges**
Fri 04/04/2025 - Email
Fri 04/11/2025 - Email
Fri 04/18/2025 - Email
Fri 04/25/2025 - Email
Fri 05/02/2025 - Email

✉️ **Success Message**
Thank You For Scheduling Your Appoint...

☑️ **Campaign Ends**
Wed 05/14/2025

This document has been prepared by Bob Hudson, Assistant Director for Student Success Administrative Systems, Student Success & Retention **[Created 03/28/2025, Updated 09/18/2025]**

Scheduling Window

Campaign appointments can be scheduled on any date within the scheduling window. Your campaign will begin automatically on the date of your first nudge.

Start Date *
March 31, 2025

End Date *
May 14, 2025

Launch Date

This Launch Date will be the date that the "Welcome Message" will send. If students are added to your Campaign after this launch date via Automation, the "Welcome Message" will send to that student as soon as they are added.

Launch Date *
March 28, 2025

Back   Save and Exit   Continue >

Campaign Name

Campaign Name is visible to the person creating the campaign and any other users who have access to view campaigns, but not visible to the student. Make sure that you adhere to your institution's naming policy, otherwise other users will not be able to evaluate the impact of your campaigns.

> **Note:** Start campaign names with the most important information. **Academic term is the most important!** Some formats could include: Term, Population, Purpose; Term, Population, College, Purpose; Term, College, Purpose, Last name of user who created the campaign. Examples include: "FA24 Freshmen Reg Campaign", "SP25 1st Time Freshmen Business 15-to-finish", or "SP25 Freshmen Bio Major Decl, J. Smith"

Instructions of Notes for Landing Page: This field shows instructions for the campaign the student sees when they open the Appointment Campaign notification. **Make this text short and descriptive.**

Care Unit: The Care Unit the Appointment Campaign is associated with.

Location: The location where the appointments will be held.

Service: The Student Service associated with the campaign.

Course or Reason: The reason or associated course for the campaign here. This only appears if the Service is tied to a course.

Appointment Limit: How many appointments you want students to schedule during the campaign. **Note:** If a student is marked as a no-how for a campaign appointment (student misses their appointment), the student will re-enter the campaign as if they never scheduled an appointment, so they will continue to receive email nudges until they schedule.

No-shows will not show anywhere in the campaign, in the lens of the campaign it's like the appointment does not exist.

Appointment Length: How long the campaign appointment will be. Durations begin at a 5 minute length.

Slots per Time: Appointments can be individual or group. By adding more than one "slot per time", you can have a group appointment. The maximum number of slots is 500.

Allow Scheduling Over Courses: If checked, this box lets students schedule over course conflicts. *Course conflicts* refers to time slots where either the potential organizer or the student have conflicts due to either instructions or enrollments.

Staff Reminders: These checkboxes select what kinds of Appointment Campaign notifications the staff attached to the campaign will receive. The two options are Email and Text.

Recipient Reminders: These checkboxes select what kinds of Appointment Campaign notifications the campaign recipients (usually students) will receive. The two options are Email and Text.

Start and End Date: The date range that you want students make campaign appointments for.

Launch Date: The date the Welcome Message sends. If students are added to the campaign after this date through automation, the Welcome Message sends to the student as soon as they are added.

Note: Campaigns are *Care Unit specific,* meaning they are located within a Care Unit and appointments scheduled through the Campaign will be under one specific Care Unit/Location. Appointment Campaigns *cannot* be associated with multiple Locations or Care Units.

Verify Recipients

Your next step is adding recipients. If you created this campaign directly from a **Student List** or **Saved Search**, you are asked to review your students. If not, an **Advanced Search** opens.

Appointment Campaign: Fall 2025 Course Registration

BUFFALO STATE UNIVERSITY

⊘ Define Campaign — ⊘ **Verify Recipients** — ⊘ Select Staff — ⊘ Compose Nudges — ⊘ Verify & Start

Add Recipients To Campaign

Add Recipients to your campaign now, later, or through automation ⓘ

New Search

Saved Searches ▾

Keywords (First Name, Last Name, E-mail, Student ID) ?

Student Information First Name, Last Name, Student ID, Category, Tag, Student List	▾
Enrollment History Enrollment Terms	▾
Area of Study College/School, Degree, Concentration, Major	▾
Term Data Classification, Section Tag, Term GPA	▾
Performance Data GPA, Hours, Credits	▾
Course Data Course, Section, Status	▾
Assigned To	▾
Goals & Interests Post Degree Goal, Favorites ?	▾
Polls Questions, Choices ?	▾
Success Indicators Success Markers	▾
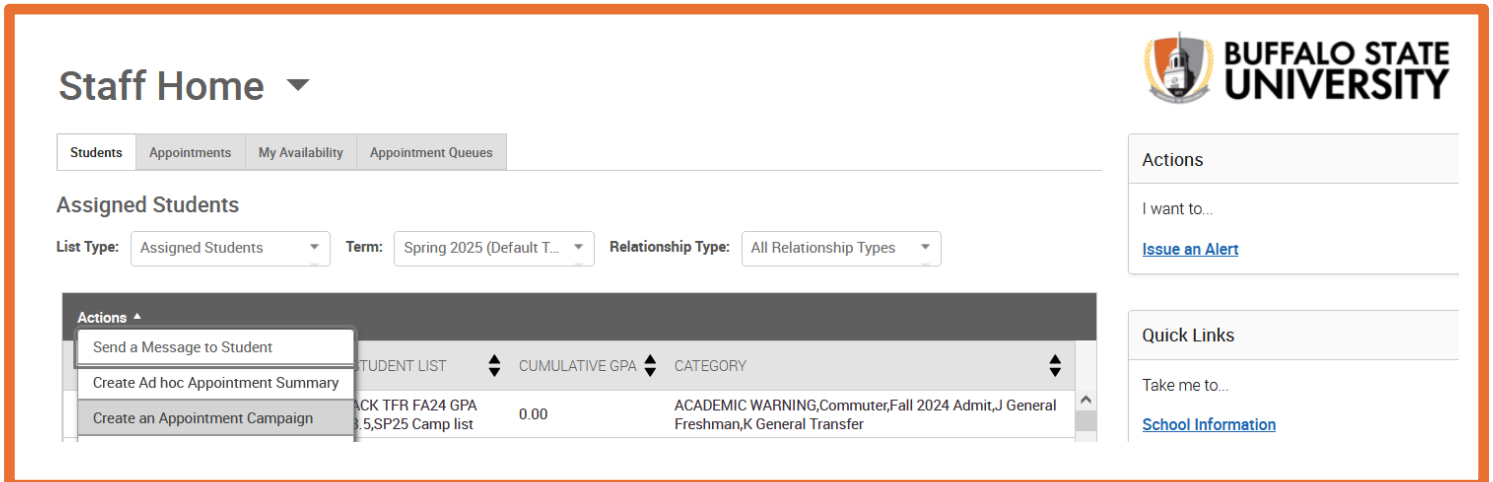
Search   ☐ Include Inactive   ☐ My Students Only

‹ Back   Continue ›

There are a few ways to search for and select your students. (1) From your **Staff Home** page **Students** tab, select your students from your list and go to the Actions menu and select **Create an Appointment Campaign**.

(2) **Advanced Search**. Use Advanced Search filters to find and select students. After starting the search, you are presented with a list of students. Select the students you wish to add and then choose **Add Selected Users and Search for More** from the actions menu.

You can remove students from the campaign if needed and add more later. For example, if you met with one of the students already and don't need them to come in during the campaign period, they can be removed.

Once finished, click **Continue** to move to the next page. You are asked to review the students in the campaign IF you have added students. If these are correct, click **Continue**.

(3) You can also select students for an Appointment Campaign through a **Student List** you may have created. (1) Go to your **Lists & Saved Items** Icon.
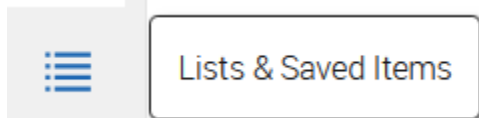
(2) Select you **Student List**.

(3) Select the students you wish to include in your Appointment Campaign.

(4) Go to your **Actions** menu and select **Create an Appointment Campaign**.

Adding Staff to Your Campaign. You need to choose Organizers for the campaign. You must select yourself. To be added to the campaign as an Organizer, you must have an Advisor or Tutor User Type. You can also select additional staff to make them available for appointments based on your role permissions.

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The State University of New York

Navigate360

Define Campaign — Verify Recipients — Select Staff — **Compose Nudges** — Verify & Start

Compose Nudges

Nudges

What would you like to say to your recipients? Set up your outreach and follow-up messages. Follow-up messages will only be sent to students who have not scheduled all appointments in the campaign.

[+ Add Nudge]

Welcome Message

Send Date: 03/28/2025

Email Subject: {$student_first_name}, Schedule an Academic Advising appointment

Email Message: Please schedule your Academic Advising appointm...

Specific Date Nudges

Send Date: 04/04/2025

Email Subject: {$student_first_name}, Schedule an Academic Advising appointment

Email Message: Please schedule your Academic Advising appointm...

Send Date: 04/11/2025

Email Subject: {$student_first_name}, Schedule an Academic Advising appointment

---

Success Message (Optional)

What would you like to say to your recipients if they complete your objective? This message will be sent within a day of the recipient scheduling all campaign appointments. The success message is for communication purposes only and will not be included in campaign metrics.

Email Subject: Thank You For Scheduling Your Appointment

Email Message: Hi {$student_first_name}, Thank you for scheduli...

‹ Back   Save and Exit   [Continue ›]

Add Welcome Message, Nudges, and Success Message

Note: Welcome Messages are the first nudge sent to students. They are sent when the student is added to the campaign or at the start of the campaign.

Nudges replace the Compose a Message functionality and allows for more communication from your school to students during an **Appointment Campaign**. Each nudge is an **email** or **SMS message** sent to your campaign list. You can customize the message sent to the student; **however, the link and link text will always be the URL and text set in the first step of the Appointment Campaign.**

Nudge emails and SMS messages are sent the morning of the date chosen when you create the nudge. **Welcome Messages send immediately after starting the appointment campaign**. As with any email or text, some may be slightly delayed.

To create a nudge, define your campaign and create your list of students for the Appointment Campaign. The Nudges page opens.

Click **Add Welcome Message** to create your first nudge.

You have a choice to create either an Email nudge or an SMS nudge. You must create at least one nudge per campaign. The nudge can be either an email or an SMS. There are no limits on how many nudges you can send. Only one nudge type (email or SMS) can be sent per day.

For email messages, select the *Email* nudge type.

Note: Do not remove the schedule link from the email body.

Enter a subject line and customize the message. If desired, use a Content Template. The available Merge Tags are listed under the Message text box as well as other rich text options. You can see a preview of the message in a panel right of the composition panel. You can also attach a file to this message.

Fields used in the message composition are:

Email Subject

The subject of the nudge email going to the student. It is Schedule an Appointment by default.

Message

The customized email message going to the student. Merge tags are available for this message and are shown beneath the message field.

Send Date

The date the email nudge is sent. This does not apply to the Welcome Message

After creating a nudge, click **Save Nudge** to continue.

For an SMS, select the SMS nudge type. A similar page with more limited options displays.

SMS nudges for Appointment Campaigns are automatically generated. Set a send date, and click **Save Nudge**. **Note that you may only send out one nudge a day**. You may continue creating nudges after this.

For nudges that are sent after the welcome message, you can send the nudge on a specific date or a relative date. **Follow-up nudge messages are only sent to students who have not scheduled their campaign appointments.**

You can also create a **Success Message** on the Nudges step of an Appointment Campaign. This is an email or SMS message sent the day after the recipient schedules all appointments for the campaign. It is for communication purposes only. Click Add Success Message to start creating a Success Message.

The **Add Success Message** page is like the Add Nudge page; however, there is no Send Date because the Success Message only sends after the student schedules an appointment. You may also use merge tags when writing your Success Message.

Appointment Campaign: Fall 2025 Course Registration

BUFFALO STATE UNIVERSITY

Nudge Type
◉ Email   ○ SMS

Add Welcome Message

Compose Message

Preview Email

⌄ Apply a Template ⓘ

Subject *

{$student_first_name}, Schedule an Academic Advising appointment

Message *

| Heading 2 | ⌄ | 𝐀 ⌄ | A ⌄ | A̅ ⌄ | A! ⌄ | B | I | ⌗ | ≔ ⌄ | ⅟≔ ⌄ | ≣ ⌄ | ↶ | ⋮ |

Preview Email   ☰

Andrew, Schedule an Academic Advising appointment

BUFFALO STATE UNIVERSITY

Please Schedule Your Academic Advising Appointment.

Please Schedule Your Academic Advising Appointment.

Hello Andrew:

Hello ($student_first_name):

A detailed letter was sent to your Buffalo State email on 3/26/25. Please make sure you read that letter thoroughly prior to scheduling an appointment. If you need additional assistance after reading the email, please schedule an appointment for Next Semester Course Selection. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

{$schedule_link}

Thank you!

Staff Name

A detailed letter was sent to your Buffalo State email on 3/26/25. Please make sure you read that letter thoroughly prior to scheduling an appointment. If you need additional assistance after reading the email, please schedule an appointment for Next Semester Course Selection. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

Schedule an Appointment

You can also copy and paste this address into your web browser. https://buffalostate.campus.eab.com/a/123456

Thank you!

Staff Name

Navigate360

Attachments

Drag & Drop your files or _Browse_

Welcome Message Date: ⓘ 03/28/2025

Nudge Dates:

* Specific Dates:
03/28/2025, 04/04/2025, 04/11/2025, 04/18/2025, 04/25/2025, 05/02/2025

* Relative intervals after added to campaign:
N/A

Cancel   **Save Welcome Message ›**

Appointment Campaign: Fall 2025 Course Registration

BUFFALO STATE UNIVERSITY

Nudge Type
◉ Email ○ SMS

Add Nudge

Compose Message

▾ Apply a Template ⓘ

Subject *

{$Student_first_name}, Schedule an Academic Advising appointment

Message *

Heading 2 ▾ | 🅰 ▾ | A ▾ | Aᵀ ▾ | Aᴵ ▾ | **B** | *I* | 🔗 | ≔ ▾ | ≔ ▾ | ≡ ▾ | ↶ | ⋮

Please Schedule Your Academic Advising Appointment.

Hello {$student_first_name}:

A detailed letter was sent to your Buffalo State email on 3/26/25. Please make sure you read that letter thoroughly prior to scheduling an appointment. If you need additional assistance after reading the email, please schedule an appointment for Next Semester Course Selection. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

{$schedule_link}

Thank you!

Staff Name

Preview Email

Andrew, Schedule an Academic Advising appointment

BUFFALO STATE UNIVERSITY

Please Schedule Your Academic Advising Appointment.

Hello Andrew:

A detailed letter was sent to your Buffalo State email on 3/26/25. Please make sure you read that letter thoroughly prior to scheduling an appointment. If you need additional assistance after reading the email, please schedule an appointment for Next Semester Course Selection. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

Schedule an Appointment

You can also copy and paste this address into your web browser. https://buffalostate.campus.eab.com/a/123456

Thank you!

Staff Name

Navigate360

Attachments

Drag & Drop your files or **Browse**

Send Date * ⓘ
◉ Specific Date
○ Relative Date

April 4, 2025 ▾

Nudge Dates:

* Specific Dates:
03/28/2025, 04/04/2025, 04/11/2025, 04/18/2025, 04/25/2025, 05/02/2025

* Relative intervals after added to campaign:
N/A

Cancel   **Save Nudge ›**

Appointment Campaign: Fall 2025 Course Registration

Success Message Type
● Email ○ SMS
Add Success Message

Compose Message

∨ Apply a Template ⓘ

Subject *
Thank You For Scheduling Your Appointment

Message *

Paragraph   ∨   🅰 ∨   A ∨   A⁻ ∨   AI ∨   **B**   *I*   𝒫   ≔ ∨   ≟ ∨   ≡ ∨   ↺   ⋮

Hi {$student_first_name},

Thank you for scheduling your appointment. I am looking forward to meeting with you. Please make sure prior to your appointment that you have NO HOLDS on your account, if you do have a Hold it will prevent your from registering for Fall 2025 courses. Please make sure you know your Banner Password, it will be needed for you to register for your courses in Banner.

Thank you!

Preview Email

Thank You For Scheduling Your Appointment

BUFFALO STATE UNIVERSITY

Hi Andrew,

Thank you for scheduling your appointment. I am looking forward to meeting with you. Please make sure prior to your appointment that you have NO HOLDS on your account, if you do have a Hold it will prevent your from registering for Fall 2025 courses. Please make sure you know your Banner Password, it will be needed for you to register for your courses in Banner.

Thank you!

🏛 Navigate360

Attachments

Drag & Drop your files or Browse

Cancel   **Save Success Message ❯**

After you have finished composing your message, it's time to send out your campaign!

Verify and Start

Review your campaign details, nudges, invitees, and advisors on this page. Selecting **View Email/SMS** for any nudge displays a preview that includes any branding templates.

Click **Start Campaign** when you are ready to email the invites to the selected students.

Appointment Campaign: Fall 2025 Course Registration

BUFFALO STATE UNIVERSITY

✓ Define Campaign — ✓ Verify Recipients — ✓ Select Staff — ✓ Compose Nudges — ✓ **Verify & Start**

Verify & Start

Campaign Summary

Define Campaign

Name:	Fall 2025 Course Registration
Instructions or Notes for Landing Page:	Make an appointment if you need assistance with Course Registration
Care Unit:	Academic Advising
Location:	Advisor's Office
Service:	Next Semester Course Selection
Appointment Limit:	1
Appointment Length:	30 mins
Slots Per Time:	1
Scheduling Window:	03/31/2025 12:00 AM ET - 05/14/2025 12:00 AM ET
Allow Scheduling Over Courses:	No
Staff Reminders:	Email - Yes | Text - No
Recipient Reminders:	Email - Yes | Text - Yes

Recipients   [View Recipients]

Staff   [View Staff]

Welcome Message

Send Date:	Day added
Subject:	{$student_first_name}, Schedule an Academic Advising appointment
Email Preview:	[View Email]

Specific Date Nudge

Send Date:	Fri 04/04/2025
Subject:	{$student_first_name}, Schedule an Academic Advising appointment
Email Preview:	[View Email]

Specific Date Nudge

Send Date:	Fri 04/11/2025
Subject:	{$student_first_name}, Schedule an Academic Advising appointment
Email Preview:	[View Email]

Specific Date Nudge

Send Date:	Fri 04/18/2025
Subject:	{$student_first_name}, Schedule an Academic Advising appointment
Email Preview:	[View Email]

Specific Date Nudge

Send Date:	Fri 04/25/2025
Subject:	{$student_first_name}, Schedule an Academic Advising appointment
Email Preview:	[View Email]

Specific Date Nudge

Send Date: Fri 05/02/2025
Subject: {$student_first_name}, Schedule an Academic Advising appointment
Email Preview: [View Email]

Success Message

Subject: Thank You For Scheduling Your Appointment
Email Preview: [View Email]

[< Back] Save and Exit [Start Campaign]

Note:

- If you wish to watch a video on how to launch an Appointment Campaign, please click on the following link: https://helpcenter.eab.com/hc/en-us/articles/360011092253-Campaigns-Appointment-Campaigns.

  o You must be logged into your Navigate account to access the video.

- Questions about Appointment Campaigns, please click on the following link: Questions about Appointment Campaigns – Help Center

Appointment Campaign FAQ

Are Appointment Campaigns Care Unit-specific?

Yes.

When do Appointment Campaigns expire?

The expiration time is 11:59 PM of the specified date/12:00 AM the next day in the institution's time zone. This means that if the expiration date specified in Navigate360 is 8/24/2019 then Appointment campaign expires on 8/25/2019 at 12:00 AM.

Is there a maximum number of students I can add to an Appointment Campaign?

No, there is no maximum. Performance may be affected if you add over 10,000 students to one campaign.

Can you run a student-facing campaign if your desired goal is not necessarily a student appointment?

Although the appointment campaign functionality is primarily designed to manage outreach for the purpose of live student intervention, Navigate360 partner institutions have used it to accomplish a diversity of outreach goals.

Questions about Configuring Appointment Campaigns

How customizable can you make Campaign Appointment lengths?

We have selected the appointment lengths that are the most popular with our partners. We have no plans to expand these options to e.g., 75 minutes.

Do any Location restrictions apply for Appointment Campaigns?

Appointment Campaigns override **ALL** settings at the location level **EXCEPT** the *Number of Hours Ahead of Time Students are Allowed to Schedule an Appointment* setting.

Is it possible to use course-based tutoring as the service for more than one course?

No. Each appointment can only have one course associated with it.

As an administrator, can I get a high-level view of different Appointment Campaigns that are ongoing or complete?

Yes! You can set up user role permissions to see different campaigns that are ongoing or complete, as well as run reports to get more specific information.

If I create an Appointment Campaign for multiple advisors, but have turned on the permission that students can only meet with their assigned advisor, does that prevent a student from scheduling with any of the other advisors?

No, students can schedule with any advisor in the campaign. In other words, if a student is part of a campaign that includes 2 or more staff, they can schedule with any of those staff members, even if under the Locations settings the student is only allowed to schedule that service with their assigned advisor.

Questions about Launching Appointment Campaigns

How can advisors add or remove students to a campaign? For example, if new students are added to an advisor's list due to major changes or removed from a list due to graduation, what is the easiest way to update a campaign?

When you add students to a campaign that has already been sent, you should see an option to **send to all** or **only send to newly added recipients** before saving.

How do Appointment Campaigns work with Navigate360 Student?

If an Appointment Campaign is made in Navigate360 Staff, it does not prompt a student to schedule an appointment in Navigate360 Student. It appears in the Appointment Campaigns section of the student scheduling tool. However, the communication is sent to the student's email with a link.

Questions about Appointment Campaigns and Student Actions

What happens when a student cancels a campaign appointment?

When a student cancels a campaign appointment in advance, the Navigate360 platform moves this student from the **Appointments Made tab** to the **Appointments Not Yet Made tab.** The platform also removes the canceled appointment from the advisor's calendar so it's available to another campaign student.

What happens if a student schedules an appointment in response to my campaign communication by a means other than the appointment link (e.g. via phone, individual email, or walk-in)?

If a student schedules an appointment outside of their custom campaign link, this appointment is not tracked as a campaign appointment by the appointment campaign functionality in Navigate360. It MAY appear on the **Eligible Appointments tab**. An appointment made like this appears on the **Eligible Appointments tab** if the appointment contains the same location, service, advisors, and students selected when creating the campaign.

Can I forward a campaign email to a student?

Appointment Campaign links are individual to each student, so you cannot forward them.

Do students need to login to the platform to respond to an Appointment Campaign request?

No! A student will receive the Appointment Campaign request in their email. The link within the email will send the student to a scheduling screen very similar to the workflow described in this article - except the student will not need to login to the platform to schedule the appointment. If the student happens to login to Navigate360 Student, they will be prompted to schedule an appointment in response to the request. But keep in mind that logging into Navigate360 is not required to schedule an appointment in response to a campaign.

How do you deal with no-show students in an appointment campaign?

Mark that student as no-show as you would with any other type of appointment, by unclicking the **This person attended** checkbox in the Appointment Summary report. These students display as "no-shows" on the Appointment Campaign dashboard. Once marked as no-show, the student can use the original appointment campaign link to schedule again within the campaign.

When a student schedules via an appointment campaign and staff cancels the appointment, the student is unable to use the campaign link again to schedule an appointment. Is this expected or a bug?

- If the STUDENT cancels for themselves, then the link should be active again.

- If the appointment is canceled by the staff member (Organizer) or if their attendance (appointment) is canceled for them by another Staff member, then the link **does not** go back to active. This is a known issue.

Questions about Managing and Tracking Campaigns

What counts as an Eligible Appointment?

In order for an appointment to be eligible, the following must match the appointment campaign configurations:

- **Care Unit**

- **Location**

- **Scheduled Service**

- **Student is on the campaign list**

- **the organizer of the appointment must also be included as Staff on the campaign**

- **the scheduled appointment must occur during the appointment campaign scheduling window date range**

How can I move students from Appointments Not Yet Made List to Appointments Made? My student scheduled prior to the Campaign start date.

You should be able to associate that student's appointment to your campaign using the **Eligible Appointments** tab on the **Appointment Campaign** page.

The **Eligible Appointments** tab lets you associate appointments that should be counted toward the Campaign, but were scheduled without using the Campaign link. To do this, navigate to the specific Appointment Campaign, and open the **Eligible Appointments** tab. Select the appointment you want to associate with the Campaign. Choose **Associate Appointments** from the **Actions** menu. The appointment is then associated with the campaign.

Note that appointments are only eligible if they have the exact same Location and Service as the Appointment Campaign. The student must also be on the campaign list.

How does the campaign functionality track students who have made only one appointment in a campaign that allows for two per student?

In a campaign that allows for multiple appointments per student, a column appears on the Appointment Campaign dashboard on the **Appointments Not Yet Made tab** that shows how many appointments a student has made and how many more they have left to schedule.

If an advisor sends an Appointment Campaign to all their assigned students, will students who have already scheduled an appointment for the same service/location get the campaign email? Or will those appointments instead show under eligible appointments? Or both?

Students will still receive the invitation. The platform doesn't know to pull them out unless the advisor manually does so. It's a good practice for advisors to manually remove them if they already have a booked appointment for the purpose of the campaign with specific students. If the advisor doesn't send a clean list, they risk muddying their response rates and will have a harder time tracking the effectiveness of that particular campaign. However, an appointment will not show under the eligible appointments tab (even if the student has scheduled for the same advisor, service, and location) unless the student is also already in the campaign.