HOW TO SCHEDULE AN APPOINTMENT
@ UNIVERSITY WRITING SERVICES (USING EAB NAVIGATE - STUDENT)

1. Go to https://myslu.slu.edu/ and enter your **SLU username** and **password**.

2. After logging in, you will automatically be redirected to the Okta Dashboard. Search for and open the **EAB Navigate - Student** app (use the company's logo to the right as a reference) located under Applications.

3. Once the EAB Navigate - Student website loads, it should say "Welcome to Saint Louis University". Click on **Login with your school account**.

4. If you are asked to complete an **Intake Survey**, select the most appropriate response based on your current class standing/status. This should only happen once.
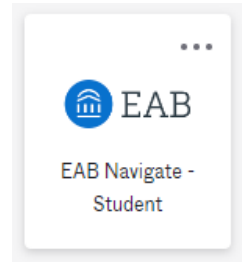
5. Open the **menu** (use the symbol to the left as a reference).

6. Select **Appointments** (use the symbol to the right as a reference).

7. Click on **Schedule an appointment** located in the top right-hand corner.

8. Under **Please choose an Appointment Category**, select "Tutoring and Writing Services".

9. Under **Service,** choose your preferred appointment type.

   a. In-Person Appointments will take place on-campus at one of the following locations: the Busch Student Center Suite 331, Pius XII Memorial Library Room 320, and Trudy Busch Valentine School of Nursing Suite 114.

      i. Masks are currently *optional* at all locations. If the consultant is wearing a mask, they may ask you to put one on for the entire duration of the appointment. UWS will provide a disposable mask when requested. The reverse is also true. If you are wearing a mask, the consultant (when asked) will put one on for the entire duration of the appointment. It is your prerogative. The UWS admin team wants both consultants and students to be comfortable during the appointment.

   b. Online (Asynchronous) Consultations will take place remotely via email. Asynchronous means that you and the writing consultant will not be online at the same time; instead, you will be asked to complete and attach your current writing project (as a .doc or .docx file) to an Online Submission Form prior to your scheduled appointment. The writing consultant will then download your project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function.

i. The consultant will read your submission, make suggestions in the margins, compose an email summary, and send you feedback (reattaching your project with their comments) by 10:00 pm on the same day as your scheduled appointment.

c. Zoom Video Conferences will take place live (in real time) using audio-video conferencing software.

    i. These conferences can be conducted using a desktop computer/laptop [preferred] or tablet/smartphone app [limited functionality]. To communicate with the writing consultant, your device must have microphone accessibility [required]. Webcam accessibility is strongly recommended [optional].

    ii. Please remember that it is the expectation of UWS that students treat the virtual environment the same as in-person environments. We expect students to be *appropriately attired* throughout the entire duration of the appointment.

10. Under **Pick a Date**, select the month and day that corresponds to when you would like to (ideally) meet with a writing consultant. University Writing Services is open Sunday through Friday with morning, afternoon, and evening appointments. We are always closed on Saturdays.

11. Hit the "**Find Available Time"** button.

12. Once the screen automatically refreshes, you will now see 2 columns. The left-hand column is *optional* but can be used to narrow down your results. The right-hand column shows all the open time slots to meet with different writing consultants on specific days and times (listed in chronological order) and separated by location.

> **Disclaimer: If you logged into EAB using a mobile device or opened it on a small computer screen, there will only be 1 column (not 2 as suggested above). The consultants' availabilities will appear underneath the calendar, staff, meeting type, location, and course.**

a. What to do in the **left-hand column**: *[OPTIONAL]*

    i. Pick a Date:
        1. It is the same calendar as before. If you accidentally chose the wrong date, you can still make changes instead of hitting the "Go Back" or "Start Over" buttons.

        2. Dots indicate days with available times.

    ii. Staff:
        1. Search for a staff member by name (if you want to meet with a specific writing consultant) or leave it blank if you do **not** have a preference.

    iii. How would you like to meet?

1. The meeting type is pre-determined based on the service you selected on the previous page. It will match your preferred appointment type.
   a. If you selected in-person appointment, there will only be one meeting type listed in the dropdown menu. It will say "In-Person".
   b. Alternatively, if you selected Online (Asynchronous) Consultation or Zoom Video Conference, a different meeting type will be listed in the dropdown menu. It will say "Virtual".

iv. Location:
1. If you are meeting the writing consultant in-person, select the building and room of your choice (Busch Student Center Suite 331, Pius XII Memorial Library Room 320, or Trudy Busch Valentine School of Nursing Suite 114).
   a. Remember to take travel time into consideration. The first two writing centers are located on the North Campus whereas the School of Nursing building can be found on the South campus.

2. If you are meeting the writing consultant asynchronously or via Zoom, there will only be 1 option. Select "University Writing Services (Virtual)".

v. Course:
1. This dropdown menu will always be empty because it is used by other on-campus services (e.g. Tutoring) but does **not** affect the writing center. Writing consultants can work with any students from any department on any assignment. It is **not** limited to specific courses.

b. What do in the **right-hand column:**

i. A list of available times to meet with 1+ writing consultants will automatically populate (listed in chronological order) and separated by location.

OR

New Appointment

All Filters   Start Over

TUTORING AND WRITING SERVICES   GRADUATE: ONLINE (ASYNCHRONOUS) CONSULTATION

Please choose an Appointment Category

Tutoring and Writing Services

University Writing Services (Virtual)

Service

Graduate: Online (Asynchronous) Consultation

4 People

View individual availabilities

Pick a Date

Mon, Dec 19th

December 2022   < 14 >

S M T W T F S

10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM
6:00 - 7:00 PM 8:00 - 9:00 PM

1 2 3

Tue, Dec 20th

4 5 6 7 8 9 10

8:00 - 9:00 AM 9:00 - 10:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM
4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

11 12 13 14 15 16 17

Wed, Dec 21st

18 19 20 21 22 23 24

8:00 - 9:00 AM 9:00 - 10:00 AM 10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM
3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

25 26 27 28 29 30 31

Thu, Dec 22nd

Staff

Search by name

10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM

How would you like to meet?

Tue, Jan 3rd

Search by type

1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

Location

Search by name

Wed, Jan 4th

Course

Select course

8:00 - 9:00 AM 9:00 - 10:00 AM 10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM
3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

ii.   After choosing your preferred location, the day you originally selected on the calendar will appear in black bold letters.

New Appointment

All Filters   Start Over

TUTORING AND WRITING SERVICES   GRADUATE: ONLINE (ASYNCHRONOUS) CONSULTATION

Please choose an Appointment Category

Tutoring and Writing Services

University Writing Services (Virtual)

Service

Graduate: Online (Asynchronous) Consultation

4 People

View individual availabilities

Pick a Date

Mon, Dec 19th

December 2022   < 14 >

S M T W T F S

10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM
6:00 - 7:00 PM 8:00 - 9:00 PM

1 2 3

Tue, Dec 20th

4 5 6 7 8 9 10

8:00 - 9:00 AM 9:00 - 10:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM
4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

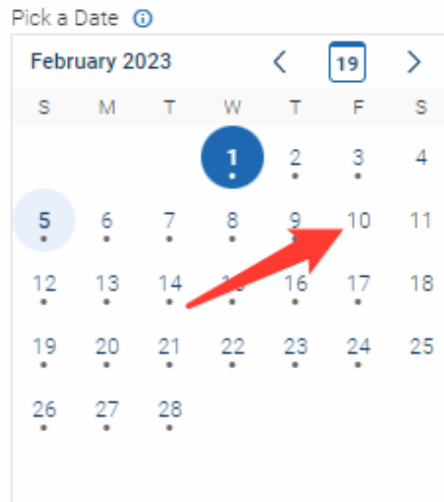11 12 13 14 15 16 17

Wed, Dec 21st

18 19 20 21 22 23 24

8:00 - 9:00 AM 9:00 - 10:00 AM 10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM
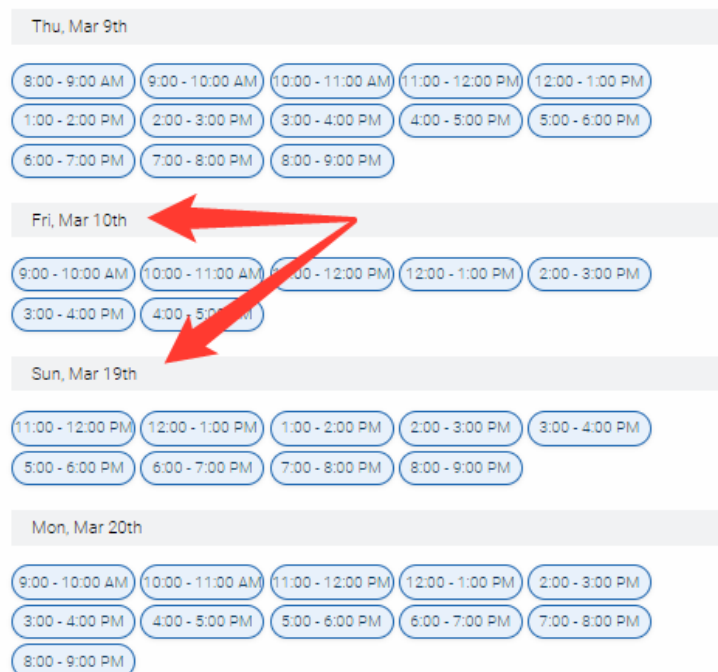3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

25 26 27 28 29 30 31

Thu, Dec 22nd

Staff

Search by name

10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM

How would you like to meet?

Tue, Jan 3rd

Search by type

1:00 - 2:00 PM 2:00 - 3:00 PM 3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

Location

Search by name

Wed, Jan 4th

Course

Select course

8:00 - 9:00 AM 9:00 - 10:00 AM 10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM
3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

iii.   Pay careful attention to the date.

1. As appointments book up, they will be removed from the calendar. You want to make sure that you **pick the correct week**.

2. Similarly, university holidays will also be blocked off in advance and removed from the calendar. For example, UWS will be closed on February 10th (for a mental health and well-being day), Spring Break, and Easter Break in accordance with the SLU Academic Calendar. Therefore, these dates do **not** appear on the calendar or the list of available times even though the writing center is usually open on Sundays and during the week.

   See how there are no dots below February 10th since UWS is closed for a mental health and well-being day.

   Pick a Date ⓘ

   | February 2023 | | | | | < | 19 > |
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14		16	17	18
19	20	21	22	23	24	25
26	27	28				

   See how the list skips from Friday, March 10th straight to Sunday, March 19th since UWS is closed for Spring Break.

   Thu, Mar 9th

   (8:00 - 9:00 AM) (9:00 - 10:00 AM) (10:00 - 11:00 AM) (11:00 - 12:00 PM) (12:00 - 1:00 PM)
   (1:00 - 2:00 PM) (2:00 - 3:00 PM) (3:00 - 4:00 PM) (4:00 - 5:00 PM) (5:00 - 6:00 PM)
   (6:00 - 7:00 PM) (7:00 - 8:00 PM) (8:00 - 9:00 PM)

   Fri, Mar 10th

   (9:00 - 10:00 AM) (10:00 - 11:00 AM) (00 - 12:00 PM) (12:00 - 1:00 PM) (2:00 - 3:00 PM)
   (3:00 - 4:00 PM) (4:00 - 5:00 PM)

   Sun, Mar 19th

   (11:00 - 12:00 PM) (12:00 - 1:00 PM) (1:00 - 2:00 PM) (2:00 - 3:00 PM) (3:00 - 4:00 PM)
   (5:00 - 6:00 PM) (6:00 - 7:00 PM) (7:00 - 8:00 PM) (8:00 - 9:00 PM)

   Mon, Mar 20th

   (9:00 - 10:00 AM) (10:00 - 11:00 AM) (11:00 - 12:00 PM) (12:00 - 1:00 PM) (2:00 - 3:00 PM)
   (3:00 - 4:00 PM) (4:00 - 5:00 PM) (5:00 - 6:00 PM) (6:00 - 7:00 PM) (7:00 - 8:00 PM)
   (8:00 - 9:00 PM)

iv. Once you have decided your preferred time for the appointment, select the corresponding **bubble**.

12:00 - 1:00 PM

    v. After clicking the bubble, a loading screen will automatically appear.

Loading Appointment...

13. Once the screen refreshes, you will then see the final confirmation page which asks you to **Review Appointment Details and Confirm.** Make sure there are no mistakes.

14. A little lower on that same page, you will see **Details**. Follow the instructions based on the type of service you selected.

IN-PERSON APPOINTMENT:

Remember to 1) hit the "Schedule" button at the bottom of the screen and 2) write down the building and room number of your in-person appointment.

Appointments may be scheduled at any of the following physical locations:

- **Busch Student Center Suite 331** (open Sunday through Friday generally from 8:00 am to 9:00 pm; it is an active space shared by both writing consultants and tutors with conference rooms for privacy and/or group projects),

- **Pius XII Memorial Library Room 320** (open during business hours of operation; it is a typically quiet space),

- and the **Trudy Busch Valentine School of Nursing Suite 114** (open during business hours of operation; it is a typically quiet space).

Every 1-hour appointment includes up to 50-minutes of content (where the consultant helps generate ideas or provides feedback) followed by a 5-minute survey.

OR

ZOOM VIDEO CONFERENCE:

Remember to 1) save the link to the writing consultant's virtual meeting room which can be found under URL / Phone Number and 2) hit the "Schedule" button at the bottom of the screen to complete your reservation.

- Your device must have microphone accessibility. Webcam accessibility is strongly recommended. In accordance with university policy, you must be *appropriately attired* throughout the entire appointment.

- If the writing consultant does NOT initiate the Zoom meeting **after 5 minutes** past the start time of your appointment, please send an email to writing@slu.edu.

- Every 1-hour appointment that takes place via Zoom includes up to 50-minutes of content (where the consultant helps generate ideas or provides feedback) followed by a 5-minute survey.

OR

ONLINE (ASYNCHRONOUS) CONSULTATION:

Remember to 1) hit the "Schedule" button at the bottom of the screen and 2) complete the Online Submission Form.

- Here is the link to the Online Submission Form - https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d

- You must complete the form BEFORE your appointment; otherwise, you will be marked as a "no show" and will need to reschedule.

- You will receive 2 email confirmations (1 from EAB Navigate and 1 from Qualtrics) when the reservation is successfully completed.

- A writing consultant will then start reading in addition to making suggestions (using Microsoft Word's built-in comment function) at the time of your appointment but may not send you an email until later that day.

- If the writing consultant does NOT send you **feedback by 10:00 pm** the day of your appointment, please send an email to writing@slu.edu.

15. **DID YOU REMEMBER TO HIT THE "SCHEDULE" BUTTON AT THE BOTTOM OF THE SCREEN? OTHERWISE, THE RESERVATION HAS NOT BEEN COMPLETED!**

   a. Once you **hit the "Schedule" button at the bottom of the screen**, the page will automatically refresh and it will read "Success! Appointment Scheduled".
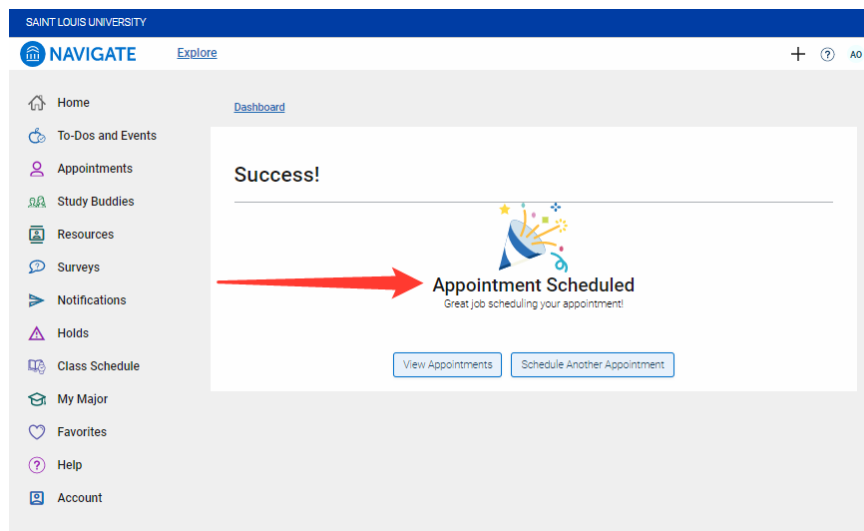
b. You will also receive a **confirmation email** which is automatically generated by EAB Navigate - Student and sent to your SLU Outlook account (although sometimes the reminder can be founder under the "Junk Email" folder instead of your inbox)

POLICIES

- All appointments regardless of the service (in-person, Zoom, and asynchronous) will take place in Central Time.

- All appointments include up to 50-minutes of content (where the consultant helps generate ideas or provides feedback) followed by a 5-minute survey.

- Maximum of 3 appointments per week.

- No back-to-back appointments permitted.

- Consultants do not line edit, but they do help with recurring grammar and syntax mistakes.

- Contact writing@slu.edu if you have any comments, concerns, or questions (including inquiries about walk-in appointments within 2 hours or less).

CANCELLATIONS

- To cancel your appointment, follow the instructions below:

  o Option #1: Start by logging into EAB Navigate – Student → select Appointments in the menu → under Upcoming, look for the correct writing consultation and click on the link → scroll down and hit Cancel Appointment → choose a Reason *[required]* and add any Comments *[optional]* → confirm by hitting the Cancel Appointment button

  o Option #2: Send an email to writing@slu.edu BEFORE your appointment time.

- After **3 missed appointments or "no shows", you will be blocked from EAB Navigate - Student** and you will need to meet with a UWS administrator to reinstate your writing center privileges.

TROUBLESHOOTING

Where do I find the "Schedule" button for a Zoom Video Conference and/or an Online (Asynchronous) Consultation on EAB Navigate - Student? Underneath "Phone number for Text Reminder".

How do I know if I have completed all the steps for an Online (Asynchronous) Consultation?

Confirmation Email #1 – EAB Navigate Student

Confirmation Email #2 – Qualtrics