

UNIVERSITY WRITING SERVICES

During **SPRING 2023**, University Writing Services (UWS) will be offering In-Person Appointments, Online (Asynchronous) Consultations, and Zoom Video Conferences. These FREE services begin on Tuesday, January 17th and will continue until Tuesday, May 16th. UWS will be closed on February 10th, Spring Break, and Easter Break in accordance with the SLU Academic Calendar.

UWS will be open both in-person and virtually Sunday through Friday with morning, afternoon, and evening options (generally from 8:00 am to 9:00 pm). Consultants offer support on ANY STAGE of the writing process (e.g. brainstorming, outlining, developing arguments, integrating sources, creating citations, revising, implementing comments, and formatting). **All appointments will take place in Central Time and can be scheduled through EAB Navigate - Student located under Applications on the Okta Dashboard.** Every 1-hour appointment includes up to 50-minutes of brainstorming or content-based feedback (on class assignments, cover letters, group projects, multimodal assignments like iMovie and PowerPoint, personal statements, short answer questions on applications, and speeches) followed by a 5-minute survey. Consultants do not line edit, but they do help with recurring grammar and syntax mistakes. Maximum of 3 appointments per week. No back-to-back appointments permitted. For last-minute 'walk-ins' (within 2 hours or less), please email writing@slu.edu. After 3 missed appointments or 'no-shows', you will be temporarily blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges.

In-Person Appointments will take place on-campus at 1 of our 3 writing center locations – including the Busch Student Center (BSC) Suite 331, Pius XII Memorial Library (Pius) Room 320, and Trudy Busch Valentine School of Nursing (SON) Suite 114.

BSC 331 is 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 320 and SON 114 are open during business hours of operation and they are typically a quieter space because of their location and office layout.

Masks are currently *optional* at all locations. If the consultant is wearing a mask, however, you may be asked 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.

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.

If you select "Online (Asynchronous) Consultation" when making an appointment on EAB Navigate - Student, remember to first copy and paste the link to the Online Submission Form into a new tab on your internet browser and then hit "Schedule" at the bottom of the screen. You must complete the form **BEFORE** your designated appointment time; otherwise, you will be marked as a "no show" and will need to reschedule. After completing all the required steps, you should receive 2 email confirmations (1 from EAB Navigate - Student and 1 from Qualtrics). No further action needed. The consultant will subsequently 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.

Zoom Video Conferences will take place live (in real time) using audio-video conferencing software. Both you and the writing consultant will review your project simultaneously by screen sharing, use the in-meeting chat function, and make annotations. 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]**. No experience with Zoom needed.

If you select "Zoom Video Conference" when making an appointment on EAB Navigate - Student, remember to save the link to the writing consultant's virtual meeting room which can be found under "URL / Phone Number" on the final confirmation page. The same link will also be automatically emailed to your SLU Outlook account for your convenience. You must sign into Zoom on the day of your scheduled appointment to 'meet' with your consultant at the designated time.

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.

Please email any comments, concerns, or questions (including inquiries about walk-ins) to writing@slu.edu. Our mission is focused on self-directed learning. We want students to leave their appointments with a greater sense of purpose and confidence!

ZOOM VIDEO CONFERENCE

Logging into Zoom:

- You can access Zoom under Applications on the Okta dashboard or by going to slu.zoom.us and signing in with your SLU username and password.

Joining the Zoom Video Conference:

- All booked appointments will be held in **Central Time (CT)**.
- If you select Zoom Video Conference when making an appointment on EAB Navigate - Student, remember to save the link to the writing consultant's virtual meeting room which can be found under "URL / Phone Number" on the final confirmation page. The same link will also be automatically emailed to your SLU Outlook account for your convenience. You must sign into Zoom on the day of your scheduled appointment to 'meet' with your consultant at the designated time.
 - You may also receive an email from your writing consultant with a Zoom invitation shortly before or immediately at the start of your appointment. This will serve as a reminder and/or as a contingency plan if there are any technological issues. For this reason, it is helpful to have your SLU Outlook account already open as you approach the beginning of the hour on the day of your scheduled appointment.
- When it is time for your appointment, paste the link to the writing consultant's virtual meeting room into your internet browser. This will open a new screen which will automatically download Zoom (if it is your first time) or launch the audio-video conferencing software (if you have used it before).
- Regardless if you arrive early or right on time, you will automatically be placed into a waiting room. The screen will automatically change when the writing consultant initiates the conference.

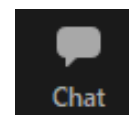
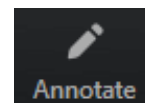
*Note: If the writing consultant does **NOT** email you with the Zoom Meeting ID or initiate the conference **after 5 minutes** past the start time of your appointment, please send an email to writing@slu.edu. The UWS administrative team will prioritize your issue during regular business hours of operation. They will do everything they can to resolve the problem by calling the writing consultant and/or reassigning your appointment to another staff member (based on availability).*

Preparing for Your Zoom Video Conference:

- Just like an in-person appointment, you will need the following materials:
 - The professor's prompt and/or grading rubric (if applicable),
 - your current writing project in a folder that can easily be found on your device, and
 - any links to outside resources that you might want to discuss with the consultant.

Using the Zoom Video Conference Built-in Functions:

- **Share Screen**
 - Click this button to select the internet browser, program, tab, or window on your device that you would like to share with the writing consultant.
- **Annotate**
 - This option only appears **after** clicking the Share Screen button.
 - Only the person who shares the screen can make edits to the document.
 - The writing consultant will be able to see your current writing project and make annotations (on top of the shared screen) which can be erased as needed. Make sure to **save** the annotations before scrolling to the next page or leaving the Zoom meeting at the end of the appointment.
- **Chat**
 - Comment or ask questions if there are problems with the microphone.
 - Send the document to the writing consultant if Share Screen does not work.
 - Create a set of goals for the appointment. What do you want to accomplish in 50 minutes?
 - Link to outside resources.
 - Co-create an action plan with the writing consultant so that you have a to-do list after the appointment ends.



Troubleshooting:

What happens...

- If you arrive early/on time and you are placed inside the waiting room?
 - If you join first and the writing consultant is busy or has not yet arrived, just wait a few moments. The writing consultant will still be able to join the meeting after you.

*Note: If the writing consultant does **NOT** email you with the Zoom Meeting ID or initiate the conference **after 5 minutes** past the start time of your appointment, please send an email to writing@slu.edu. The UWS administrative team will prioritize your issue during regular business hours of operation. They will do everything they can to resolve the problem by calling the writing consultant and/or reassigning your appointment to another staff member (based on availability).*

- If you cannot hear or see yourself/the writing consultant?
 - Check the lower left hand corner of the Zoom tool bar to make sure your microphone and video are turned on.
 - Send a message to the writing consultant through the chat function if you are unable to hear or see them.
- If you accidentally leave the appointment?
 - Rejoin the meeting because the writing consultant will still be there.
- If any other issues arise?
 - Keep your SLU Outlook account open during your appointment so that you can email the writing consultant (and vice versa) to let them know about any unexpected issues you might be experiencing with Zoom. They have been trained on contingency plans in the event that Zoom does not function properly.

ONLINE (ASYNCHRONOUS) CONSULTATION

Troubleshooting with Screenshots:

STEP #1 – Start by booking an appointment on EAB Navigate - Student which is located under Applications on the Okta dashboard. Remember to hit the “Schedule” button at the bottom of the screen (on the final confirmation page) to complete your reservation.

The screenshot shows the EAB Navigate - Student interface. On the left is a navigation menu with icons and labels: Home, To-Dos and Events, Appointments, Study Buddies, Resources, Surveys, Notifications, Holds, Class Schedule, My Major, Favorites, Help, and Account. The main content area is titled 'CANCELLATIONS:' and contains text about canceling appointments and a URL/Phone Number field with the value 'https://slu.zoom.us/j/9022850615'. Below this is a section for meeting preferences, including a dropdown menu for 'How would you like to meet?' (currently set to 'VIRTUAL'), a text area for 'Would you like to share anything else?' (with placeholder text 'Add your comments here'), and checkboxes for 'Email Reminder' and 'Text Message Reminder' (both checked). There is also a field for 'Phone Number for Text Reminder'. At the bottom, a blue 'Schedule' button is highlighted with a red arrow.

After clicking the button, your screen will automatically refresh and it will read “Success! Appointment Scheduled”.

The screenshot shows the EAB Navigate - Student dashboard. The top header is blue with 'SAINT LOUIS UNIVERSITY' and 'NAVIGATE' text. Below the header is a navigation menu with icons and labels: Home, To-Dos and Events, Appointments, Study Buddies, Resources, Surveys, Notifications, Holds, Class Schedule, My Major, Favorites, Help, and Account. The main content area is titled 'Success!' and features a large blue and white graphic with the text 'Appointment Scheduled' and 'Great job scheduling your appointment!'. Below the graphic are two buttons: 'View Appointments' and 'Schedule Another Appointment'. A red arrow points to the 'Appointment Scheduled' message.

STEP #2 – Copy the link to the Online Submission Form (https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d).

Home < Go Back | Dashboard

Review Appointment Details and Confirm

Please choose an Appointment Category Tutoring and Writing Services	Service Graduate: Zoom Video Conference
Date 08/25/2022	Time 12:00 PM - 1:00 PM
Location University Writing Services (Virtual)	
Staff Claire Jennings	
Details ZOOM VIDEO CONFERENCE: Remember to 1) save the link to the writing consultant's virtual meeting room and 2) hit the "Schedule" button at the bottom of the screen to complete your reservation. <ul style="list-style-type: none">Your device must have microphone accessibility. Webcam accessibility is strongly recommended. In accordance with university policy, you must be <i>appropriately attired</i> 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. ONLINE (ASYNCHRONOUS) CONSULTATION: Remember to 1) hit the "Schedule" button at the bottom of the screen and 2) complete the Online Submission Form which can be found at the following link: https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d If you do not complete the form, you will be marked as a "no show" and will need to reschedule. <ul style="list-style-type: none">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.	

Once you paste the link to the Online Submission Form into a new tab on your internet browser, you will automatically be redirected to Qualtrics. In the center of the page, you should see "EAB Appointment Details" in bold, **blue** letters. You will need to attach your prompt (if applicable) and current writing project as a **.doc** or **.docx** file.

SAINT LOUIS UNIVERSITY.

The following questions will provide our consultants with necessary information about your assignment and goals and will be used to generate our feedback. We need as much information as possible to help you with your writing needs. Please be sure to include all relevant documents when prompted.

EAB Appointment Details

Attention: You must schedule a new appointment every time you complete this Qualtrics form. If you have not booked an appointment for this submission, please do so now by opening a new browser tab and visiting EAB Navigate - Student which is located under Applications on the Okta Dashboard. If done properly, you will receive 2 email confirmations (1 from Qualtrics after submitting the form below and 1 from EAB Navigate - Student). Both steps are required in order to receive feedback.

Please provide the following information:

Date of Appointment:

Time of Appointment:

Student & Submission Information

Please provide the following information:

Your full name (last name, first name):

Optional: Your preferred name or nickname:

You must complete the Online Submission Form **BEFORE** your designated appointment time; otherwise, you will be marked as a 'no show' and will need to reschedule. After 3 missed appointments or "no-shows", you will be temporarily blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges.

After hitting the arrow button (use the symbol to the right as a reference) at the bottom of the page, your screen will automatically refresh and it will read "Success! You have completed the Online Submission Form!"



SAINT LOUIS UNIVERSITY.

Success! You have completed the Online Submission Form!

Attention: You **must** schedule a new appointment every time you complete this Qualtrics form. If you have *not* booked an appointment for this submission, please do so now by opening a new browser tab and visiting EAB Navigate - Student which is located under Applications on the Oka Dashboard. If done properly, you will receive 2 email confirmations (1 from Qualtrics which was just sent to you and 1 from EAB Navigate - Student). Both steps are required in order to receive feedback.

On the day of your appointment, a writing consultant will download your current writing project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function. The consultant will start reading in addition to making suggestions about how to improve your project at the time of your appointment but may *not* send you an email until later that day (by 10 pm at the very latest). You do *not* need to be present online in order to receive feedback. The writing consultant will *not* be on Zoom. Comments will be sent to the email address you provided in this form. Remember to download the attached file to your computer because the preview in Gmail and Outlook does *not* show marginal notes.

If you have any questions or if the writing consultant does **NOT** send you **feedback by 10 pm** the day of your appointment, please send an email to writing@slu.edu.

Thank you! We look forward to reading your work!

If done properly, you will receive 2 email confirmations (1 from EAB Navigate - Student and 1 from Qualtrics).

[External] [Appointment Notification] Graduate: Online
(Asynchronous) Consultation @ Feb 01 2023 6:00pm - 7:00pm CT



Appointment Scheduled

An appointment has been scheduled for Feb 01 2023 6:00pm - 7:00pm CT. Details are included below.

Additional Details

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.

Confirmation Email #1 – EAB Navigate Student

← Confirmation: Online (Asynchronous) Consultation Form

US University Writing Services

To: Alex Ocasio

Sun 8/21/2022 10:17 PM

Success! You have completed the Online Submission Form!

Attention: You **must** schedule a new appointment every time you complete a Qualtrics form for University Writing Services. If you have *not* booked an appointment for this submission, please do so now by opening a new browser tab and visiting EAB Navigate which is located under the Tools tab of the mySLU portal. If done properly, you will receive 2 email confirmations (this 1 from Qualtrics and another 1 from EAB Navigate). Both steps are required in order to receive feedback.

On the day of your appointment, a writing consultant will download your current writing project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function. The consultant will start reading in addition to making suggestions about how to improve your project at the time of your appointment but may *not* send you an email until later that day (by 10 pm at the very latest). You do *not* need to be present online in order to receive feedback. The writing consultant will *not* be on Zoom. Comments will be sent to the email address you provided in this form. Remember to download the attached file to your computer because the preview in Gmail and Outlook does *not* show marginal notes.

If you have any questions or if the writing consultant does **NOT** send you **feedback by 10 pm** the day of your appointment, please send an email to writing@slu.edu.

Thank you! We look forward to reading your work!



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University Writing Services
Student Success Center - Academic Support

(314) 977-3484

writing@slu.edu

For more information, see our website.

Reply | Forward

Confirmation Email #2 – Qualtrics

Both steps are required in order to receive feedback. After scheduling the appointment and submitting the form, 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.

Note: 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. The UWS administrative team will prioritize your issue during regular business hours of operation. They will do everything they can to resolve the problem by calling the writing consultant and/or reassigning your appointment to another staff member (based on availability).