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

1. Log into https://myslu.slu.edu/ with your SLU Net ID and Password.

2. Select the Tools tab.

3. Search for and open the EAB Navigate app (use the company’s logo to the right as a reference).

4. Once your screen automatically redirects to the EAB Navigate website, click on Schedule an appointment located in the top right-hand corner.

5. Under Please choose an Appointment Category, select “Tutoring and Writing Services”.

6. Under Service, choose the appropriate writing center and your preferred appointment type.

   a. How to choose the appropriate writing center:

      i. Graduate students are required to choose one of the options below Graduate Writing Services.

      ii. Undergraduate students are required to choose one of the options below Undergraduate Writing Services.

   b. How to choose your preferred appointment type:

      i. In-Person Appointments will take place at the Busch Student Center, Suite 331.

         1. If you are a returning student, you might already know that the writing center has 4 other satellite locations. Pius XII Memorial Library Room 320 and School of Nursing Suite 114 will reopen in Fall 2022. The writing centers in residence halls will remain closed until further notice.

         2. **Masks are currently optional.** If the consultant is wearing a mask, however, you will be asked to put one on for the entire duration of the appointment. The reverse is also true. If you are wearing a mask, the consultant will put on a mask for the entire duration of the appointment.

      ii. Online (Asynchronous) Consultations will take place remotely via email using a submission form and Microsoft Word’s built-in comment function. Asynchronous means that the student and consultant will not be online at the same time.

      iii. Zoom Video Conferences will take place live (in real time) using audio-video conferencing software. These conferences can be conducted using a desktop computer/laptop [preferred] or tablet/smartphone app [limited functionality].
7. 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.

8. Hit the “Find Available Time” button.

9. 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 search. 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.

<table>
<thead>
<tr>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
<th>19</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
</tr>
<tr>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

27 28

**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 *without* hitting the back button.

   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. There is only 1 option during the summer.
      a. Remember to take travel time into consideration; the Busch Student Center, Suite 331 is located on the North Campus.

   2. If you are meeting the writing consultant synchronously over Zoom or asynchronously via email, select “University Writing Services (Virtual)”.

2
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.

   ![New Appointment](image)

   **Note:** There is only 1 on-campus location (the Busch Student Center, Suite 331) that is open during the summer.
ii. After confirming that your preferred location is correct, the day you originally selected on the calendar will appear in black bold letters.

Note: There is only 1 location for Online (Asynchronous) Consultations and Zoom Video Conferences.
iii. Pay careful attention to the date. As appointments book up, they will be removed from the calendar. You want to make sure that you **pick the correct week**.

1. Similarly, university holidays will also be blocked off in advance and removed from the calendar. For example, during the summer, UWS will be closed for Memorial Day, Juneteenth, and the 4th of July in accordance with the SLU Academic Calendar. Therefore, these dates do **NOT** appear on the calendar or list below even though the writing center is usually open on Sundays and Mondays.

See how there are no dots below June 19th or 20th.

![Calendar](image)

See how it skips from Friday, June 17th straight to Tuesday, June 21st.

<table>
<thead>
<tr>
<th>Thu, Jun 16th</th>
<th>10:00 - 11:00 AM</th>
<th>11:00 - 12:00 PM</th>
<th>12:00 - 1:00 PM</th>
<th>1:00 - 2:00 PM</th>
<th>2:00 - 3:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:00 - 4:00 PM</td>
<td>4:00 - 5:00 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fri, Jun 17th</td>
<td>9:00 - 10:00 AM</td>
<td>10:00 - 11:00 AM</td>
<td>11:00 - 12:00 PM</td>
<td>12:00 - 1:00 PM</td>
<td>1:00 - 2:00 PM</td>
</tr>
<tr>
<td>3:00 - 4:00 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tue, Jun 21st</td>
<td>9:00 - 10:00 AM</td>
<td>10:00 - 11:00 AM</td>
<td>11:00 - 12:00 PM</td>
<td>12:00 - 1:00 PM</td>
<td>1:00 - 2:00 PM</td>
</tr>
<tr>
<td>4:00 - 5:00 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wed, Jun 22nd</td>
<td>9:00 - 10:00 AM</td>
<td>10:00 - 11:00 AM</td>
<td>11:00 - 12:00 PM</td>
<td>12:00 - 1:00 PM</td>
<td>1:00 - 2:00 PM</td>
</tr>
<tr>
<td>2:00 - 3:00 PM</td>
<td>3:00 - 4:00 PM</td>
<td>4:00 - 5:00 PM</td>
<td>5:00 - 6:00 PM</td>
<td>6:00 - 7:00 PM</td>
<td></td>
</tr>
</tbody>
</table>
iv. Once you have decided your preferred time for the appointment, select the corresponding *bubble*.

![12:00 - 1:00 PM](image)

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

![Loading Appointment...](image)

10. 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.

11. 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 location of your in-person appointment: Busch Student Center, Suite 331.

**OR**

**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.

- 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**.

**OR**

**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

- 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 pm the day of your appointment, please send an email to writing@slu.edu.


   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”.

   ![Success Screen]

   b. You will also receive a **confirmation email** which is automatically generated by EAB Navigate and sent to your SLU Outlook account.

---

**POLICIES**

- All appointments will take place in Central Time.
- All appointments regardless of the service (in-person, Zoom, and asynchronous) will last up to 50 minutes followed by a brief survey.
- Maximum of 3 appointments per week.
- No back-to-back appointments permitted.
- Contact writing@slu.edu if you have any comments, concerns, or questions (including inquiries about walk-in appointments within 2 hours or less).
TROUBLESHOOTING

Where do I find the “Schedule” button for a Zoom Video Conference and/or an Online (Asynchronous) Consultation on EAB Navigate? 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

Confirmation Email #2 – Qualtrics