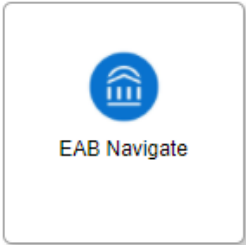




HOW TO SCHEDULE AN APPOINTMENT @ UNIVERSITY WRITING SERVICES (USING EAB NAVIGATE)

1. Log into your **mySLU** account with your **username** 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 **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 select Graduate Writing Services.
 - ii. Undergraduate students must choose Undergraduate Writing Services.
 - b. How to choose your **preferred appointment type**:
 - i. Online (Asynchronous) Consultation 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.
 - ii. Zoom Video Conference 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. 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 of the open time slots to meet with different writing consultants on specific days and times (listed in chronological order).

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, 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. Location:

1. There is only 1 option. Select Virtual (University Writing Services).

*Note: In response to COVID-19 and to promote the safety and well-being of all students and writing consultants, University Writing Services will **not** be holding in-person appointments at any of our on-campus locations – including the Busch Student Center Suite 331, Pius XII Memorial Library 320, School of Nursing Suite 114, Grand Hall 152, and Spring Hall 131 – until further notice. They are temporarily closed.*

iv. 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**:

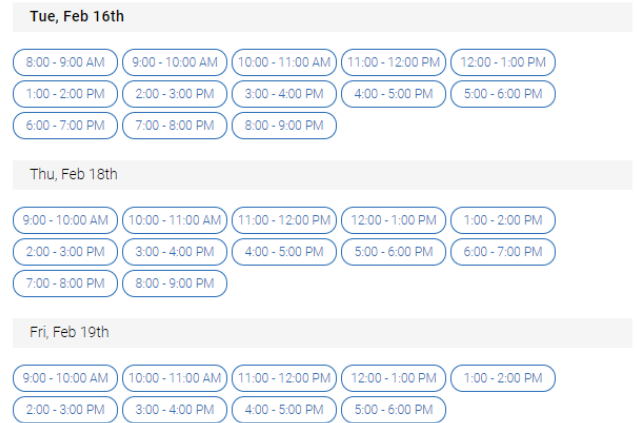
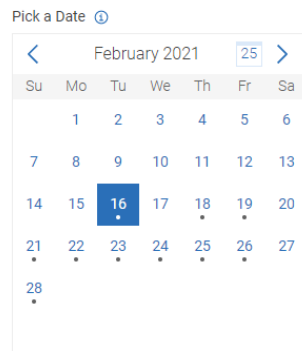
- i. A list of available times to meet with 1+ writing consultants will automatically populate (listed in chronological order).

- ii. The day you originally selected on the calendar will appear in black bold letters.

The screenshot shows the NAVIGATE interface. On the left, there is a sidebar with navigation icons. The main content area is titled 'Service' and shows 'Graduate: Online (Asynchronous) Consultation'. Below this is a 'Pick a Date' section with a calendar for January 2021. The date 31st is highlighted in red. To the right of the calendar is a list of available appointment times for 'Thu, Jan 28th', 'Fri, Jan 29th', and 'Sun, Jan 31st'. A red arrow points from the highlighted date 31st to the 'Sun, Jan 31st' section, which shows several time slots: 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, and 8:00 - 9:00 PM.

- iii. Pay careful attention to the date. As appointments book up, they will be removed from the calendar. University holidays will also be blocked off in advance. You want to make sure that you **pick the correct week**.

1. For example, UWS is closed on February 17th in accordance with the SLU Academic Calendar. It does not appear on the list.



- iv. Once you have decided your preferred day and time for the appointment, select the corresponding **bubble**. A loading screen will appear.



Loading Appointment...

8. You will then see a final confirmation page which asks you to **Review Appointment Details and Confirm**. Make sure there are no mistakes.
9. On that same page, you will see **Details**. Follow the instructions based on the type of service you selected.

ZOOM VIDEO CONFERENCE:

Remember to 1) save the link to the writing consultant’s virtual meeting room and 2) hit the “Schedule” button in 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.

ONLINE (ASYNCHRONOUS) CONSULTATION:

Remember to 1) hit the “Schedule” button in the bottom of the screen and 2) complete the Online Submission Form which can be found at the following link:

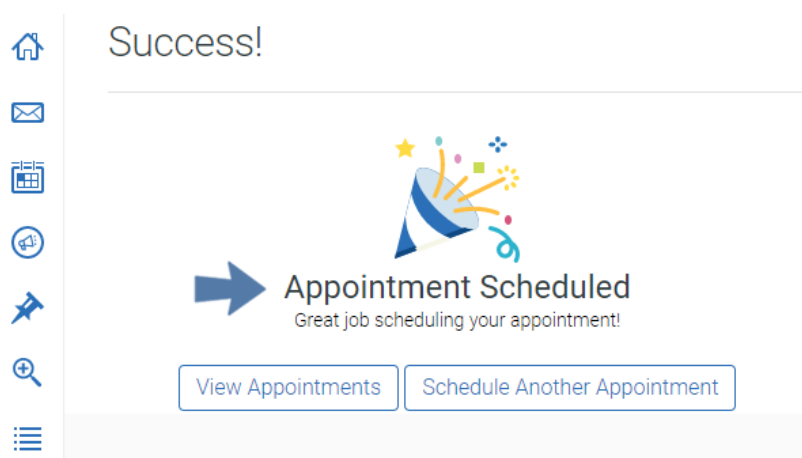
https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d

- You must complete the form BEFORE your appointment; otherwise, you will be marked as a "no show" and will need to reschedule.
- You will be asked to attach the prompt (if applicable) and your current writing project as a **.doc** or **.docx** file.

- 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.

10. **DID YOU REMEMBER TO HIT THE “SCHEDULE” BUTTON AT THE BOTTOM OF THE SCREEN? OTHERWISE, THE RESERVATION HAS NOT BEEN SAVED!**

- a. Once you **hit the “Schedule” button at the bottom of the screen**, your screen 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 and sent to your SLU Outlook account.

POLICIES

- All appointments will take place in Central Time.
- Maximum of 3 appointments per week.
- No back-to-back appointments permitted.
- Contact writing@slu.edu if you have any comments, concerns, or questions.

TROUBLESHOOTING

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



Details

ZOOM VIDEO CONFERENCE:

Remember to 1) save the link to the writing consultant's virtual meeting room and 2) hit the "Schedule" button in the lower right hand corner 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.

ONLINE (ASYNCHRONOUS) CONSULTATION:

Remember to 1) hit the "Schedule" button in the lower right hand corner 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.

ALL APPOINTMENTS:

Every Zoom Video Conference and Online (Asynchronous) Consultation will take place in Central Time. Maximum of 3 appointments per week. No back-to-back appointments permitted.

URL / Phone Number

<https://slu.zoom.us/j/4489605287>

Would you like to share anything else?

Add your comments here

Email Reminder

Reminder will be sent to alex.ocasio@slu.edu

Text Message Reminder

Phone Number for Text Reminder



All times listed are in local browser timezone.

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

[External] [Appointment Notification] Graduate: Online (Asynchronous) Consultation @ Jan 07 2021
5:00pm - 6:00pm CT

 **Alexander Ocasio**
Sun 12/6/2020 12:48 PM
To: Alex Ocasio



Appointment Scheduled

An appointment has been scheduled for Jan 28 2021 1:00pm - 2:00pm CT. Details are included below.

Additional Details

ZOOM VIDEO CONFERENCE:

Remember to 1) save the link to the writing consultant's virtual meeting room 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.

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

Confirmation Email #1 – EAB Navigate

Confirmation: Online (Asynchronous) Consultation Form

 **University Writing Services**
Mon 12/7/2020 9:50 PM
To: Alex Ocasio

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!



**SAINT LOUIS
UNIVERSITY.**
— EST. 1818 —

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