

UNIVERSITY WRITING SERVICES

As alternatives to in-person appointments for Spring 2020, University Writing Services is offering Zoom Video Conferences and Online (Asynchronous) Consultations. These FREE services will start on Monday, March 23rd and continue until the last day of final exams on Tuesday, May 12th.

All appointments will take place in CST and should be scheduled through EAB Navigate (located under the Tools tab of the mySLU portal). You will need to select the Busch Student Center as the location in order to see all of the consultants' upcoming availability.

Zoom Video Conferences will take place live (in real time) using audio-video conferencing software with a built-in screen sharing function. Both you and the writing consultant will be able to look at your writing project simultaneously with 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 **[may have limited functionality]**. No experience with Zoom is needed. **Note:** your device must have microphone accessibility, and webcam accessibility is strongly recommended.

If you select Zoom Video Conference when making an appointment in EAB, you will receive an email with further instructions from your consultant shortly before the start of your video conference. These appointments will be held on the day and time of your scheduled appointment, and you must access Zoom with your consultant at that time.

Online (Asynchronous) Consultations will take place remotely via email (not Zoom). Asynchronous means that the student and consultant will **not** be online at the same time; in other words, 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. An experienced writing consultant will then download your project and provide feedback on 4-7 pages using Microsoft Word's comment function. The consultant will start reading and making suggestions to your project at the time of your appointment but may not send you an email until later that day.

If you select Online (Asynchronous) Consultation when making an appointment in EAB, you will be provided a link to the Online Submission Form when reviewing the "Appointment Details" on the final confirmation page. These consultations will be conducted via e-mail; you will receive feedback by 9 PM the day of your appointment. You do **not** need to be present online on the selected day/time to receive your feedback.

We want you to leave your Zoom Video Conference and/or Online (Asynchronous) Consultation with a greater sense of purpose and confidence.



Please email any comments, concerns, or questions to writing@slu.edu. Thank you!

ZOOM VIDEO CONFERENCES FOR UNIVERSITY WRITING SERVICES

Logging into Zoom: You can access Zoom (located under the Tools tab of the mySLU portal) or by going to slu.zoom.us and signing in with your SLU Net ID and password.

Joining the Zoom Video Conference:

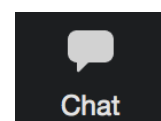
- All booked appointments will be held in **Central Standard Time**.
- You will receive an email from your writing consultant with a Zoom invitation close to the start time of your appointment. It will help to have your SLU Outlook email account already open as you approach the beginning of the hour.
- Copy the writing consultant's Zoom Meeting ID and click the link provided. This will open a new screen that will automatically download Zoom (if it is your first time) or open the video conferencing software (if you have used it before).
- You may arrive before your writing consultant and will automatically be placed into a waiting room. Just wait a few moments for the writing consultant to initiate the conference.

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,
 - 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 window, tab, or program on your device that you would like to share with your writing consultant.
- **Whiteboard (*edit vs. annotate*)**
 - This option 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 or saved by the end of the appointment.
- **Chat**
 - Comment or ask questions without speaking.
 - Link to outside resources.
 - Send the document to the writing consultant if Share Screen does not work.



Troubleshooting:

- If you arrive early or the writing consultant has not yet initiated the Zoom meeting?
 - If you join first and the writing consultant is not already in the meeting, just wait for a few moments. The writing consultant will still be able to join the meeting after you.
- If you cannot hear or see yourself/the writing consultant?
 - Check the lower left corner of the tool bar on the meeting screen to make sure your video and microphone 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 end a session?
 - Rejoin or restart the meeting because the writing consultant will still be there.
- Any other issue that arises?
 - Keep your SLU Outlook email account open during your appointment so that you can email the writing consultant (if needed) to let them know about any issues you are experiencing with Zoom.