

UNIVERSITY WRITING SERVICES

In response to COVID-19 and to promote the safety and well-being of all students and writing consultants, University Writing Services (UWS) 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.

Alternatively, for **WINTER BREAK 2020**, UWS is offering Zoom Video Conferences and Online (Asynchronous) Consultations. These FREE services begin on Monday, December 7th and will continue until Friday, January 15th. UWS will be closed Thursday, December 24th through Friday, January 1st.

UWS will be ‘open’ remotely with a reduced staff Monday through Friday with morning, afternoon, and limited evening options from 12/7-1/15. Minimal weekend hours offered only in December. All appointments will take place in CT and can be scheduled through EAB Navigate located under the Tools tab of the mySLU portal. Select “Virtual (University Writing Services)” as the location to see all of the consultants’ availabilities. Maximum of 1 appointment per day, 3 per week. No back-to-back appointments permitted. For last-minute ‘walk-ins’ (within 2 hours), email writing@slu.edu.

Zoom Video Conferences will take place live (in real time) using audio-video conferencing software. Both you and the writing consultant will be able to look at your writing 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, remember to save the link to the writing consultant’s virtual meeting room which can be found under “Additional Details” 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 their appointment.

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 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.

If you select Online (Asynchronous) Consultation when making an appointment on EAB Navigate, remember to open the link to the Online Submission Form and then hit “Confirm Appointment”. 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 from EAB Navigate and Qualtrics. No further action needed. A writing consultant will send you feedback via email by 10 pm the day of your appointment.

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



ZOOM VIDEO CONFERENCE

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 Time (CT)**.
- If you select Zoom Video Conference when making an appointment on EAB Navigate, make sure to save the link to the writing consultant's virtual meeting room which can be found under "Additional Details" on the final confirmation page. The same link will also be emailed automatically 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 these reasons, 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, click on the writing consultant's Zoom Meeting ID. 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.

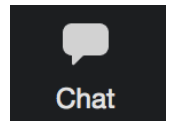
Using the Zoom Video Conference Built-in Functions:

- **Share Screen**
 - Click this button to select the window, tab, or program on your device that you would like to share with your writing consultant.



- **Whiteboard (*edit vs. 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 they are erased and/or prior to the end of the appointment.

- **Chat**
 - Comment or ask questions without talking aloud.
 - Link to outside resources.
 - Send the document to the writing consultant if Share Screen does not work.



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 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 leave the appointment?
 - Rejoin the meeting because the writing consultant will still be there.

- Any other issue that arises?
 - Keep your SLU Outlook 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.

ONLINE (ASYNCHRONOUS) CONSULTATION

Troubleshooting with Screenshots:

STEP #1 – Schedule a consultation on EAB Navigate which is located under the Tools tab of the mySLU platform. Remember to hit the “Confirm Appointment” button in the lower right hand corner.

ONLINE (ASYNCHRONOUS) CONSULTATION:

Remember to 1) hit the “Confirm Appointment” 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_0lehn6G

- 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 1 appointment per day during Winter Break, 3 per week. No back-to-back appointments permitted.

▼ ▶

Is there anything specific you would like to discuss with Caitlin ?

Comments for your staff...

Send Me an Email

Send Me a Text

Please provide your mobile number

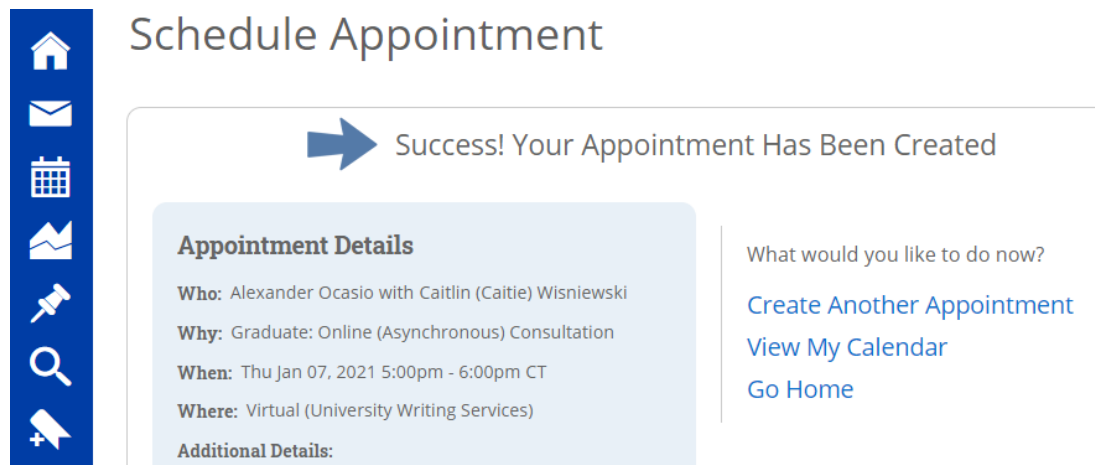
Phone Number

◀ Back



Confirm Appointment

After clicking the button, your screen will automatically refresh and it will read “Success! Your Appointment Has Been Created”.

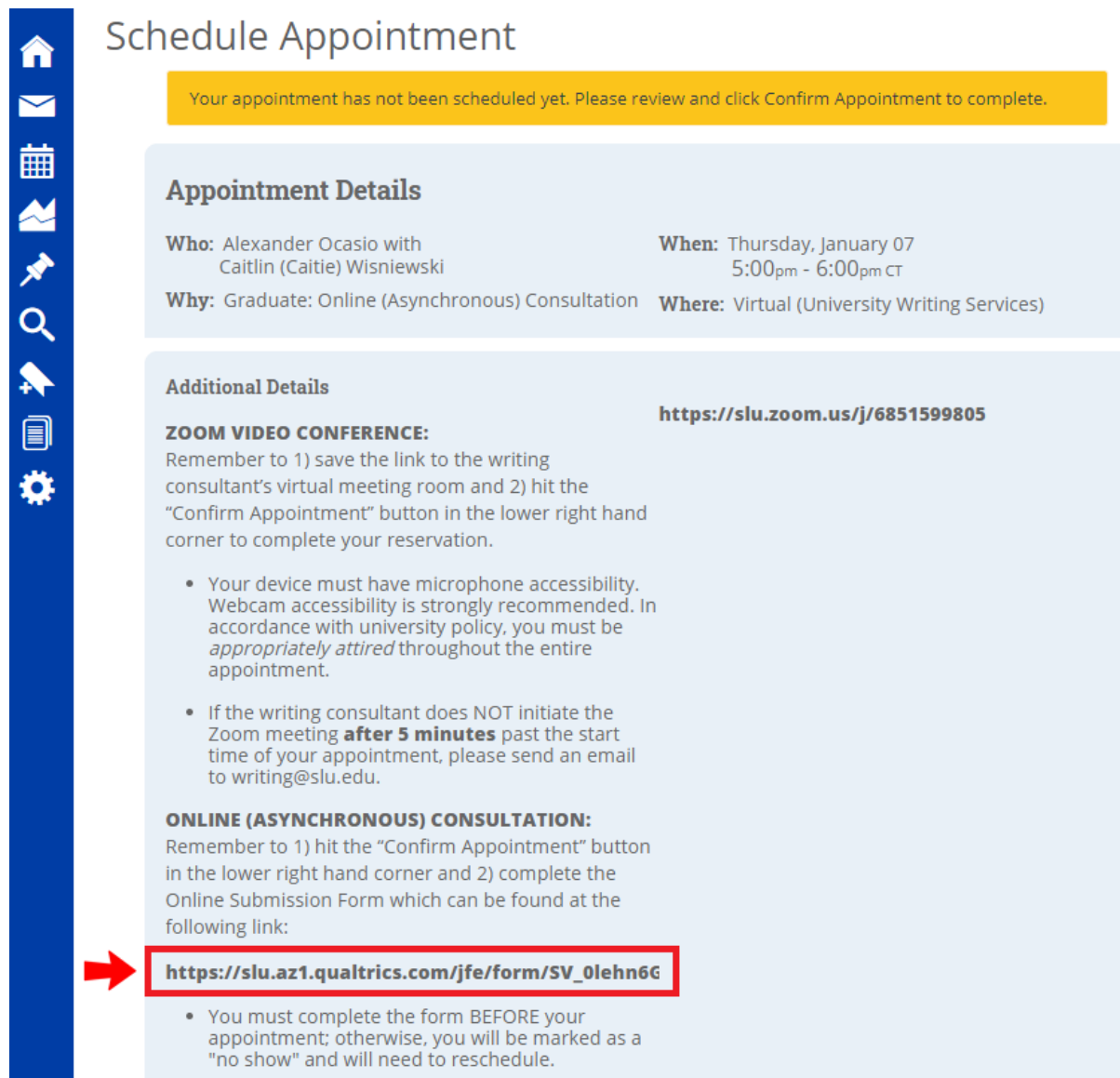


The screenshot shows a navigation sidebar on the left with icons for Home, Mail, Calendar, Reports, Pins, Search, and a plus sign. The main content area is titled "Schedule Appointment" and features a large blue arrow pointing to the right with the text "Success! Your Appointment Has Been Created". Below this, there is a light blue box containing "Appointment Details":

- Who:** Alexander Ocasio with Caitlin (Caitie) Wisniewski
- Why:** Graduate: Online (Asynchronous) Consultation
- When:** Thu Jan 07, 2021 5:00pm - 6:00pm CT
- Where:** Virtual (University Writing Services)
- Additional Details:**

To the right of the details box, there is a question "What would you like to do now?" followed by three blue links: "Create Another Appointment", "View My Calendar", and "Go Home".

STEP #2 – Copy the link to the Online Submission Form which can be found at https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d.



The screenshot shows the same navigation sidebar. The main content area is titled "Schedule Appointment" and features a yellow warning banner at the top: "Your appointment has not been scheduled yet. Please review and click Confirm Appointment to complete." Below the banner is a light blue box containing "Appointment Details":

- Who:** Alexander Ocasio with Caitlin (Caitie) Wisniewski
- When:** Thursday, January 07 5:00pm - 6:00pm CT
- Why:** Graduate: Online (Asynchronous) Consultation
- Where:** Virtual (University Writing Services)

Below this is another light blue box containing "Additional Details":

- ZOOM VIDEO CONFERENCE:** <https://slu.zoom.us/j/6851599805>
- Remember to 1) save the link to the writing consultant's virtual meeting room and 2) hit the "Confirm Appointment" 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.

Below the Zoom details is another section:

- ONLINE (ASYNCHRONOUS) CONSULTATION:** Remember to 1) hit the "Confirm Appointment" button in the lower right hand corner and 2) complete the Online Submission Form which can be found at the following link:

A red arrow points to a red-bordered box containing the link: https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G

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

Once you paste the link to the Online Submission Form in 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 which is located under the Tools tab of the mySLU portal. If done properly, you will receive 2 email confirmations (1 from Qualtrics after submitting the form below and 1 from EAB Navigate). 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):

Your Banner ID **Number**
(including zeros)
(to record your
submission in our

You must complete the Online Submission Form **before** your appointment; otherwise, you will be marked as a "no show" and will need to reschedule.

After submitting your draft, your screen will automatically refresh and it will read “Success! You have completed the Online Submission Form!”.



Success! You have completed the Online Submission Form!

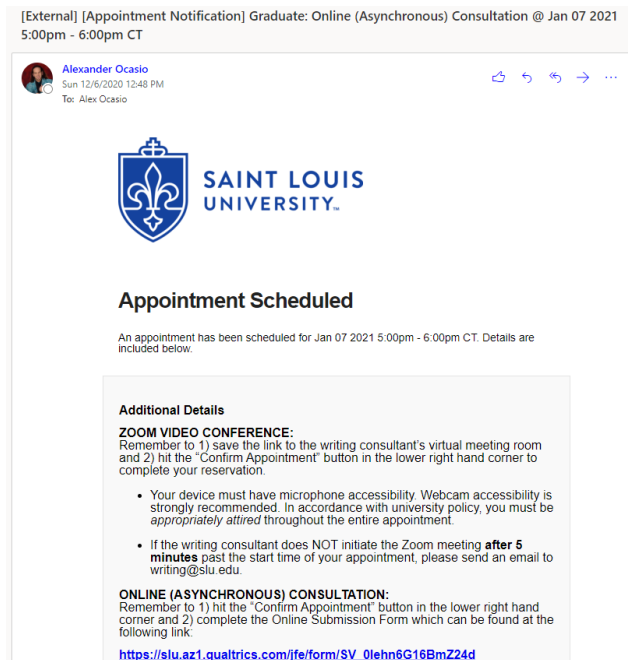
Attention: You **must** schedule a new appointment every time you complete this Qualtrics form. If you have *not* booked an appointment for this submission, please do so now by opening a new browser tab and visiting EAB Navigate which is located under the Tools tab of the mySLU portal. If done properly, you will receive 2 email confirmations (1 from Qualtrics which was just sent to you and 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.

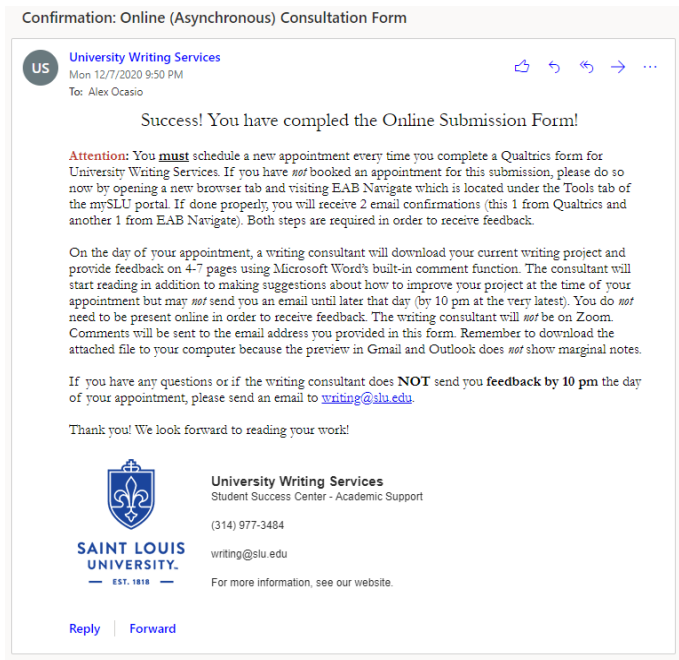
If you have any questions or if the writing consultant does **NOT** send you **feedback by 10 pm** the day of your appointment, please send an email to writing@slu.edu.

Thank you! We look forward to reading your work!

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



Confirmation Email #1 – EAB Navigate



Confirmation Email #2 – Qualtrics

Both steps are required in order to receive feedback. Once the appointment is made and the form is submitted, a writing consultant will download your document and start making suggestions (using Microsoft Word's built-in comment function) at the time of your appointment.

Note: 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.