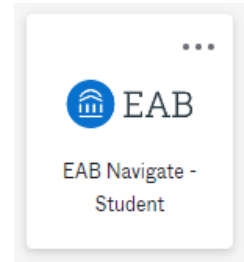




HOW TO SCHEDULE AN APPOINTMENT

@ UNIVERSITY WRITING SERVICES (USING EAB NAVIGATE - STUDENT)

1. Go to <https://myslu.slu.edu/> and enter your **SLU username** and **password**.
2. After logging in, you will automatically be redirected to the Okta Dashboard. Search for and open the **EAB Navigate - Student** app (use the company's logo to the right as a reference) located under Applications.
3. Once the EAB Navigate - Student website loads, it should say "Welcome to Saint Louis University". Click on **Login with your school account**.
4. Open the menu (use the symbol to the left as a reference).
5. Select **Appointments**.
6. Click on **Schedule an appointment** located in the top right-hand corner.
7. Under **Please choose an Appointment Category**, select "Tutoring and Writing Services".
8. Under **Service**, choose your preferred appointment type.
 - a. 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.
 - b. 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].
9. 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.
10. Hit the "**Find Available Time**" button.
11. 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 results. 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.



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 “Go Back” or “Start Over” buttons.
2. Dots indicate days with available times.

13	14	15	16	17	18	19
•	•	•	•	•	•	
20	21	22	23	24	25	26
•	•	•	•	•	•	
27	28					
•	•					

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. In other words, if you selected Online (Asynchronous) Consultation or Zoom Video Conference, there will only be one meeting type listed in the dropdown menu. It will say “Virtual”.

iv. Location:

1. If you are meeting the writing consultant asynchronously or via Zoom, there will only be 1 option. Select “University Writing Services (Virtual)”.

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

Note: There is only 1 location for Online (Asynchronous) Consultations and Zoom Video Conferences!

All Filters

[Start Over](#)

Please choose an Appointment Category

Tutoring and Writing Services

Service

Graduate: Online (Asynchronous) Consultation

Pick a Date

December 2022 < 14 >

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Staff

Search by name

How would you like to meet?

Search by type

Location

Search by name

Course

Select course

TUTORING AND WRITING SERVICES GRADUATE: ONLINE (ASYNCHRONOUS) CONSULTATION

University Writing Services (Virtual)

4 People

[View individual availabilities](#)

Mon, Dec 19th

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
6:00 - 7:00 PM 8:00 - 9:00 PM

Tue, Dec 20th

8:00 - 9:00 AM 9:00 - 10:00 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

Wed, Dec 21st

8:00 - 9:00 AM 9:00 - 10:00 AM 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

Thu, Dec 22nd

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

Tue, Jan 3rd

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

Wed, Jan 4th

8:00 - 9:00 AM 9:00 - 10:00 AM 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

- ii. After choosing your preferred location, the day you originally selected on the calendar will appear in black bold letters.

New Appointment

All Filters

[Start Over](#)

Please choose an Appointment Category

Tutoring and Writing Services

Service

Graduate: Online (Asynchronous) Consultation

Pick a Date

December 2022 < 14 >

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Staff

Search by name

How would you like to meet?

Search by type

Location

Search by name

Course

Select course

TUTORING AND WRITING SERVICES GRADUATE: ONLINE (ASYNCHRONOUS) CONSULTATION

University Writing Services (Virtual)

4 People

[View individual availabilities](#)

Mon, Dec 19th

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
6:00 - 7:00 PM 8:00 - 9:00 PM

Tue, Dec 20th

8:00 - 9:00 AM 9:00 - 10:00 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

Wed, Dec 21st

8:00 - 9:00 AM 9:00 - 10:00 AM 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

Thu, Dec 22nd

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

Tue, Jan 3rd

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

Wed, Jan 4th

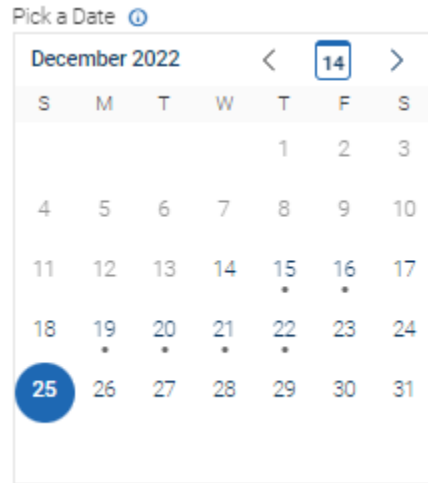
8:00 - 9:00 AM 9:00 - 10:00 AM 10:00 - 11:00 AM 11:00 - 12:00 PM 12:00 - 1:00 PM 1:00 - 2:00 PM 2:00 - 3:00 PM
3:00 - 4:00 PM 4:00 - 5:00 PM 5:00 - 6:00 PM 6:00 - 7:00 PM

- 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**.

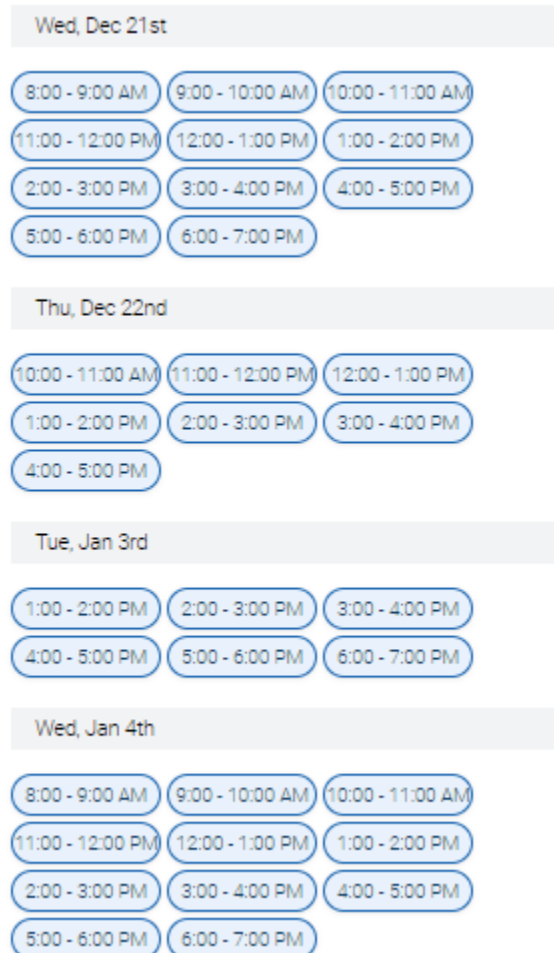
1. Similarly, university holidays will also be blocked off in advance and removed from the calendar. For example, UWS will be closed Friday, December 23rd through Monday, January 2nd in accordance with the SLU

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 during the week.

See how there are no dots below Sunday, December 25th for Christmas.



See how it skips from Thursday, December 22nd straight to Tuesday, January 3rd.



- iv. Once you have decided your preferred time for the appointment, select the corresponding **bubble**.

12:00 - 1:00 PM

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



Loading Appointment...

12. 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.
13. A little lower 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 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

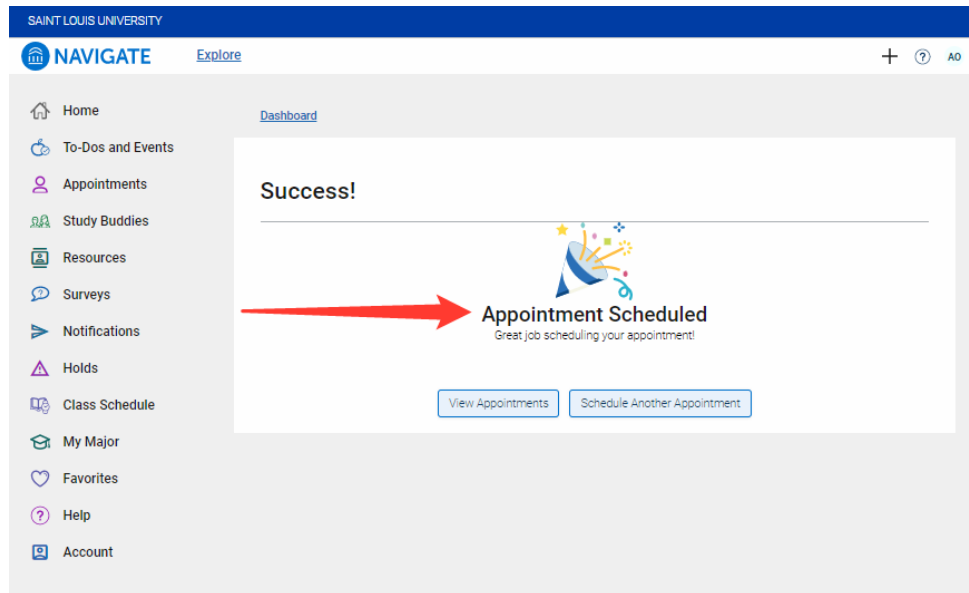
- You must complete the form BEFORE your appointment; otherwise, you will be marked as a "no show" and will need to reschedule.
- You will receive 2 email confirmations (1 from EAB Navigate - Student and 1 from Qualtrics) when the reservation is successfully completed.
- A writing consultant will then 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.

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

- 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”.



- b. You will also receive a **confirmation email** which is automatically generated by EAB Navigate - Student and sent to your SLU Outlook account (although sometimes the reminder can be found under the “Junk Email” folder instead of your inbox)

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 5-minute 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 1 hour or less).

TROUBLESHOOTING

Where do I find the “Schedule” button for a Zoom Video Conference and/or an Online (Asynchronous) Consultation on EAB Navigate - Student? Underneath “Phone number for Text Reminder”.

The screenshot shows the EAB Navigate student interface. On the left is a navigation menu with options: 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 "Details" and contains information about Zoom Video Conferences and Online (Asynchronous) Consultations. Below this is a form for scheduling an appointment. The form includes a dropdown menu for meeting type (set to "VIRTUAL"), a text area for comments, and checkboxes for "Email Reminder" and "Text Message Reminder". A "Phone Number for Text Reminder" field is present, and a red arrow points to the "Schedule" button at the bottom of the form.

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

[External] [Appointment Notification] Graduate: Online (Asynchronous) Consultation @ Dec 19 2022 10:00am - 11:00am CT



Appointment Scheduled

An appointment has been scheduled for Dec 19 2022 10:00am - 11:00am 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

The screenshot shows a confirmation email from University Writing Services. The subject is "Confirmation: Online (Asynchronous) Consultation Form". The email body says "Success! You have completed the Online Submission Form!". It includes an attention section: "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 mSLU portal. If done properly, you will receive 2 email confirmations (1 from Qualtrics and another 1 from EAB Navigate). Both steps are required in order to receive feedback." It also states: "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." It concludes with: "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." and "Thank you! We look forward to reading your work!". The footer includes the Saint Louis University logo and contact information: "University Writing Services, Student Success Center - Academic Support, (314) 977-3484, writing@slu.edu".

Confirmation Email #1 – EAB Navigate Student

Confirmation Email #2 – Qualtrics