



## UNIVERSITY WRITING SERVICES

During **SUMMER 2024**, University Writing Services (UWS) will be offering In-Person Appointments, Online (Asynchronous) Consultations, and Zoom Video Conferences. These FREE services begin on Monday, May 20<sup>th</sup> and will continue until Friday, August 9<sup>th</sup>. UWS will be closed during Memorial Day, Juneteenth, and 4<sup>th</sup> of July in accordance with the SLU Academic Calendar.

**Policies and Procedures:** UWS will be open both in-person and virtually Sunday through Friday with morning, afternoon, and *limited* evening options (generally from 10:00 am to 8:00 pm). Consultants offer support on any stage of the writing process (e.g. brainstorming, outlining, proposing research questions, developing arguments, integrating sources, creating citations, revising, implementing comments, and formatting). **All appointments will take place in Central Time and can be scheduled through EAB Navigate - Student located under Applications on the Okta Dashboard.** Every 1-hour appointment includes up to 50-minutes of brainstorming or content-based feedback (on undergraduate class assignments, conference papers, cover letters, dissertations, group projects, multimedia assignments like iMovie and PowerPoint, personal statements, seminar papers, senior capstone projects, short answer questions on applications, speeches, and theses) followed by a 5-minute survey. Consultants do not line edit, but they do help with recurring grammar and syntax mistakes. Maximum of 3 appointments per week. Repeat visits are encouraged. No back-to-back appointments permitted. Students can schedule 2 appointments in 1 day if there is at least 1 hour in between them. For last-minute 'walk-ins' (within 2 hours or less), please email [writing@slu.edu](mailto:writing@slu.edu). After 3 missed appointments or 'no-shows', you will be temporarily blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges. For more information and resources, visit the official [UWS website](#) [LINK] or scan the QR code on the bottom of the second page.

**In-Person Appointments** will take place on-campus at the Busch Student Center (BSC) Suite 331. Face masks are *optional*. UWS will provide a disposable mask when requested. Consultants will put on a mask when asked.

Remember to 1) hit the "Schedule" button at the bottom of the screen on EAB Navigate – Student to complete your reservation and 2) write down the building and room number.

**BSC 331** is open Sunday through Friday generally from 10:00 am to 8:00 pm. After walking into the suite, turn right when you see the sign that says "Tutoring and Writing Services". Look for your writing consultant's name on the cubicle and conference room whiteboards.

**Online (Asynchronous) Consultations** will take place via email. Asynchronous means that you and the writing consultant will **not** be online at the same time; instead, 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. The writing consultant will then download your project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function.

Remember to 1) hit the "Schedule" button at the bottom of the screen on EAB Navigate - Student to complete your reservation and 2) copy and paste the link to the Online Submission Form into a new tab on your internet browser.

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 (1 from EAB Navigate - Student and 1 from Qualtrics). No further action needed.

The consultant will subsequently read your submission, make suggestions in the margins, compose an email summary, and send you feedback (reattaching your project with their comments) by 10:00 pm on the same day as your scheduled appointment.

**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**]. To communicate with the writing consultant, your device must have microphone accessibility [**required**]. Webcam accessibility is *strongly recommended* [**optional**]. No experience with Zoom needed.

Remember to 1) hit the “Schedule” button at the bottom of the screen on EAB Navigate - Student to complete your reservation and 2) save the link to the writing consultant’s virtual meeting room which can be found under URL / Phone Number on the final confirmation page. The same link will also be automatically emailed to your SLU Outlook account. You must sign into Zoom on the day of your scheduled appointment to ‘meet’ with your consultant at the designated time.

Students are expected to treat the virtual environment the same as in-person environments. In accordance with university policy, students must be *appropriately attired* throughout the entire duration of the appointment.

The writing consultant will teach you how to screen share your project and, together, you will create an action plan using the chat function.

Please email any comments, concerns, or questions (including inquiries about walk-ins) to [writing@slu.edu](mailto:writing@slu.edu). Our mission is focused on self-directed learning. We want students to leave their appointments with a greater sense of purpose and confidence! We want to develop a community of critically conscientious writers on campus!



# ONLINE (ASYNCHRONOUS) CONSULTATIONS

## Troubleshooting with Screenshots:

**STEP #1** – Start by booking an appointment on EAB Navigate - Student which is located under Applications on the Okta dashboard. Remember to hit the “Schedule” button at the bottom of the screen (on the final confirmation page) to complete your reservation.

Home

To-Dos and Events

Appointments

Study Buddies

Resources

Surveys

Notifications

Holds

Class Schedule

Major Explorer

Favorites

Help

Account

POLICIES FOR ALL APPOINTMENTS:

Every a/synchronous writing consultation will take place in Central Time. Maximum of 3 appointments per week. No back-to-back appointments permitted. Consultants do not line edit, but they do help with recurring grammar and syntax mistakes.

CANCELLATIONS:

To cancel your appointment, start by logging into EAB Navigate – Student (select Appointments in the navigation menu > under Upcoming, look for the correct writing consultation and click on the link > scroll down and hit Cancel Appointment > choose a Reason and add any Comments > confirm by hitting the Cancel Appointment button) or by sending an email to [writing@slu.edu](mailto:writing@slu.edu) BEFORE your appointment time.

After 3 missed appointments or “no shows”, you will be blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges.

URL / Phone Number  
<https://slu.zoom.us/j/6414237212>

How would you like to meet? \*  
Virtual

You are seeing the only meeting type available for this time slot.

Would you like to share anything else?  
Add your comments here

Email Reminder  
 Reminder will be sent to alex.ocio@slu.edu

Text Message Reminder

Phone Number for Text Reminder

Schedule

After clicking the button, your screen will automatically refresh and it will read “Success! Appointment Scheduled”.

Saint Louis University

NAVIGATE Explore

Home

To-Dos and Events

Appointments

Study Buddies

Resources

Surveys

Notifications

Holds

Class Schedule

Major Explorer

Favorites

Help

Account

Dashboard

Success!

Appointment Scheduled  
Great job scheduling your appointment!

View Appointments Schedule Another Appointment

**STEP #2** – Copy the link to the Online Submission Form which can be found on the final confirmation page ([https://slu.az1.qualtrics.com/jfe/form/SV\\_0lehn6G16BmZ24d](https://slu.az1.qualtrics.com/jfe/form/SV_0lehn6G16BmZ24d)).

The screenshot shows the EAB Navigate - Student interface. On the left is a navigation menu with options: Home, To-Dos and Events, Appointments (highlighted), Study Buddies, Resources, Surveys, Notifications, Holds, Class Schedule, Major Explorer, Favorites, Help, and Account. The main content area is titled "ONLINE (ASYNCHRONOUS) CONSULTATION:" and contains the following text:

Remember to 1) hit the "Schedule" button at the bottom of the screen to complete your reservation and 2) fill out the Online Submission Form by attaching your project as a .doc or .docx file. Copy and paste the link into a new tab on your internet browser.

- Here is the link to the Online Submission Form - [https://slu.az1.qualtrics.com/jfe/form/SV\\_0lehn6G16BmZ24d](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 and the form are 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 10:00 pm the day of your appointment, please send an email to [writing@slu.edu](mailto:writing@slu.edu)

**POLICIES FOR ALL APPOINTMENTS:**

Every a/synchronous writing consultation will take place in Central Time. Maximum of 3 appointments per week. No back-to-back appointments permitted. Consultants do not line edit, but they do help with recurring grammar and syntax mistakes.

**CANCELLATIONS:**

To cancel your appointment, start by logging into EAB Navigate - Student (select Appointments in the navigation menu > under Upcoming, look for the correct writing consultation and click on the link > scroll down and hit Cancel Appointment > choose a Reason and add any Comments > confirm by hitting the Cancel Appointment button) or by sending an email to [writing@slu.edu](mailto:writing@slu.edu) BEFORE your appointment time.

After 3 missed appointments or 'no shows', you will be blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges.

Once you paste the link to the Online Submission Form into 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.

The screenshot shows the "EAB Appointment Details" form. At the top, it says "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 tab on your internet browser and visiting EAB Navigate - Student which is located under Applications on the Okta Dashboard. If done properly, you will receive 2 email confirmations (1 from Qualtrics after submitting the form below and 1 from EAB Navigate - Student). Both steps are required in order to receive feedback."

Please provide the following information:

Date of Appointment:   
Time of Appointment:

**STUDENT INFORMATION**

Note: This form is intended for asynchronous (not Zoom) appointments.

Your full name (first and last name):   
Your Banner ID number (including zeros) to create a record for your submission:   
Your e-mail address (where the consultant's feedback will be sent):

Your preferred name or nickname (optional):   
Your preferred pronouns (optional):

You must complete the Online Submission Form **BEFORE** your designated appointment time; otherwise, you will be marked as a 'no show' and will need to reschedule. After 3 missed appointments or 'no-shows', you will be temporarily blocked from EAB Navigate - Student and you will need to meet with a UWS administrator to reinstate your writing center privileges.



After hitting the arrow button (use the symbol to the left as a reference) at the bottom of the page, your screen will automatically refresh and it will read “Success! You have completed the Online Submission Form!”

**SAINT LOUIS UNIVERSITY.**

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 tab on your internet browser and visiting EAB Navigate - Student which is located under Applications on the Okta Dashboard. If done properly, you will receive 2 email confirmations (1 from Qualtrics which was just sent to you and 1 from EAB Navigate - Student). Both steps are required in order to receive feedback.

After scheduling an appointment and submitting the form, a writing consultant will then download your current writing project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function. In other words, the consultant will read your submission, make suggestions in the margins, compose an email summary, and send you feedback (reattaching your project with their comments) on the same day as your appointment. 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 10:00 pm** the day of your appointment, please send an email to [writing@slu.edu](mailto: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 - Student and 1 from Qualtrics).

[External] [Appointment Notification] Graduate: Online (Asynchronous)  
Consultation @ Sep 03 2023 8:00pm - 9:00pm CT



### Appointment Scheduled

An appointment has been scheduled for Sep 03 2023 8:00pm - 9:00pm CT. Details are included below.

#### Additional Details

#### ONLINE (ASYNCHRONOUS) CONSULTATION:

Remember to 1) hit the "Schedule" button at the bottom of the screen to complete your reservation and 2) fill out the Online Submission Form by attaching your project as a .doc or .docx file. Copy and paste the link into a new tab on your internet browser.

- Here is the link to the Online Submission Form  
- [https://slu.az1.qualtrics.com/jfe/form/SV\\_0lehn6G16BmZ24d](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.

### Confirmation Email #1 from EAB Navigate – Student

Confirmation: EAB Online Submission Form

US University Writing Services  
To: Alex Ocasio Thu 1/25/2024 3:10 PM

**CAUTION:** This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, please report the email to SLUAware by clicking on the three dots within your email and choosing Report To SLUAware.

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 tab on your internet browser and visiting EAB Navigate - Student which is located under Applications on the Okta Dashboard. If done properly, you will receive 2 email confirmations (1 from Qualtrics which was just sent to you and 1 from EAB Navigate - Student). Both steps are required in order to receive feedback.

After scheduling an appointment and submitting the form, a writing consultant will then download your current project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function. In other words, the consultant will read your submission, make suggestions in the margins, compose an email summary, and send you feedback (reattaching your project with their comments) on the same day as your appointment. 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 10:00 pm** the day of your appointment, please send an email to [writing@slu.edu](mailto: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](mailto:writing@slu.edu)  
For more information, see our website.

### Confirmation Email #2 from Qualtrics

Both steps are required. After scheduling an asynchronous appointment and submitting the form, a writing consultant will then download your project and provide feedback on 4-7 pages using Microsoft Word's built-in comment function. In other words, the consultant will read your submission, make suggestions in the margins, compose an email summary, and send you feedback (reattaching your project with their comments) on the same day as your scheduled appointment.

**Note:** If the writing consultant does **NOT** send you feedback by 10:00 pm the day of your appointment, please send an email to [writing@slu.edu](mailto:writing@slu.edu). The UWS administrative team will prioritize your issue during 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).

# ZOOM VIDEO CONFERENCES

## Logging into Zoom:

- You can access Zoom under Applications on the Okta dashboard or by going to [slu.zoom.us](https://slu.zoom.us) and signing in with your SLU username and password.

## Joining the Zoom Video Conference:

- All booked appointments will be held in **Central Time (CT)**.
- Remember to 1) hit the “Schedule” button at the bottom of the screen on EAB Navigate - Student to complete your reservation and 2) save the link to the writing consultant’s virtual meeting room which can be found under URL / Phone Number on the final confirmation page. The same link will also be automatically emailed to your SLU Outlook account. 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 this reason, 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, paste the link to the writing consultant’s virtual meeting room into your internet browser. 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](mailto:writing@slu.edu). The UWS administrative team will prioritize your issue during 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.

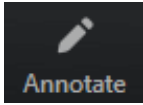
## Using the Zoom Video Conference Built-in Functions:

- **Share Screen**



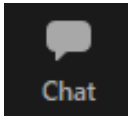
- Click this button to select the internet browser, program, tab, or window on your device that you would like to share with the writing consultant.

- **Annotate**



- This option appears **after** clicking the Share Screen button.
- Only the person who shares the screen can make edits within the actual 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 scrolling to the next page or leaving the Zoom meeting at the end of the appointment.

- **Chat**



- Comment or ask questions if there are problems with the microphone.
- Send the document to the writing consultant if Share Screen does not work.
- Create a set of goals for the appointment. What do you want to accomplish in 50 minutes?
- Link to outside resources.
- Co-create an action plan with the writing consultant so that you have a to-do list after the appointment ends.

## 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 has not yet arrived or they are busy wrapping up a previous appointment, 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](mailto:writing@slu.edu). The UWS administrative team will prioritize your issue during 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 Zoom tool bar to make sure your microphone and video 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.
  - If any other issues arise?
    - Keep your SLU Outlook account open during your appointment so that you can email the writing consultant (and vice versa) to let them know about any unexpected issues you might be experiencing with Zoom. They have been trained on contingency plans in the event that Zoom does not function properly.