UNIVERSITY OF CALGARY
Student Success Centre

Using WaitWell to Book with the Student Success Centre

What is WaitWell?

The Student Success Centre (SSC) uses WaitWell to allow students to book appointments. You would use WaitWell to book an appointment with a writing tutor, academic strategist, or exploratory advisor.

Instructions

Step 1: Go to the Student Success Centre website

To access the WaitWell booking page from the Student Success Centre webpage, choose the **Book an Appointment** on the main page. You can also access our calendar directly at 34020.waitwell.ca.

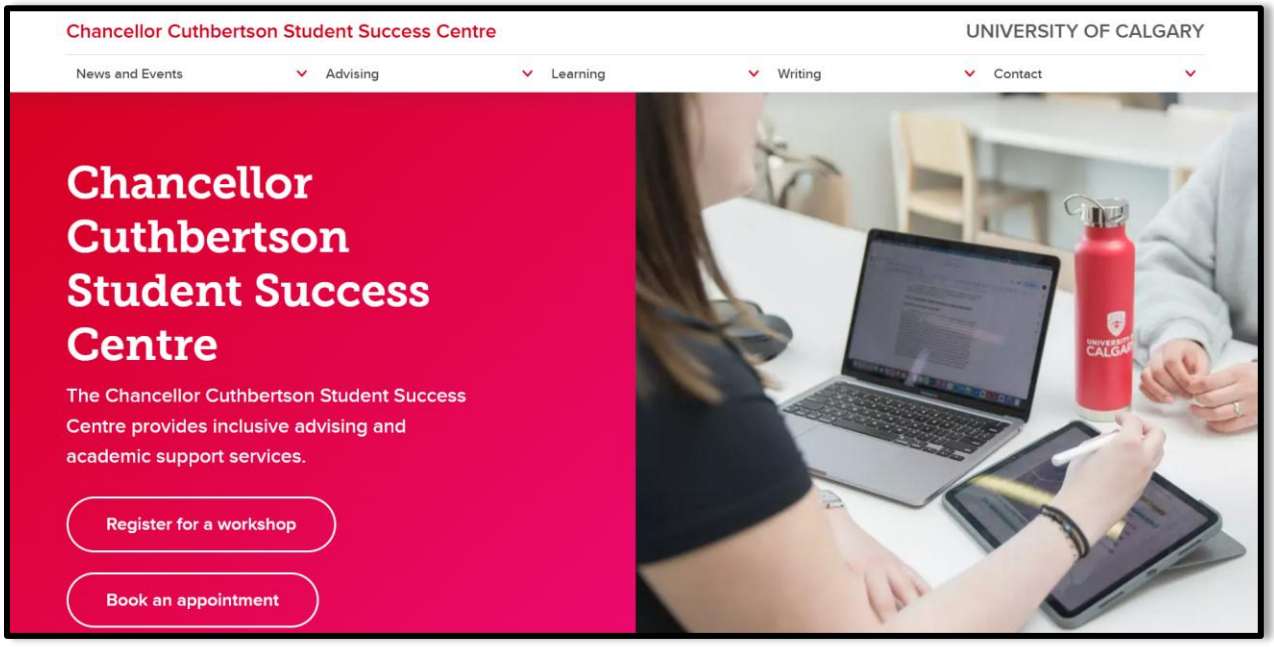

Figure 1 Student Success Center Homepage.

Step 2: Select which appointment type you would like to book

From the WaitWell landing page, you can navigate to the booking calendars for Writing Support, Academic Support, Exploratory Advising, First-Generation Student Support and Scholars Academy.

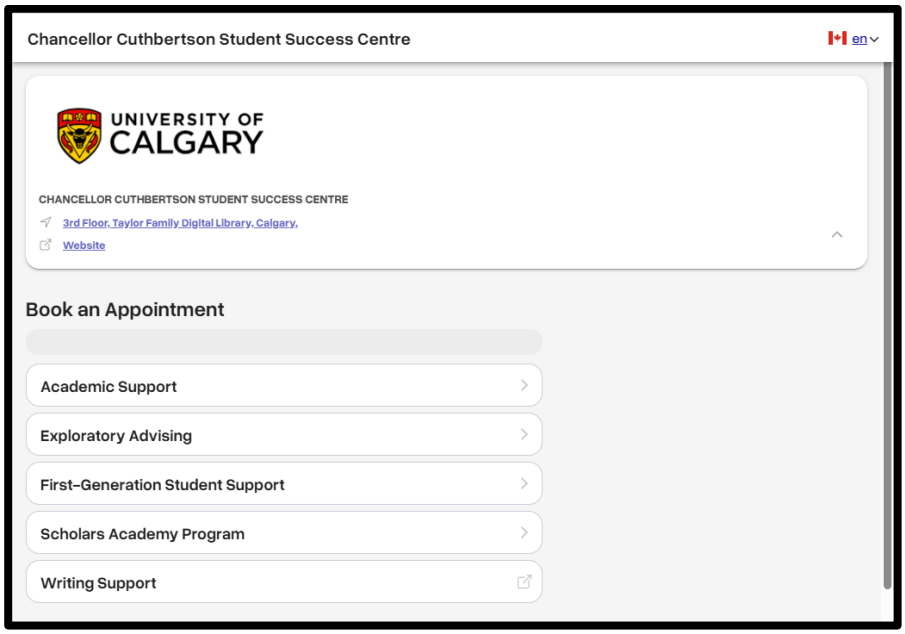

Figure 2 Student Success Centre WaitWell landing page.

Step 3: Check appointment availability

Once you have selected the type of appointment you would like to book, you will have the option to choose to meet with a specific staff member or any available advisor. Next, select the modality of your appointment (in-person or online) and select one of the available dates.

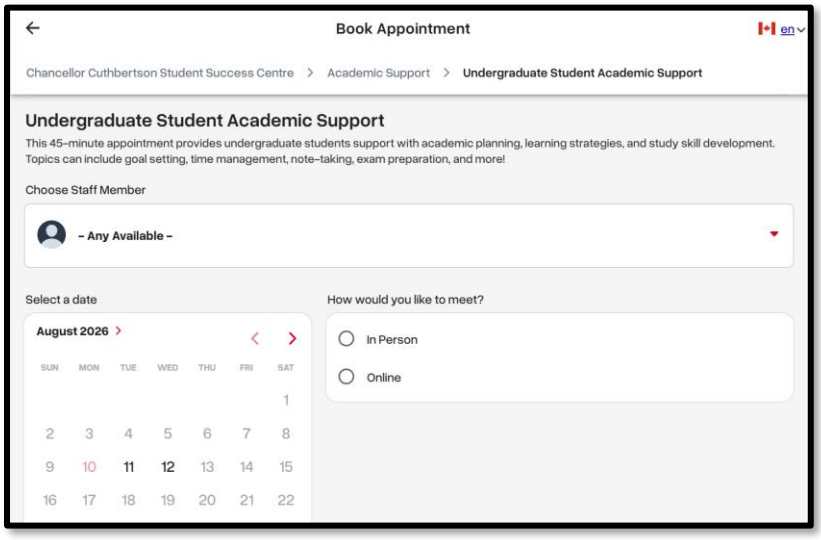

Figure 1 Appointment type details with upcoming available appointments.

Step 4: Choose an appointment timeslot

Select an available timeslot. A pop-up screen will open prompting your contact details. If you have an urgent concern, please email success@ucalgary.ca for assistance.

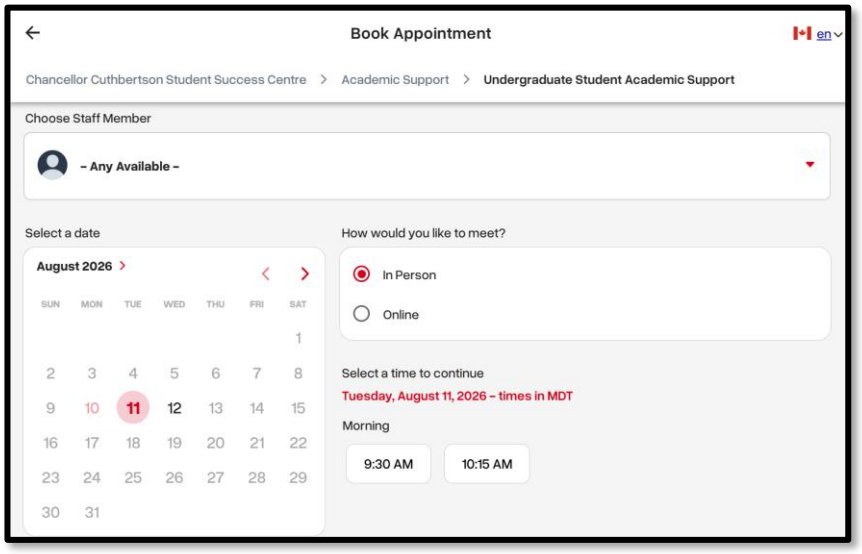

Figure 2 WaitWell open timeslots

Step 5: Fill in the appointment information

Complete all mandatory fields for your contact information. This includes your **first and last name, phone number, email address, UCID number** (for prospective students, enter 0000)**,** and **reason for booking the appointment**. Once all your details have been entered, select **Book** at the bottom of the screen.

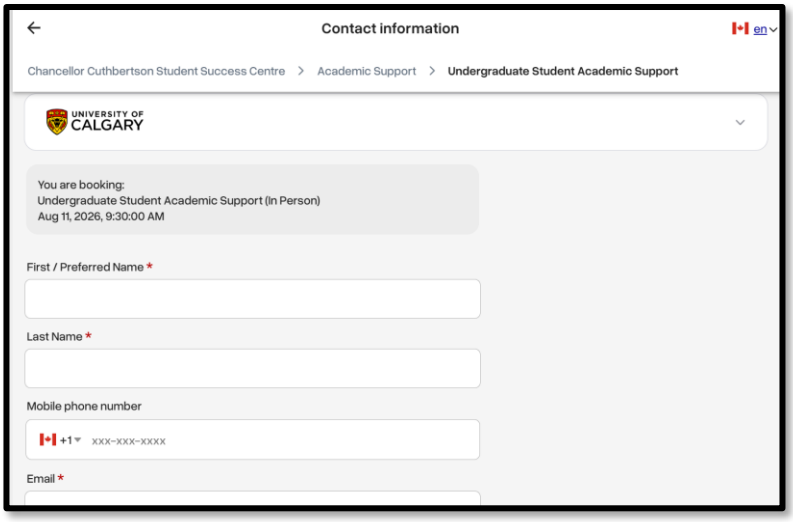

Figure 3 Contact information required to book appointment

Need Assistance?

For questions about Student Success Centre services or support with booking an appointment, email success@ucalgary.ca or visit the Student Success Centre on the 3rd floor of TFDL.