UNIVERSITY OF CALGARY
Student Success Centre

Booking Asynchronous Writing Support Appointments

What is Writing Support?

At SSC Writing Support, **we help students become better writers and self-editors of their own work**. Recognizing the important role that writing plays in inquiry and learning, our goal is to help students develop the writing and editing skills needed to become strong and effective communicators. Our team of professional writing tutors provide writing support to undergraduate and graduate students through writing workshops, Writers' Space writing sessions, and 1-on-1 writing consultation appointments.

What Happens During a 1-on-1 Writing Appointment?

Writing appointments are 30-minutes long and take place either in-person, at the Student Success Centre, or virtually over Zoom. During your appointment, you can work with a Writing Support Tutor on whatever stage of the writing process you would like support with (e.g., brainstorming, structure and organization, thesis statements, literature reviews, citations, self-editing, etc.). As Writing Support is not an editing service, our writing tutors will not edit your written work for you but they will work with you to address any of your writing questions and/or concerns, including reviewing and helping you learn how to edit your own work.

What Should I do to Prepare for my 1-on-1 Writing Appointment?

It is always beneficial to bring along your writing, regardless of what stage it is at, for the writing tutor to review with you. It is also recommended that you try to prepare some questions and/or general writing topics that you would like to discuss in advance so that you can make the most of your time with the writing tutor. Depending on what you would like to discuss during your appointment, please have any relevant information, such as course outlines, assignment instructions, and brainstorming notes, ready to share with the tutor. You are not required to have your writing assignment completed before your appointment; our writing tutors would be happy to work with you even if you are still at the early stages of the writing process (e.g., formulating an idea, research question, brainstorming etc.).

What Are Asynchronous Writing Support Appointments?

This type of appointment does not require students to attend their appointment online or in-person. Instead, a writing tutor will review the student's document(s) during the time of their appointment and email their feedback to the student.

Who can access Asynchronous Writing Appointments?

Writing support appointments are most beneficial when Writing Support Tutors can work directly with students. Therefore, Asynchronous Writing Appointments are only available to students who are studying at distance and cannot attend an in-person or online appointment due to challenges such as:

- Poor internet connection
- Time zone differences
- Computer accessibility issues

What is Elevate?

The Student Success Centre (SSC) uses the Elevate platform to allow students to book appointments. You would use Elevate to book an appointment to meet with a writing tutor, academic development specialist, or exploratory advising. As a student, you can use Elevate to book with other services on campus such as Career Services, Leadership and Student Engagement and some advising offices.

Instructions for Booking Asynchronous Appointments

Step 1: Go to Student Success Centre website

To access the Elevate booking portal from the Student Success Centre webpage choose the **Book an appointment** button on the main page. You can also login to Elevate directly at elevate.ucalgary.ca.
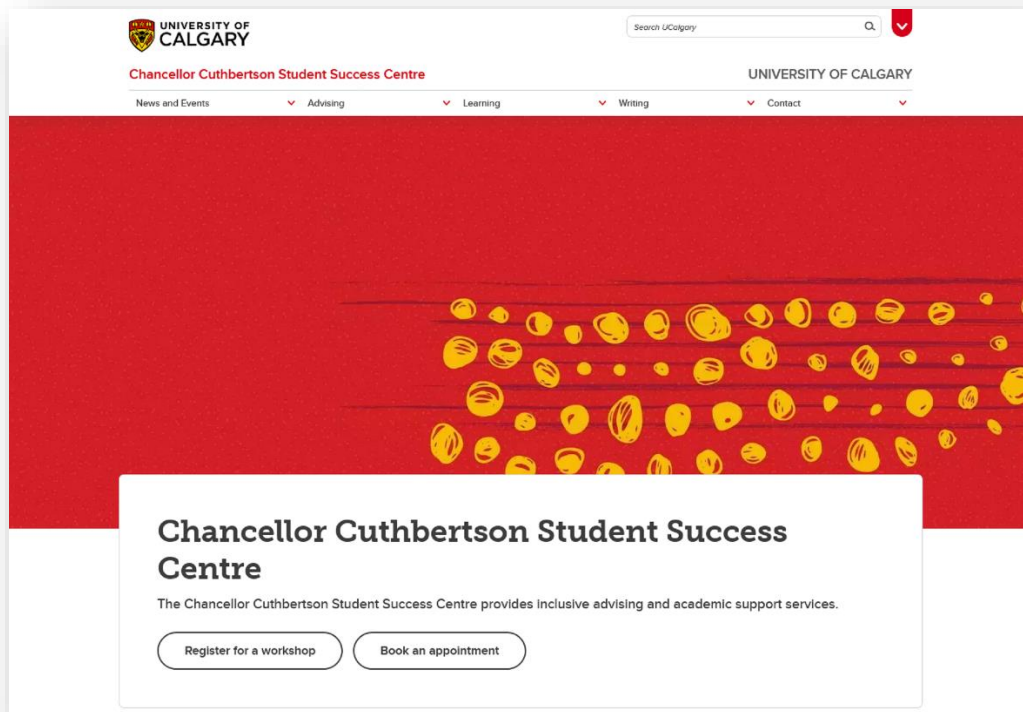

Figure 1 Student Success Centre homepage.

Step 2: Log into Elevate

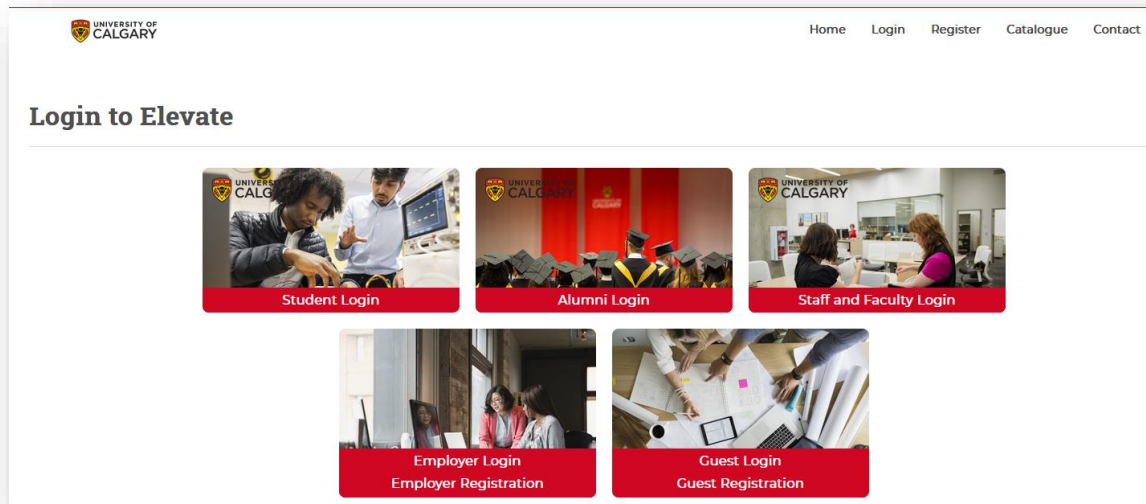Under the **Login** tab, choose **Student Login** and sign in using your University of Calgary Student email address.

Figure 2 Elevate webpage with the login drop-down menu.

Note: If you don't have a UCalgary IT account, you can activate it here.

Step 3: Select Student Success Centre

Choose **Student Success Centre** from the Dashboard menu on the left side. This will open a sub-menu with the different services.

Figure 3 Elevate Dashboard menu with Student Success Centre.

Step 4: Select Writing Support

Select Writing Support from the Student Success Centre sub-menu under the Dashboard.
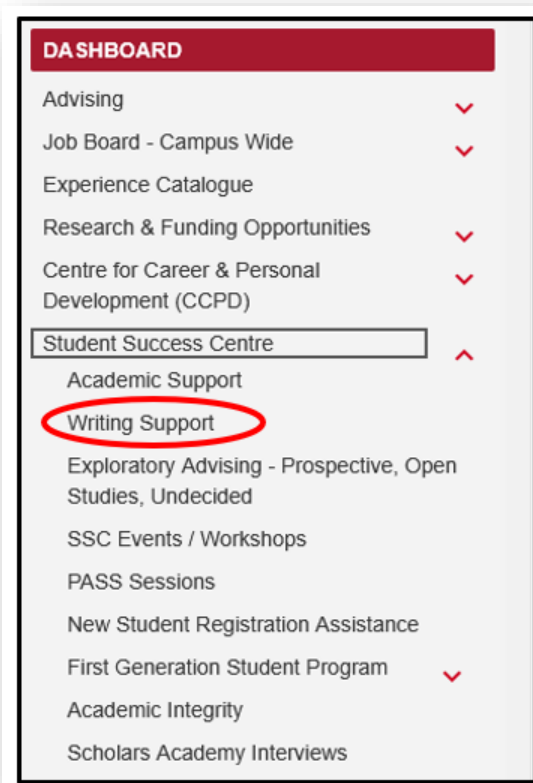
Figure 4 Student Success Centre sub-menu showing the variety of services.

Step 5: Select a booking option

Choose a booking option such as **Book by Appointment Type**.
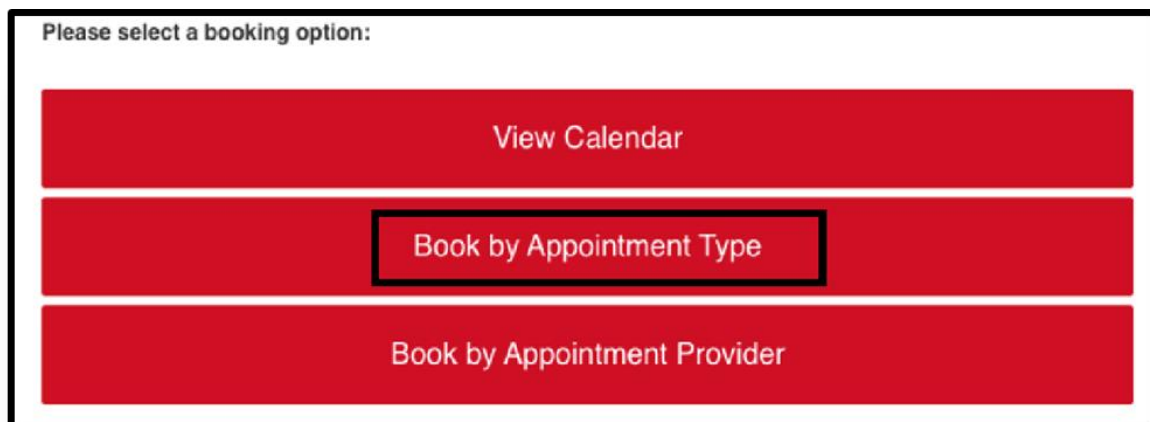
Figure 5 Booking options for elevate appointments.

Step 6: Check appointment availability

Select the appointment type you would like to book to see the next available dates.

Figure 6 Appointment type details with upcoming available appointments.

Step 7: Choose an appointment time slot

Select **view calendar** to choose an **open** appointment time slot. If the calendar does not show any appointment slots, all available appointments have been booked. If you have an urgent concern, please email success@ucalgary.ca for assistance.
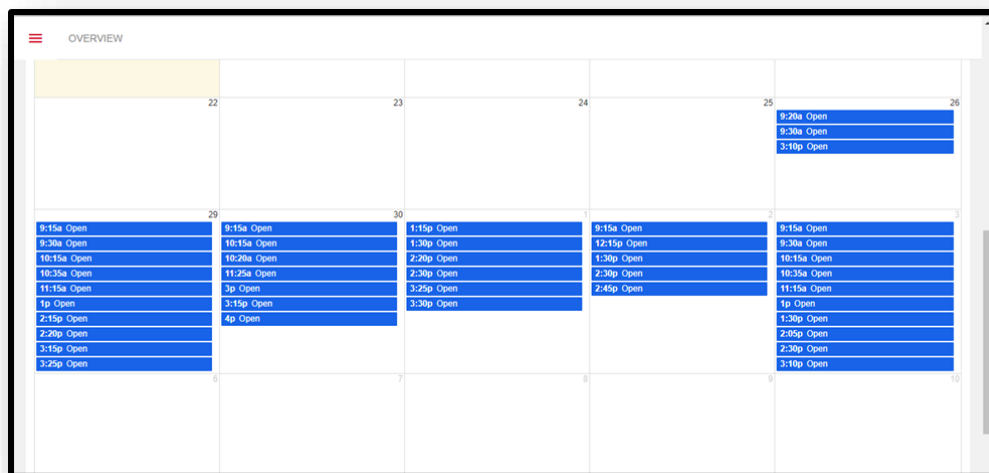
Figure 7 Appointments calendar.

Step 8: Fill in the appointment information
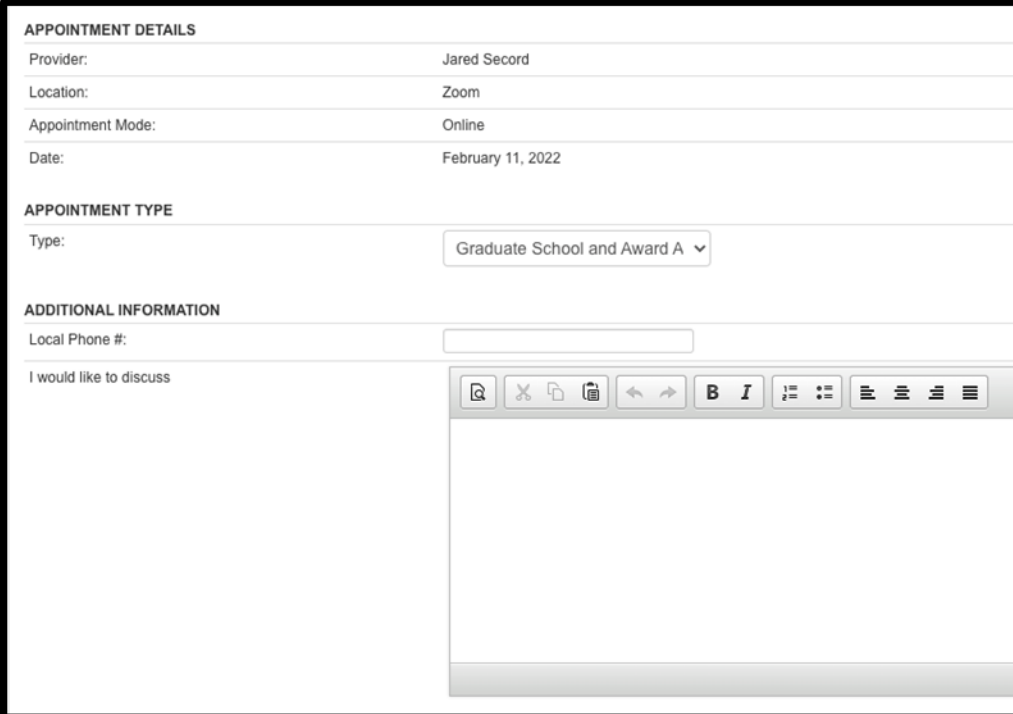
Enter your **phone number** and **reason for booking** the appointment.

Here is an **example of a reason for booking**:

"I would like to discuss the structure of my essay."

Once all your details have been entered, choose **Book Appointment** at the bottom of the screen. You have now booked an appointment.

Note: You can typically book up to 3 appointments per-week and up to 2 appointments per-day during the Fall and Winter Terms (in times of high demand the weekly limit may be decreased to 2 appointments per-week). Feel free to book 2 back-to-back appointments on days you would like to have a longer appointment.

Figure 8 Appointment information with phone number and reason for booking.

Step 9: Request that your appointment be made asynchronous

Immediately after booking, email wconline@ucalgary.ca from your ucalgary.ca email address to request the appointment be changed to asynchronous. In your email, explain why you need your appointment to be asynchronous (e.g., you are a distance student studying in a different time zone) and **include the date and time of your appointment in the body of your email**.

Note: Requesting that an appointment be made asynchronous does not guarantee that the request will be granted. Each request for an asynchronous appointment is reviewed on a case-by-case basis. **Please allow up to 48 hours for your request to be approved**.

Step 10: Submit materials

Once a Writing Support staff member responds to your request and confirms that your one-on-one Writing appointment has been converted into an asynchronous appointment, respond to the confirmation email with a copy of your writing assignment and/or writing questions or concerns. The Writing Support staff member will send these materials to the Writing Support Tutor you have an appointment with. Once the tutor has reviewed you assignment/questions they will email you their comments and feedback.

Instructions for Cancelling 1-on-1 Writing Support Appointment

As per the SSC's cancellation policy, if you are unable to attend an appointment you have booked, please cancel your appointment at least 2 hours before the appointment time. By doing this, you help ensure that other students who would like to book an appointment are able to see all available appointment times in a timely manner.

Missing or forgetting to cancel 2 appointments/events will result in a temporary block on your account which affects your ability to book appointments and register for events in the future.

To remove a block on your account, contact us at wconline@ucalgary.ca

Step 1: Find your appointments in Elevate

Login to Elevate. From your home screen, locate and select the "Appointments" tab near the top of the screen.
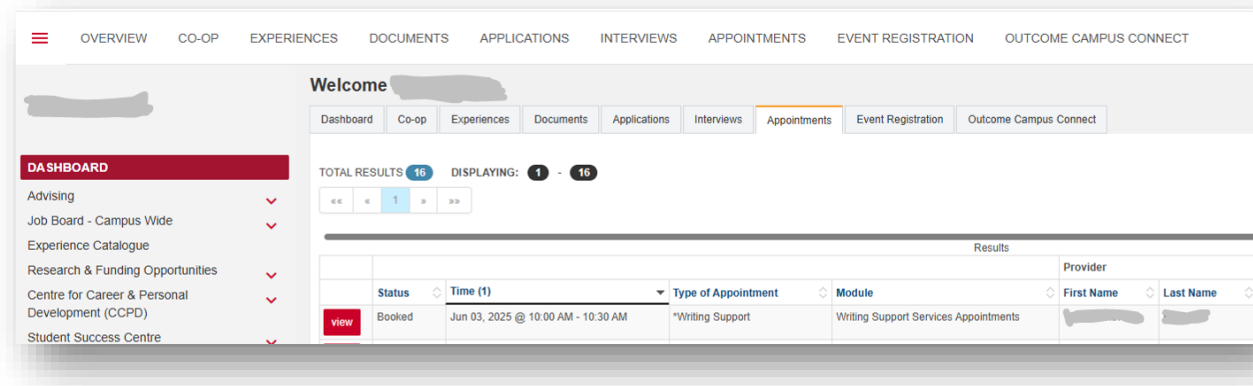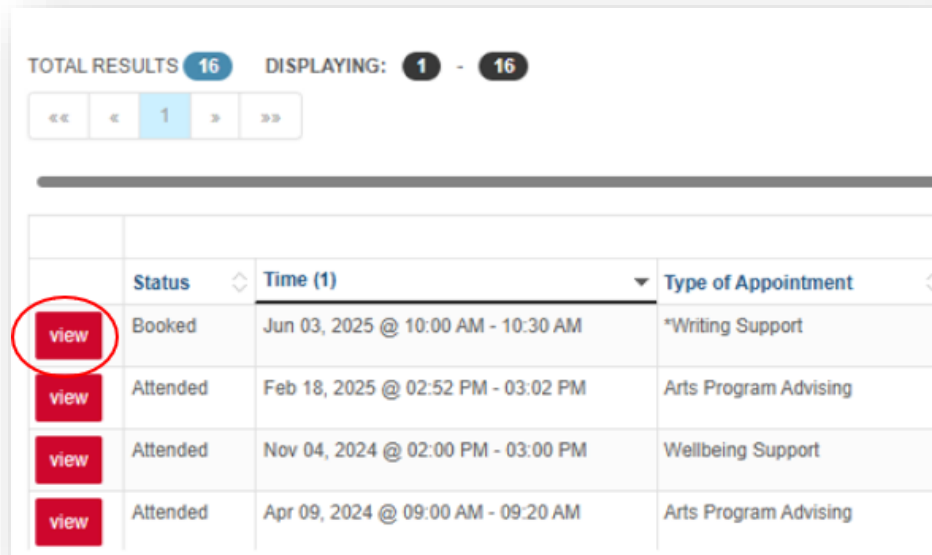

Figure 9 Elevate home screen with Appointments tab selected.

Step 2: View appointment details

Locate the appointment you wish to cancel in the list of results and press the "view" button to open the appointment details page.
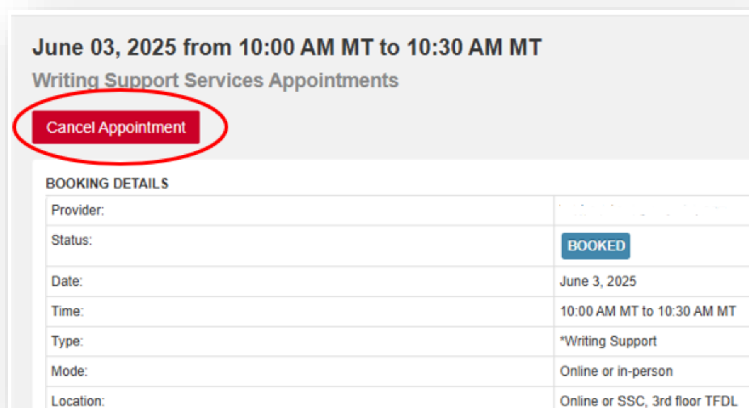

Figure 10 Appointments results list.

Step 3: Cancel appointment

From the appointment details page click on "Cancel Appointment".

Figure 11 Appointments details page.

Step 4: Compose reason for cancellation

A pop-up window will appear with a field requesting the reason for cancellation. Briefly describe your reason for cancelling the appointment. And click "Commit Cancellation". **Note:** You do not need to provide any personal information in order to cancel your appointment.
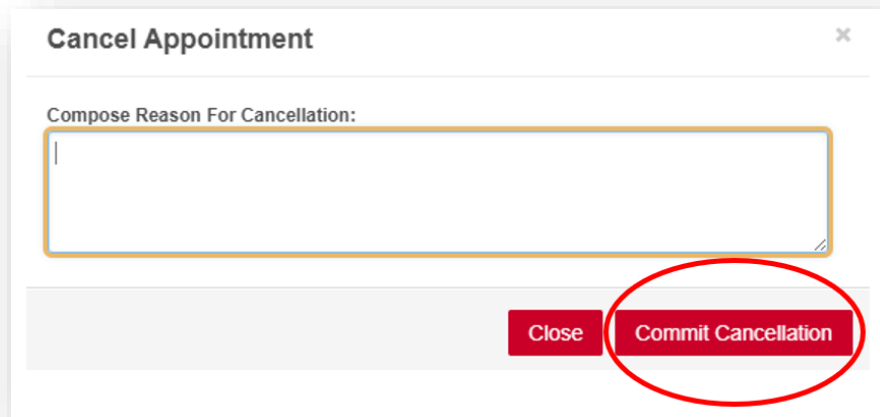

Figure 12 Compose Reason for Cancellation window

Step 5: Commit cancellation

After you select "commit cancellation" a pop-up window will appear asking if you are sure you want to cancel your appointment. Select "OK" to confirm the appointment cancellation.
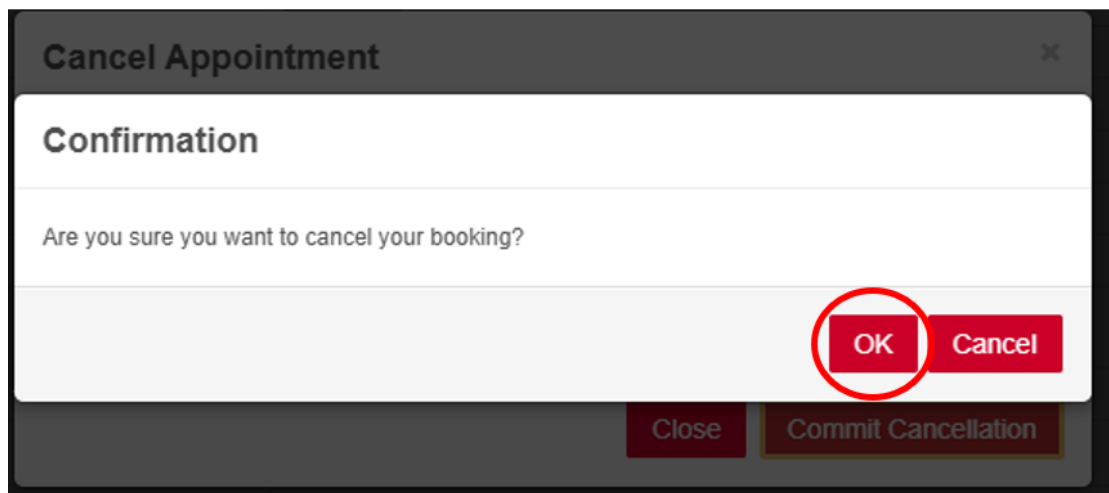

Figure 13 Confirmation window

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.