

# **Booking and Cancelling 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 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 Appointments**

#### Step 1: Go to Student Success Centre website

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



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.



Login to Elevate



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 submenu 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.

DASHBOARD					
Advising 🗸 🗸					
Job Board - Campus Wide 🗸					
Experience Catalogue					
Research & Funding Opportunities					
Centre for Career & Personal   Development (CCPD)					
Student Success Centre					
Academic Support					
Writing Support					
Exploratory Advising - Prospective, Open Studies, Undecided					
SSC Events / Workshops					
PASS Sessions					
New Student Registration Assistance					
First Generation Student Program					
Academic Integrity					
Scholars Academy Interviews					

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.

поозе Туре	Next Available Appointments
Writing Support	Type: *Writing Support
nline appointments will be delivered via Zoom. You will receive a Zoom link a couple of minutes prior to your scheduled opointment time. Please ensure that your laptop, microphone, speakers, and camera work.	
-person appointments will take place on the 3rd floor of the TFDL.	Tuesday, June 3, 2025
uring the appointment, the tutor will work with you to improve your writing. Please note, we do not proofread or edit papers.	Wednesday, June 4, 2025
ensory friendly writing support (in-person)	Thursday, June 5, 2025
ne-on-one writing support appointments held in our sensory-friendly space.	Friday, June 6, 2025
	Manday, June 0, 2005

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 <u>success@ucalgary.ca</u> for assistance.

	22	23	24	25 9:20a Open 9:30a Open 3:10p Open	26
9:15a Open 9:30a Open	29 9:15a Open 10:15a Open	30 1:15p Open 1:30p Open	1 9:15a Open 12:15n Open	2 9:15a Open 9:30a Open	3
10:15a Open	10:20a Open	2:20p Open	1:30p Open	10:15a Open	
10:35a Open	11:25a Open	2:30p Open	2:30p Open	10:35a Open	
11:15a Open	3p Open	3:25p Open	2:45p Open	11:15a Open	
1p Open	3:15p Open	3:30p Open		1p Open	
2:15p Open	4p Open			1:30p Open	
2:20p Open				2:05p Open	
3:15p Open				2:30p Open	
3:25p Open				3:10p Open	
	6			9	10

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.

Provider:	Jared Secord
Location:	Zoom
Appointment Mode:	Online
Date:	February 11, 2022
APPOINTMENT TYPE	
Туре:	Graduate School and Award A 🗸
ADDITIONAL INFORMATION	
Local Phone #:	
I would like to discuss	

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

# 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.

	EXT ENTE	INOLO	DOCOMILIT						EVENTREGIONIUM		12 0/ 411 00 001		
		Welcor	ne										
		Dashboar	i Co-op	Experiences	Documents	Applications	Interviews	Appointments	Event Registration	Outcome Campus	Connect		
ASHBOARD		TOTAL RE	SULTS 16	DISPLAYING:	1 - 16								
dvising	~	«« 4	1 »	3-35									
ob Board - Campus Wide	~												
xperience Catalogue										Results			
Research & Funding Opportunities	~										Provider		
entre for Career & Personal	~		Status	Time (1)		-	Type of Appointn	nent 🗘	Module		First Name	Last Name	
evelopment (CCPD)		view	Booked	Jun 03, 2025 🤅	2 10:00 AM - 10:3	30 AM	*Writing Support		Writing Support Services	Appointments			
tudent Success Centre													

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.

««	α <b>1</b> »	33		
	Status 🗘	Time (1)	*	Type of Appointment
view	Booked	Jun 03, 2025 @ 10:00 AM - 10:30 AM		*Writing Support
view	Attended	Feb 18, 2025 @ 02:52 PM - 03:02 PM		Arts Program Advising
view	Attended	Nov 04, 2024 @ 02:00 PM - 03:00 PM		Wellbeing Support



#### Step 3: Cancel appointment

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

Vriting Support Sei	rvices Appointments	
Cancel Appointment		
BOOKING DETAILS		
Provider:		
Status:		BOOKED
Date:		June 3, 2025
Date: Time:		June 3, 2025 10:00 AM MT to 10:30 AM M
Date: Time: Type:		June 3, 2025           10:00 AM MT to 10:30 AM MT           *Writing Support



#### 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.

×
Close Commit Cancellation

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.

Cancel Appointment	×
Confirmation	
Are you sure you want to cancel your booking?	
	OK Cancel
	Close Commit Cancellation

Figure 13 Confirmation window

### **Need Assistance?**

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