

Instructions for Scheduling and Attending an Online Consultation

The Georgie G. Snyder Center for Business Communication (CBC) offers communication consultations to Rawls undergraduate and graduate students. Our consultants can provide feedback on any project at any stage of the writing/development process. For more information, please visit our website

(<https://www.depts.ttu.edu/rawlsbusiness/about/snyder/>) or contact us by phone (806-742-1944) or email (Rawls_SnyderCBC@ttu.edu).

Click here to jump ahead to scheduling a group online consultation.

Scheduling an Individual Consultation

1. Visit the CBC's online scheduling system (<https://ttu.mywconline.net/>) and log on. If you don't have an account with our scheduler system, make one and then log on.
2. Each block represents an appointment slot. Appointments can be 30 minutes or 60 minutes in length. Any available slot is shown in white. You'll notice under the name of each consultant that they are only offering online appointments.

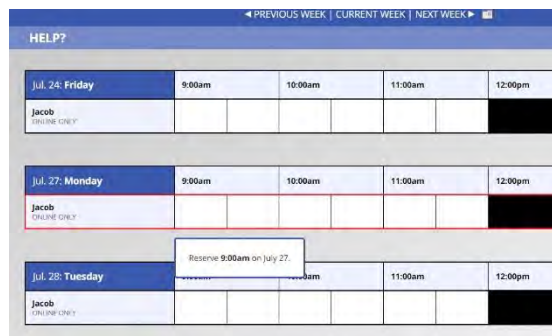


Figure 1: When you hover over an open appointment, this pop-up message appears letting you know you can reserve that slot.

3. Click on the available block for which you'd like to schedule your consultation and complete the appointment form by entering the necessary details. To create a 60 minute appointment, adjust the end time of your appointment. When you're done, click on the "Create Appointment" button at the bottom.

Edit Existing Appointment

Appointment Date
Monday, July 27, 2020: 9:00am to 9:30am

Staff or Resource
Jacob (Summer 2020)

APPOINTMENT LIMITS: Appointments must be between 30 minutes and 1 hour in length.

Meet Online?
 Yes. Schedule **Online** appointment.
If you choose an online appointment, log back in to your account approximately five to ten minutes before the start of your appointment. Then, open this appointment page to join the session.

Questions marked with a * are required.

Is this consultation required as part of your project, course, or submission process? (check all that apply) *
 Yes

Figure 2: The appointment form. Be sure to enter all required information, as noted with a red * in the form.

What name would you like us to use in your consultation today?

What pronoun(s) would you like us to use in your consultation and in the appointment summary?

This schedule supports file attachments. To attach a file to this appointment, use the options below. File attachments must be 5MB or less and in one of the following formats: doc, docx, numbers, odt, pages, pdf, rtf, txt, wpd, wps, xls, or xlsx.

File #1
Choose File | No file...hosien | Document Title

File #2
Choose File | No file...hosien | Document Title

File #3
Choose File | No file...hosien | Document Title

CREATE APPOINTMENT | CLOSE WINDOW

Figure 3: You can upload up to three separate file attachments if you'd like your consultant to see original copies of documents during your session.

- After successfully scheduling your online consultation, you will see a review of your appointment.

View Existing Appointment

Appointment Date
Monday, July 27, 2020
9:00am to 9:30am

Staff or Resource
Jacob (Summer 2020)

ONLINE
CREATED: Jul 25, 2020 10:30am by Test Test
LAST EDITED: Jul 27, 2020 10:30am

MEET ONLINE? ONLINE

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

START OR JOIN ONLINE CONSULTATION

Is this consultation required as part of your project, course, or submission process?
Yes;

If you answered "Yes" above, please provide the course (ex: BA 1301) or submission process (ex: Scholarship Thank You Letter).
BA 1301

If you answered "Yes" above, please provide the instructor's or contact's name.
Kamille Biden

What project would you like to work on today?
Presentation

What stage is your project in?
Completed First Draft;

You will also see your appointment as a yellow block on our scheduler. You can modify or cancel the appointment up to 5-minutes before the appointment's start time.

Jul. 27: Monday	9:00am	10:00am	11:00am	12:00pm
Jacob ONLINE ONLY				

Attending an Individual Online Consultation

- About 5 minutes before your consultation starts, log on to our scheduling system.
- Click on your appointment (as indicated by a yellow rectangle). A pop-up window will display the details of your appointment.
- Click on the "Start or Join Online Consultation" link, as noted in the red box below, to enter the online consultation room. If you'd prefer to meet over Zoom, you can let your consultant know once the consultation begins. The rest of this guide will focus on the standard online consultation space.

View Existing Appointment

Appointment Date
Tuesday, July 30, 2019
9:00am to 9:30am

Staff or Resource
Jacob (Summer 2019)

ONLINE
CREATED: Jul 29, 2019 2:49pm by Test Test
LAST EDITED: Jul 29, 2019 2:50pm

MEET ONLINE? ONLINE

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

START OR JOIN ONLINE CONSULTATION

Select your course if _____ **it.**
BCOM 3373

Other Course _____

If this is for a course project, who is your instructor?
Kamille Biden

Is this a group consultation/appointment? *All group members need to be registered as clients before the consultation*****
no;

Figure 4: Beginning an online consultation.

4. If you have access to a webcam, be sure to allow your browser permission to use your webcam and microphone when first entering the online consultation.
 - a. If you didn't see a pop-up or receive an error message, re-enter the online consultation space.
 - b. If your browser is out of date, it may not support videoconferencing. Please be sure to update your browser before your consultation.

5. If you want the consultation to focus on a specific document and the document doesn't have special formatting (i.e. section headers, table of contents, etc.), you can import the document by clicking on the Import/Export tool. Your text will then appear in the whiteboard space.
 - a. Importing documents will remove most formatting aspects.
 - b. If your document does have special formatting and you want the consultant to see the formatted version, attach the document to your appointment ahead of time. You may also email the document to your consultant as well.

Communicating During Your Consultation

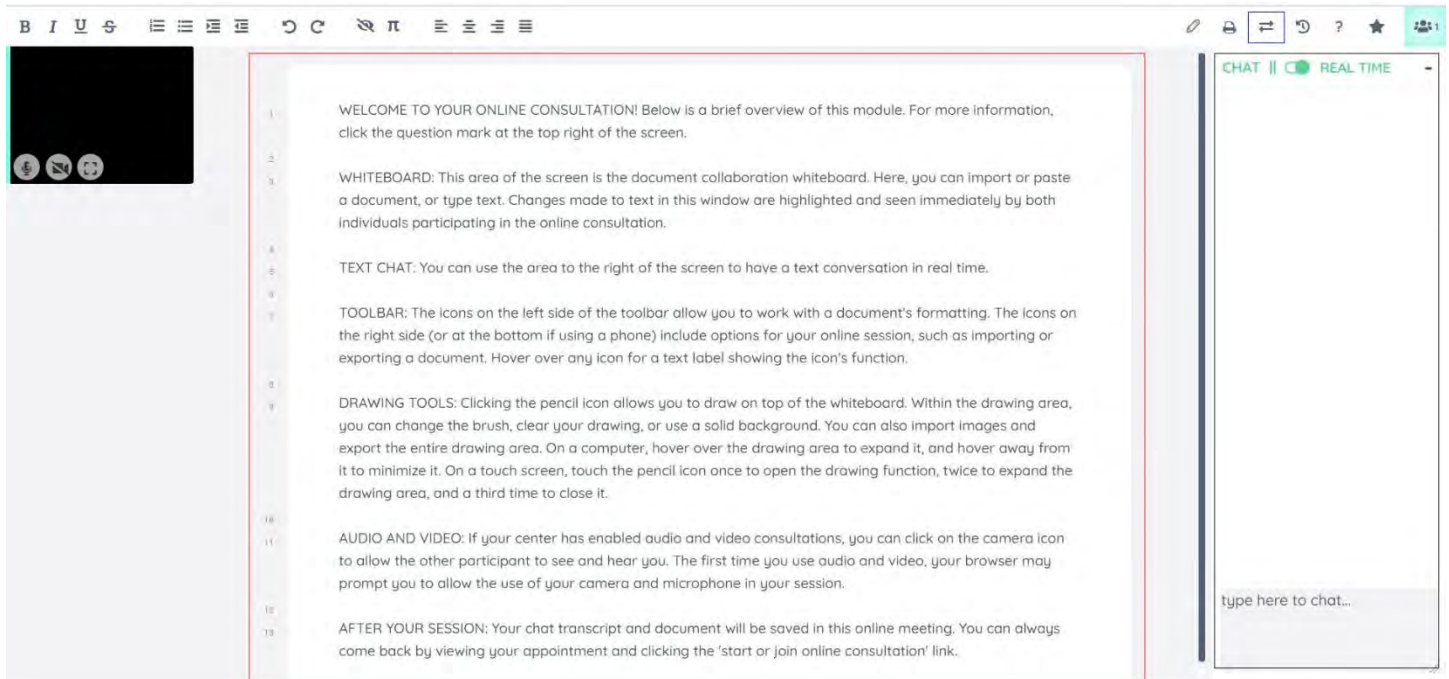



Figure 5: The online consultation room. Videos of all participating members will be seen on the left side. The red box shows the whiteboard, which is very similar to a Google Doc. The blue box shows the Import/Export button, which is used to import files into the whiteboard or to export the whiteboard after the consultation. The black box shows the text chat box.

During the consultation, you can communicate with the consultant in various ways.

1. Verbal communication via videoconferencing.
2. Text communication via chat box (black box in Figure 5)
 - a. Any messages in the chat box are saved for future reference
3. Collaborative communication via the whiteboard
 - a. Your typed text and the consultant's typed text are highlighted in different colors called "authorship colors."
 - b. To remove the colors, you can use the "clear authorship colors" tool . Please note: once the authorship colors have been cleared, previous highlights or comments can't be retrieved.
 - c. Use the line numbers on the left margin of the document window to quickly call attention to specific parts of your document.

Scheduling for a Group Online Consultation

If you are the group member scheduling the initial appointment for your group, the process is very similar to the one above for individual appointments, with some slight differences.

1. Visit the CBC's online scheduling system (<https://ttu.mywconline.net/>) and log on. If you don't have an account with our scheduler system, make one and then log on.
2. Each block represents an appointment slot. Appointments can be 30 minutes or 60 minutes in length. Any available slot is shown in white. You'll notice under the name of each consultant that they are only offering online appointments.

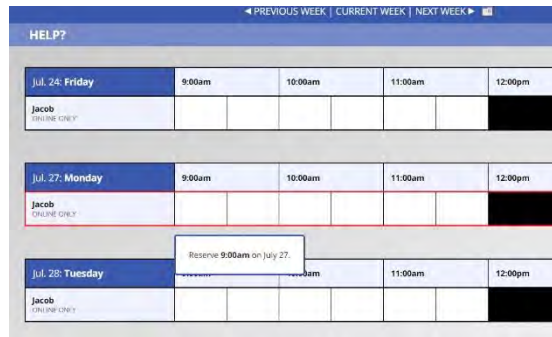


Figure 6: When you hover over an open appointment, this pop-up message appears letting you know you can reserve that slot.

3. Click on the available block for which you'd like to schedule your consultation. To create a 60 minute appointment, adjust the end time of your consultation.

Edit Existing Appointment

Appointment Date
Monday, July 27, 2020: 9:00am to 9:30am

Staff or Resource
Jacob (Summer 2020)

APPOINTMENT LIMITS: Appointments must be between 9:00am and 5:00pm and 1 hour in length.

Meet Online?
 Yes. Schedule **Online** appointment.
 If you choose an online appointment, log back in to the system approximately five to ten minutes before the start of your appointment. Then, open this appointment to join the consultation or join Online Consultation."

Questions marked with a * are required.

Is this consultation required as part of your project, course, or submission process? (check all that apply) *

Yes

4. Complete the rest of the appointment form and be sure to list the names of the other group members who will be attending the consultation. This will act as an expected attendance list. Click on the "Create Appointment" button at the bottom.

What project would you like to work on today? *

Group Presentation

What stage is your project in? (check all that apply) *

Brainstorming
 Partial Draft
 Completed First Draft
 Revised Draft
 Final Draft

If this is a group consultation, please list other group members' names. Otherwise, type "N/A." *All members attending must be registered in the system before the consultation.*

Niles Morales
Kamala Khan
Tara Williams

File #1
Choose File No file...hosen Document Title

File #2
Choose File No file...hosen Document Title

File #3
Choose File No file...hosen Document Title

CREATE APPOINTMENT CLOSE WINDOW

Figure 7: You can upload up to three separate file attachments if you'd like your consultant to see original copies of documents during your session.

5. After successfully scheduling your online consultation, you will see a review of your appointment.

View Existing Appointment

Appointment Date
Monday, July 27, 2020
9:00am to 9:30am

Staff or Resource
Jacob (Summer 2020)

MEET ONLINE? ONLINE

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

START OR JOIN ONLINE CONSULTATION

Is this consultation required as part of your project, course, or submission process?
Yes;

If you answered "Yes" above, please provide the course (ex: BA 1301) or submission process (ex: Scholarship Thank You Letter).
BA 1301

If you answered "Yes" above, please provide the instructor's or contact's name.
Karnille Biden

What project would you like to work on today?
Presentation

What stage is your project in?
Completed First Draft;

If this is a group consultation, please list other group members' names. Otherwise, type "N/A." *All members attending must be registered in the system before the consultation.*
Miles Morales
Kamalia Khan

You will also see your appointment as a yellow block on our scheduler. You can modify or cancel the appointment up to 5-minutes prior to the appointment's start time.

Jul. 27: Monday	9:00am	10:00am	11:00am	12:00pm
Jacob ONLINE ONLY				

6. Once you've made your appointment for the group, be sure to tell the other group members that they need to register in the system before the consultation. This is especially important if the consultation counts towards course credit. The CBC will be able to add them to the appointment during the consultation to ensure they are marked present and receive credit.

Attending a Group Online Consultation

All group online consultations will be done via Zoom, a video-conferencing platform. In order to make use of Zoom, please ensure that every group member has the following:

1. A computer (desktop or laptop)
2. Reliable internet connection
3. Computer microphone (either built-in or external)
4. Alternative audio source: phone (if unable to connect audio via computer)
5. Optional: Web cam (either built-in or external)
6. Optional: Headset or ear buds (helps ensure sound quality)

1. Prior to your scheduled appointment time, you will receive an email from a CBC consultant, which will contain a link to your group's Zoom meeting. **Be sure to forward this information to the rest of your group members, so they can access the Zoom consultation.**

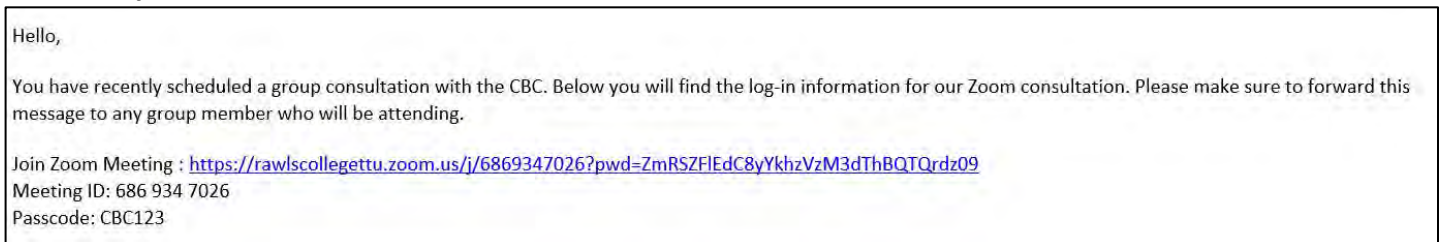
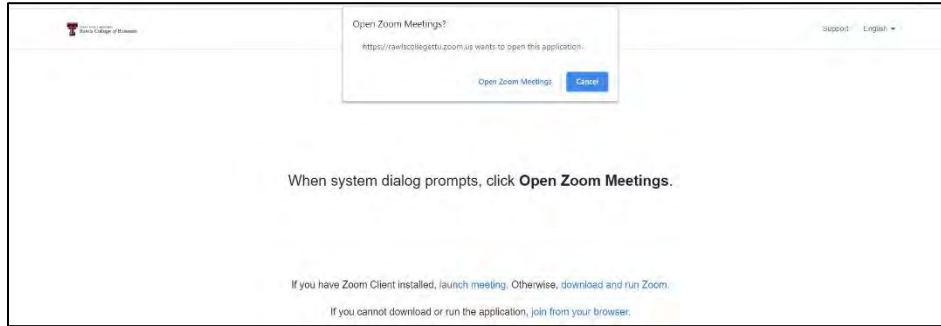


Figure 8: An example of the email with your Zoom consultation information. Be sure to forward this to the rest of your group ahead of the consultation.

2. After you click on the link, you will be asked to download and open Zoom. Please note: if you have a Mac, your instructions may look a little different.



3. After you've launched Zoom, you'll be prompted to join the meeting with your consultant. You may be asked to join with computer audio and/or video. Make sure audio is enabled. Your consultant will have video enabled, and you can do so if you'd like. However, as long as your audio is enabled, that will be enough.

Always show video preview dialog when joining a video meeting

Join with Video

Join without Video

4. During your consultation, it may be a good idea to create and share a Google doc with your group members and the consultant. This will allow you all to have a collaborative space to work together.