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

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

Scheduling an Individual Consultation

- 1. Visit the CBC's online scheduling system (<u>https://ttu.mywconline.net/</u>) 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.

Jul. 24: Friday	9:00am	10:00am	11:00am	12:00pm
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jul. 27: Monday	9:00am	10:00am	11:00am	12:00pm
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	Reserve 9:00am	i on July 27.		
Jul. 28: Tuesday		dam	11:00am	12:00pm

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.

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Appointment Date			
Monday, July 27, 2020: 9:00am 🗸 to 9:	:30am 🗸		
Staff or Resource	:30am 0:00am 0:30am	What name would you like us t	o use in your consultation today?
APPOINTMENT LIMITS: Appointments must be betw 1 1	1:00am 1:30am 2:00pm id 1 hour in length. 2:30pm]	e us to use in your consultation and in the appointment summary?
Meet Online? 12 • Yes. Schedule Online appointment. 23 If you choose an online appointment, log back in 24	00pm 30pm 30pm 30pm proximately five to ten minutes before the start 00pm		hments. To attach a file to this appointment, use the options below. File attachme f following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .tst, .wpd, .w
or your appointment. Then, open this appointmen 3:	:30pm	File #1	Document Title
	:00pm	Choose File No filhosen	
	:30pm :00pm	File #2	Document Title
Is this consultation required as part of your proj apply) *	ect, course, or submission process? (check all that	Choose File No filhosen	Document Title
✓ Yes		Choose File No filhosen	
			CLOSE WINDOW

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

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.

4. 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	ONLINE EMMATFORIO LAST MINISTRATIO				
Staff or Resource Jacob (Summer 2020)					
	log back in to this website approximately five to ten minutes Then, open this appointment and click "Start or Join Online				
START	DR JOIN ONLINE CONSULTATION				
Yes; If you answered "Yes" above, please pr Scholarship Thank You Letter).	your project, course, or submission process? ovide the course (ex: BA 1301) or submission process (ex:				
Yes; If you answered "Yes" above, please pr Scholarship Thank You Letter). BA 1301 If you answered "Yes" above, please pr	your project, course, or submission process? ovide the course (ex: BA 1301) or submission process (ex: ovide the instructor's or contact's name.				
Yes; If you answered "Yes" above, please pr Scholarship Thank You Letter). BA 1301	ovide the course (ex: BA 1301) or submission process (ex: ovide the instructor's or contact's name.				

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	10:00am 11:00am	
Jacob ONLINE ONLY				

Attending an Individual Online Consultation

- 1. About 5 minutes before your consultation starts, log on to our scheduling system.
- 2. Click on your appointment (as indicated by a yellow rectangle). A pop-up window will display the details of your appointment.
- 3. 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	ONLINE CREATED: Jul. 29, 2019 2-49pm by Test Test LAST EDITED: Jul. 29, 2019 2-50pm
Staff or Resource Jacob (Summer 2019)	
	E pointment, log back in to this website approximately five to ten minutes pointment. Then, open this appointment and click "Start or Join Online
	START OR JOIN ONLINE CONSULTATION
Select your course if	it.
BCOM 3373	
Other Course	
If this is for a course project Kamille Biden	, who is your instructor?
Is this a group consultation/ before the consultation*** NO:	appointment? ***All group members need to be registered as clients
	Beainning 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

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	WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information,					
	click the question mark at the top right of the screen.					
000	4					
000	WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste					
	a document, or type text. Changes made to text in this window are highlighted and seen immediately by both					
	individuals participating in the online consultation.					
	TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time.					
	TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on					
	the right side (or at the bottom if using a phone) include options for your online session, such as importing or					
	exporting a document. Hover over any icon for a text label showing the icon's function.					
	DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area,					
	DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and					
	export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from					
	It to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the					
	drawing area, and a third time to close it.					
	AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon					
	to allow the other participant to see and hear you. The first time you use audio and video, your browser may					
	prompt you to allow the use of your camera and microphone in your session.					
	In a second s		type	here I	to chat	
	AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always					
	come back by viewing your appointment and clicking the 'start or join online consultation' link.					

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 (<u>https://ttu.mywconline.net/</u>) 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.

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ul. 27: Monday	9:00am	10:00am	11:00am	12:00pm
Jul. 27: Monday Jacob DRUNE DRUY	9:00am	10:00am	11:00am	12:00pm
lacob	9:00am		11:00am	12:00pm

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.

1onday, July 27, 2020: 9:00a	m v	to	9:30am	*	
aff or Resource Icob (Summer 2020)		1	9:30am 10:00am 10:30am 11:00am		
APPOINTMENT LIMITS: Appointments	must be	betw	11:30am 12:00pm 12:30pm		id 1 hour in length.
Meet Online? • Yes. Schedule Online appoint if you choose an online appointme of your appointment. Then, open ti	nt, log ba		1:00pm 1:30pm 2:00pm 2:30pm 3:00pm 3:30pm 4:00pm		proximately five to ten minutes before the start or Join Online Consultation."
uestions marked with a * are required.			4:30pm 5:00pm		
s this consultation required as pa	rt of yo	ur p	roject, cou	rse,	or submission process? (check all that

Edit Existing Appointment

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 stage is your project in? (check all that apply) *	
Brainstorming	
Z Partial Draft	
Completed First Draft	
Revised Draft	
Final Draft	
If this is a group consultation, please list other group members' names. Oth members attending must be registered in the system before the consultant Miles Morales Kamala Khan Riri Williams	

File #1	Document Title
Choose File No filhosen	
File #2	Document Title
Choose File No filhosen	
File #3	Document Title
Choose File No filhosen	
Advantation and provide the second	and the second second second
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	ONLINE Estation Distantion				
Staff or Resource Jacob (Summer 2020)					
	, log back in to this website approximately five to ten minutes , Then, open this appointment and click "Start or Join Online				
START	OR JOIN ONLINE CONSULTATION				
is this consultation required as part of	Fyour project course or submission process?				
Yes;	/f your project, course, or submission process? srovide the course (ex: BA 1301) or submission process (ex:				
Yes; If you answered "Yes" above, please j Scholarship Thank You Letter). BA 1301					
Yes; If you answered "Yes" above, please j Scholarship Thank You Letter). BA 1301 If you answered "Yes" above, please j Kamille Biden What project would you like to work.	srovide the course (ex: BA 1301) or submission process (ex: srovide the instructor's or contact's name.				
Yes; If you answered "Yes" above, please j Scholarship Thank You Letter). BA 1301 If you answered "Yes" above, please j	srovide the course (ex: BA 1301) or submission process (ex: srovide the instructor's or contact's name.				

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Jul. 27: Monday	9:00am	10:00am	11:00am	12:00pn
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.

Hello,

You have recently scheduled a group consultation with the CBC. Below you will find the log-in information for our Zoom consultation. Please make sure to forward this message to any group member who will be attending.

Join Zoom Meeting : <u>https://rawlscollegettu.zoom.us/j/6869347026?pwd=ZmRSZFIEdC8yYkhzVzM3dThBQTQrdz09</u> Meeting ID: 686 934 7026 Passcode: CBC123

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.

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	Open Zoom Mineling: Catter	
	When system dialog prompts, click Open Zoom Meetings.	
	If you have Zoom Client installed, Jaunch meeting, Otherwise, download and run Zoom.	
	If you cannot download or run the application, join from your browser.	

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.

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.