



Scheduling an Online Consultation Graduate Student Guide

Graduate Writing Center University of Rhode Island

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(Pro Tip: hold the CTRL key and click within the table of contents to jump to that section!)



Scheduling an Online Consultation

About Online Consultations

Thank you for making an online appointment at the Graduate Writing Center! This How-To Guide will help with the technical side of conducting your online consultation.

Online consultations are **synchronous**, meaning that the tutor and student work at the same time, and require* the student to use video and audio capabilities to engage with the tutor. During synchronous appointments, both the tutor and the student must log in to the scheduling system at the start of the scheduled appointment time.

The **process and goals of online tutoring are the same as in-person**, face-to-face consultations: our trained graduate tutors will help you address higher-order concerns about your writing, like audience, purpose, organization, and clarity. As with in-person appointments, we generally do not focus on lower-order concerns such as grammar and spelling.

*We are happy to accommodate any diverse needs, including auditory or visual impairments, to the best of our ability. If your unique situation requires technology modifications, please let us know so we can work with Disability Services to best meet your needs while fulfilling the mission of the GWC.

Note: The screen images in this document were taken using Chrome v.80 and Firefox V74.0 on a laptop PC. Features may appear differently depending on operating system and web browser.



Scheduling an Online Consultation

Scheduling an Online Consultation

Online consultations can be scheduled through the [GWC's WOnline schedule](#).

- If you have not been to the GWC before, [register for an account](#). Then [sign in with your login information](#).
- Once you log in, **select one of the tutor's open scheduling blocks**, which will appear **white** on the screen.

Mar. 19: Thursday	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
Ashlyn ONLINE ONLY	Unavailable	Unavailable	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Unavailable	Unavailable
Carolyn ONLINE ONLY	Unavailable	Unavailable	Available	Available	Unavailable	Unavailable	Available	Unavailable	Unavailable	Unavailable	Unavailable

- An appointment window will pop up. **Complete the form and click “Create Appointment”** at the bottom to save the appointment.
 - Note: The appointment window will indicate that this is an **online** consultation.

Create New Appointment

Appointment Date
Wednesday, March 18, 2020: to

Staff or Resource
Carolyn (GWC - Spring 2020)

APPOINTMENT LIMITS: Appointments must be 1 hour in length.
LOCATION: Graduate Writing Center 003 Roosevelt Hall
Carolyn is the Co-Coordinator for the Graduate Writing Center. She has experience tutoring students across all disciplines.

Meet Online?

Yes. Schedule **Online** appointment.
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."

Questions marked with a * are required.

What type of project are you coming in for? (Thesis/Dissertation Chapter, Seminar Paper, Article, Book Review, etc.) *



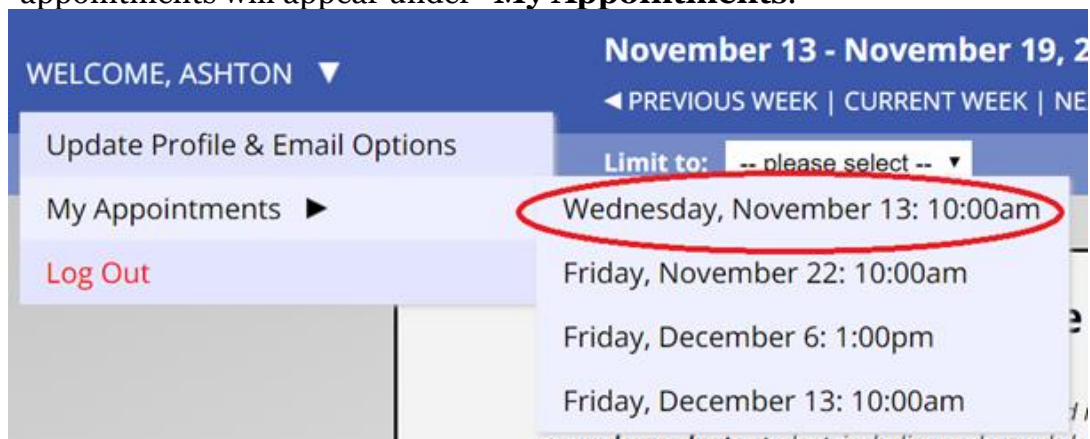
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Accessing the Online Consultation

To access the consultation, **enter the appointment window a few minutes before your scheduled time.** Please make sure you are on time for your appointment!

Unable to find your appointment block?

- Sign in to [WCOOnline](#).
- Hover over your name in the top left of the screen. All of your scheduled appointments will appear under “**My Appointments.**”



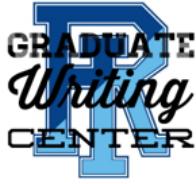
- Click the correct appointment, and the appointment window will reappear. In the appointment window, **click “Start or Join Online Consultation.”**

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

- Once you click to join the consultation, **a new window will appear** in your browser. This window is the WCOonline meeting window where you and your tutor will primarily communicate.



Scheduling an Online Consultation

A screenshot of a web browser window showing an online consultation interface. The browser address bar shows a URL from wcoocm.com. The interface includes a toolbar with icons for text formatting (bold, italic, underline, strikethrough), list creation, undo, redo, eraser, pencil, and a menu. On the left, there are two video thumbnails, each with a microphone icon below it. The main content area contains a welcome message and instructions for using the whiteboard, text chat, toolbar, and drawing tools. A chat window on the right side is titled 'Chat' and has a 'Send Real Time Chat Updates' checkbox checked. At the bottom of the chat window is a text input field with the placeholder 'type here to chat...'. The text in the main content area is numbered 1 through 13.

- Your webcam and microphone should automatically activate while this window is open. If not, refer to our section below on [Troubleshooting Your Synchronous Session](#).
- You are **now ready to begin** your online tutoring session with your GWC tutor!

Know Before You Schedule: Google Docs

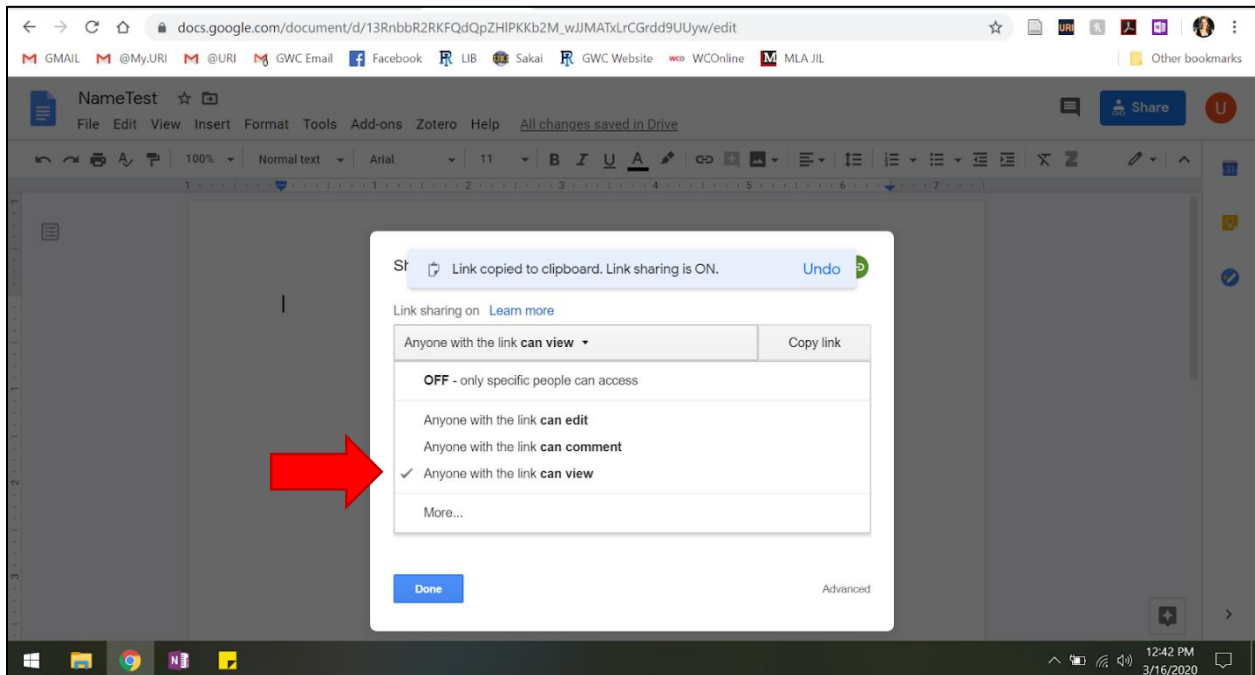
Online consultations can be a great tool if you are otherwise unable to come to campus for a one-on-one appointment. However, they are not without their limitations.

Please be aware of the following considerations prior to your online consultation:

- The WOnline meeting window may distort or fail to import a document with:
 - Heavy formatting (like CVs, for example, or full dissertation chapters with special formatting); or,
 - Extensive images, illustrations, graphs, figures, or equations or formulas.

- **Google Docs:** In these cases, the tutor may request that you share a Google Doc link with them. If you know this will be the case, you are welcome to paste a link to your Google Doc in the appointment scheduling window.
 - Note: **Keep the WOnline window open. You will still use WOnline to access video and audio during the session** even if you are sharing a Google Doc with the tutor. Please access the WOnline meeting window as instructed. If needed, you can also use the Google Docs chat function located in the top right of your Doc.

- **Sharing Google Docs:**
 - Set your sharing settings so that “anyone with the link can view”
 - Change the sharing settings via the blue Share button in the top right.
 - Share the doc by copying and pasting the shared link in the WOnline meeting window chat box or by emailing gwctutor@etal.uri.edu.





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Troubleshooting Your Synchronous Session

Read WOnline's [guide to Synchronous Online Meetings](#) for troubleshooting. **Firefox is the recommended browser.** Some WC Online functionality is not optimized for Safari or Internet Explorer. You can check your webcam and microphone in the system settings for your device, generally through the "device manager." **You must make sure your webcam and microphone are enabled for your online appointment.**

GWC tutors will try to help you troubleshoot any technical issues. However, GWC tutors are not trained in technical assistance. If you have questions about online appointments at the GWC, please email us at gradwritingcenter@etal.uri.edu. You can also contact the [URI IT Service Desk](#) for assistance with general computing issues like browser problems or audio/visual trouble.

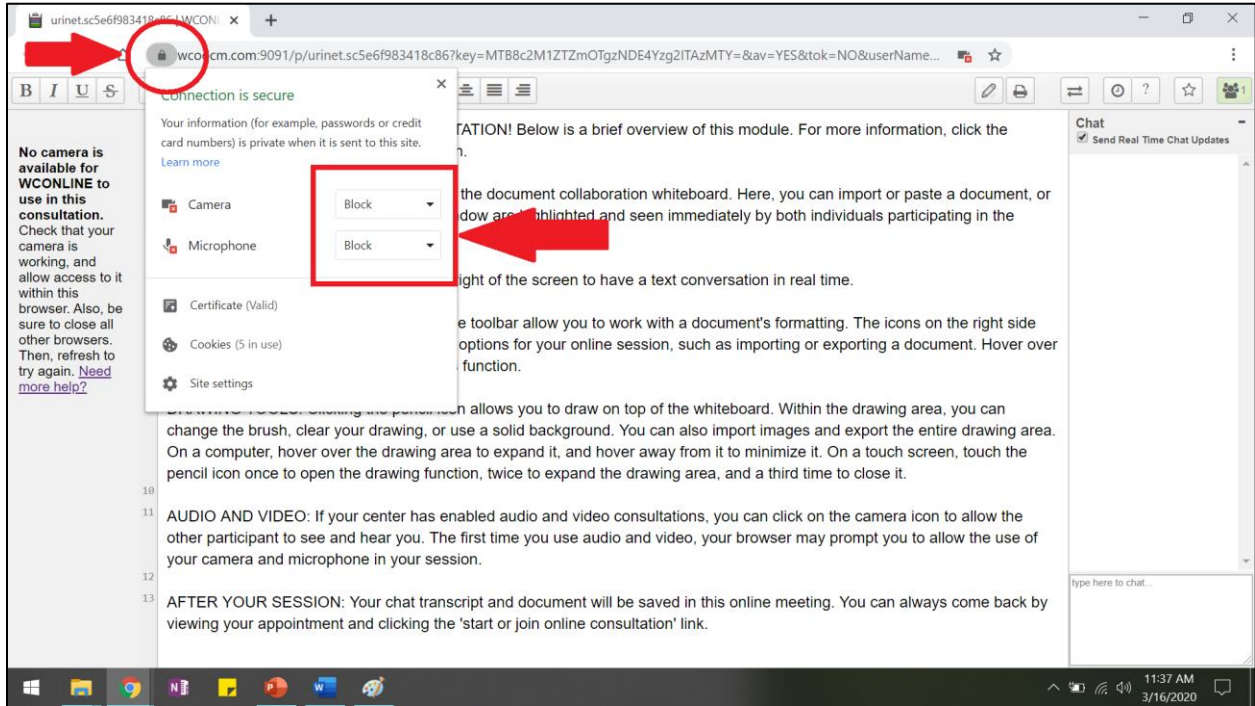
Audio/Visual Troubleshooting

Make sure you know how to enable your webcam and microphone before your scheduled appointment time (see below). **You can log into your appointment window ahead of your scheduled time to test your device and become familiar with the WC Online settings.**

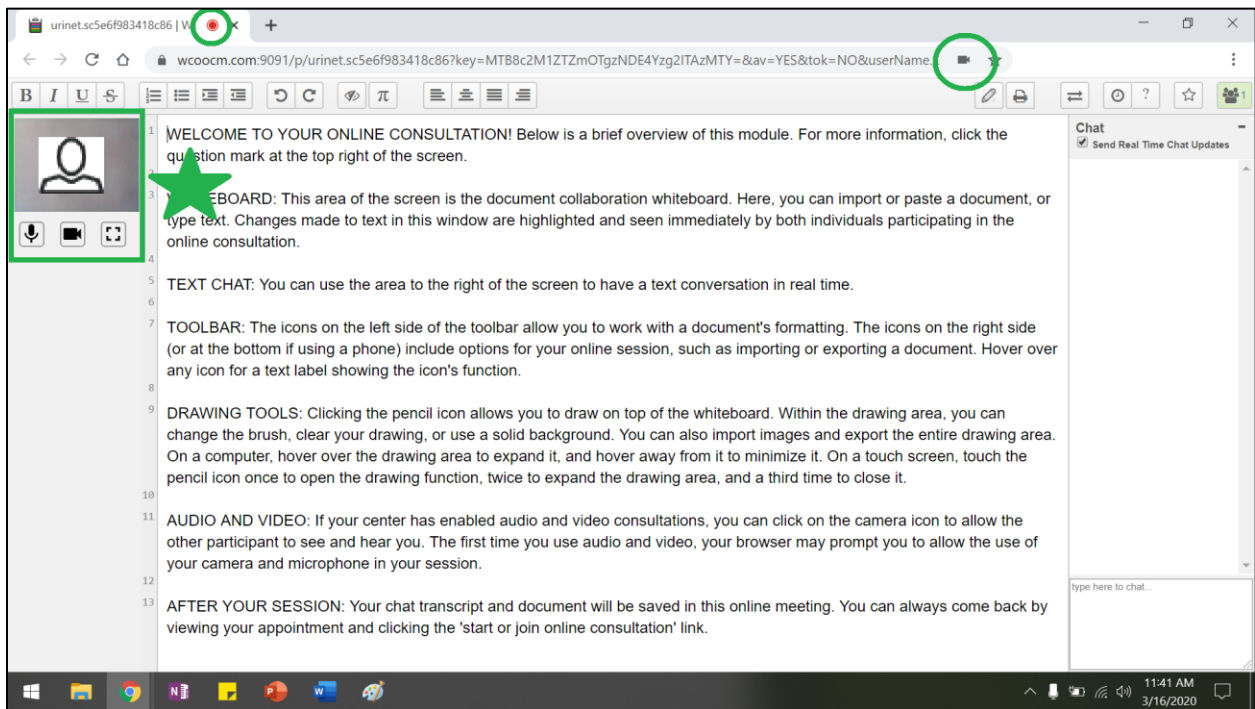
- You may see an error message in the online meeting window alerting you that there is no camera/audio available.

The screenshot shows a web browser window with the URL `wcoocm.com:9091/p/urinet.sc5e6f983418c86?key=MTB8c2M1ZTZmOTgzNDE4Yzg2ITAzMTY=&av=YES&tok=NO&userName...`. The browser's address bar has a small lock icon circled in red. A red arrow points to this icon. On the left side of the page, there is a red-bordered box containing the following text: "No camera is available for WCONLINE to use in this consultation. Check that your camera is working, and allow access to it within this browser. Also, be sure to close all other browsers. Then, refresh to try again. [Need more help?](#)" A red arrow points to this box. The main content of the page includes a welcome message, a whiteboard section, a text chat section, a toolbar section, a drawing tools section, an audio and video section, and an after your session section. A chat window is visible on the right side of the page.

- If the microphone and camera are not working, click the **small lock icon (🔒)** by the web address. A menu will show up, allowing you to enable both your camera and microphone.



- If the camera and microphone are enabled, you will see your picture in the top left of the online meeting window.



- Once the second person arrives, their picture will appear below yours.



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A screenshot of a web browser window displaying an online consultation interface. The browser's address bar shows a URL from wcoocm.com. The interface includes a toolbar with various icons for text formatting (bold, italic, underline, strikethrough), alignment, and drawing tools. The main content area contains a welcome message and several sections of text: 'WHITEBOARD', 'TEXT CHAT', 'TOOLBAR', 'DRAWING TOOLS', 'AUDIO AND VIDEO', and 'AFTER YOUR SESSION'. A chat box is visible on the right side of the screen, with a 'Send Real Time Chat Updates' checkbox and a text input field labeled 'type here to chat...'. The interface also shows icons for microphone and video camera on the left side.

- Use the chat box to communicate with the GWC tutor for other troubleshooting issues. You can also refer to the [WCOonline User Manual Synchronous Online Appointments page](#).



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Alternative Platform: Google Meet

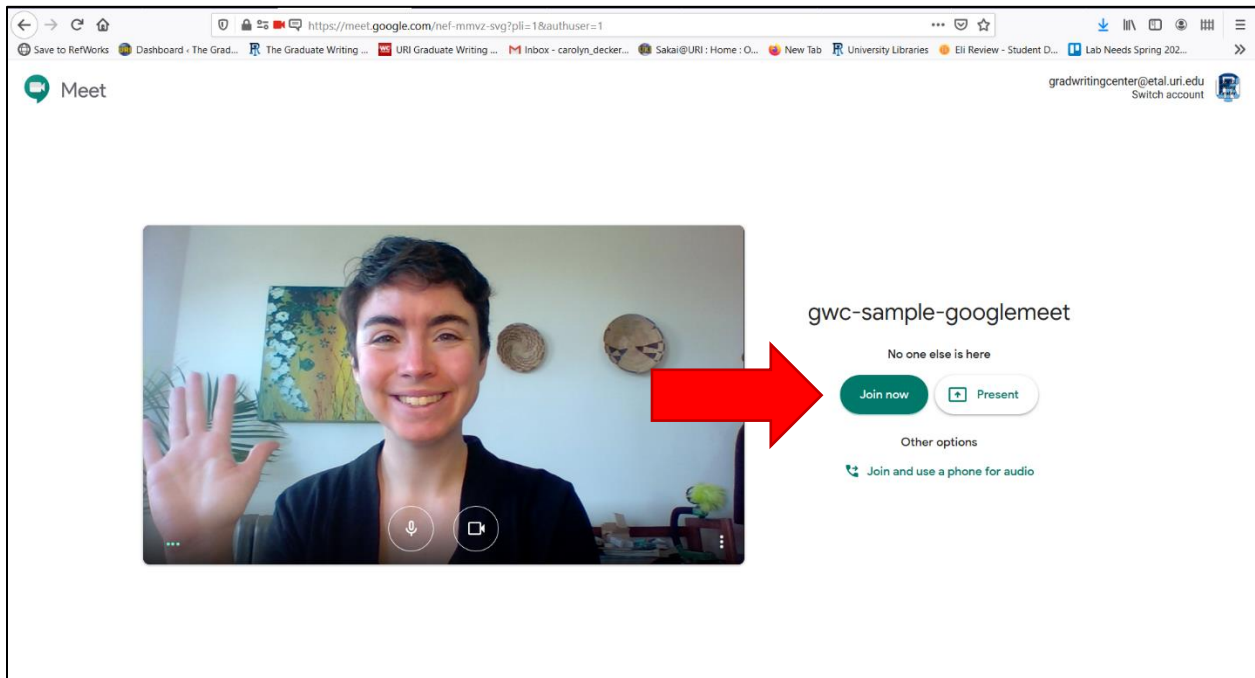
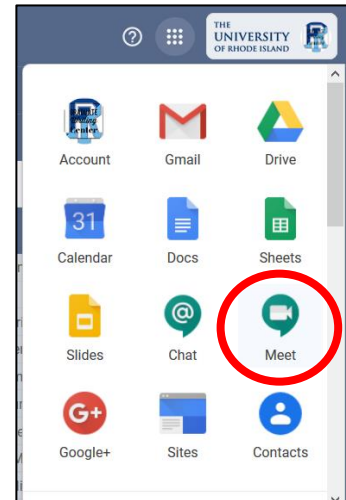
WOnline is our go-to platform for online consultations. However, some of its functions are limited. **If you have any accommodations or disability needs, please indicate any needs such as live captioning or other accessibility concerns on the Appointment Form when you [book your appointment](#).**

You can also always [email us](#) about accessibility concerns, questions, and comments.

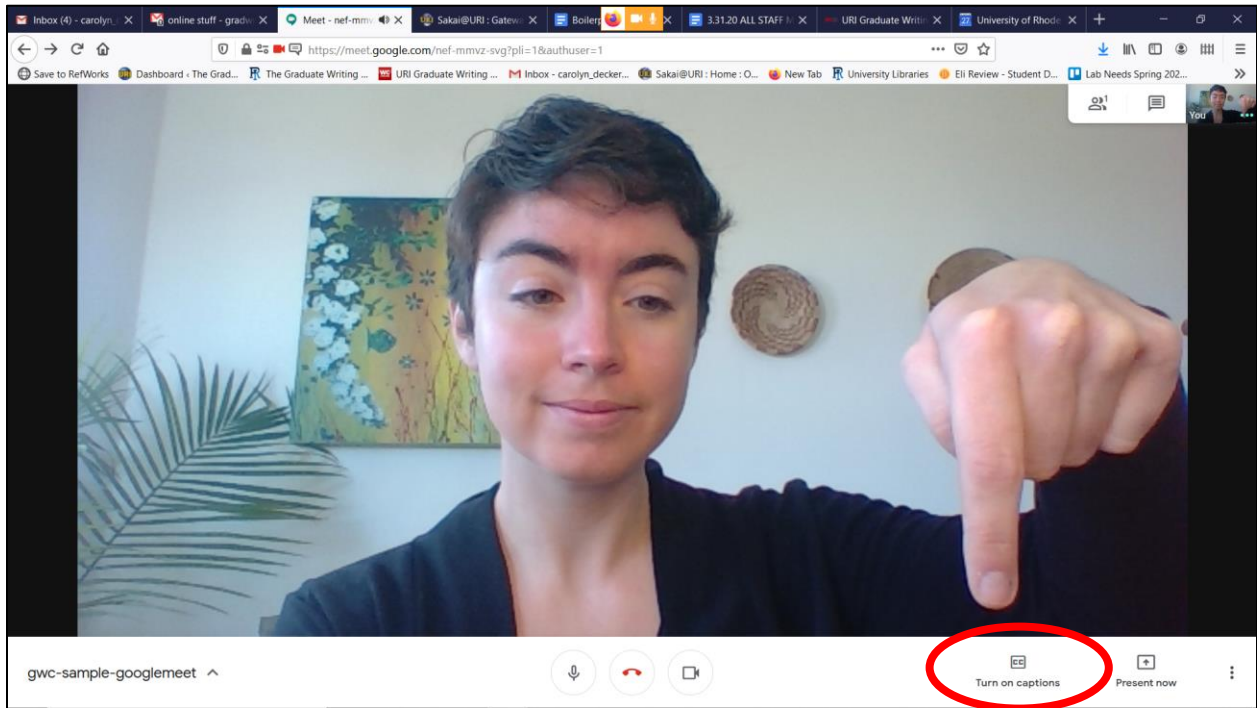
If you require live captioning, our alternative video/audio consultation platform is a combination of Google Meet and Google Docs. Google Meet is part of the suite of Google Products available to URI students for free.

Please schedule your appointment at least 24 hours in advance. Before your scheduled appointment time, the GWC will email you a Google Meet link.

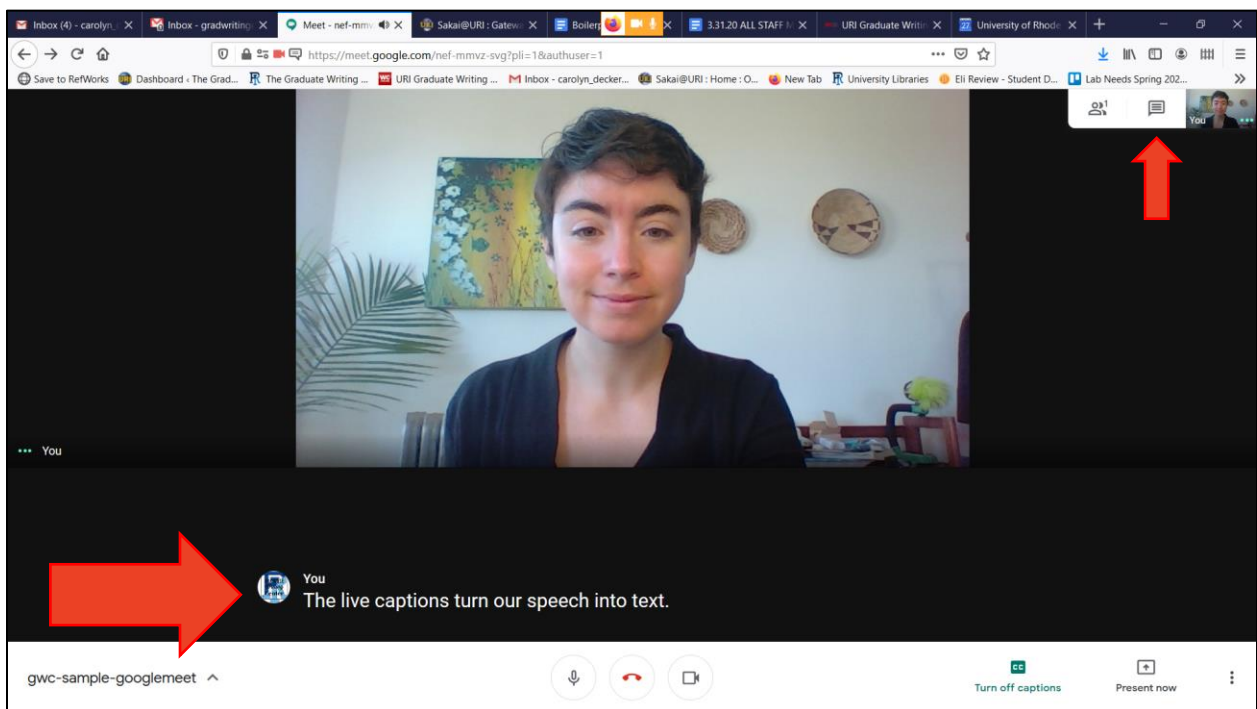
To enter the appointment, follow the Google Meet link.



- To begin your online tutoring consultation, **click the green “Join now” button.**
- You may see a pop-up window to enable your video and microphone. Click “allow” for both video and microphone.



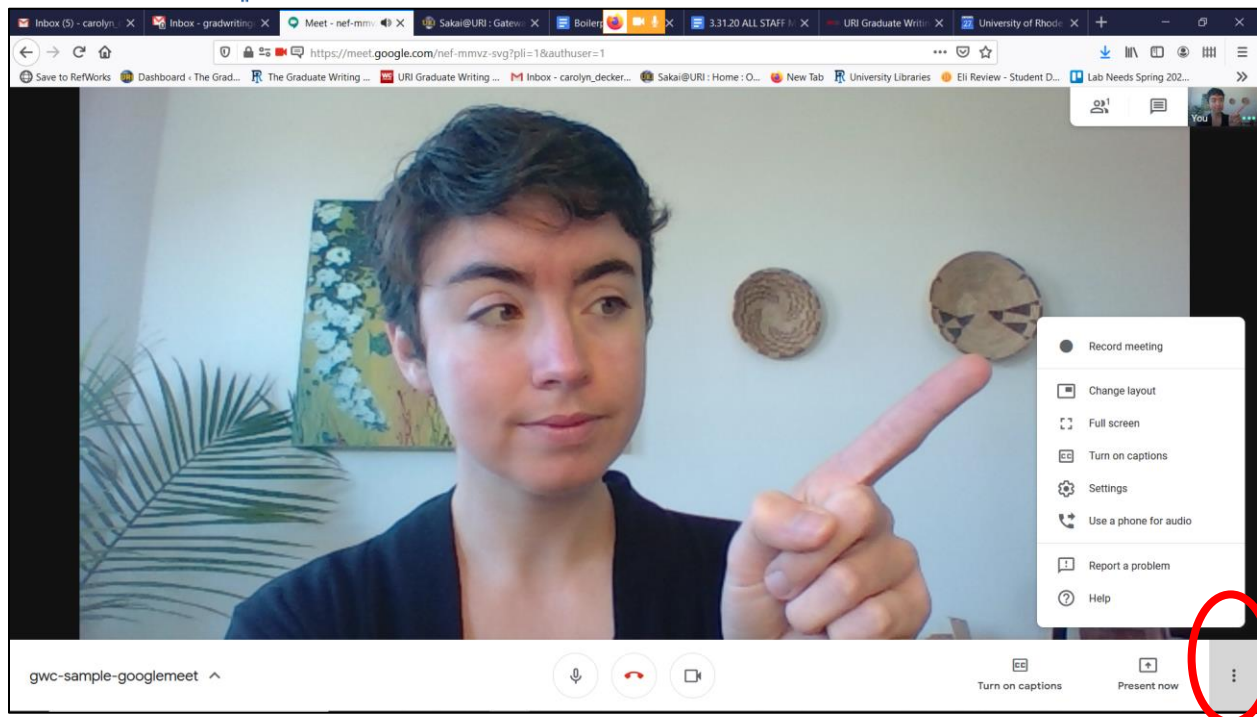
- Once you are in the meeting, you should see the tutor and yourself. **Click the button on the bottom right tool bar to “turn on captions.”**



- **The live captions appear underneath the video.** You can also use the **chat function** by clicking the speech bubble icon in the top right. A chat area will appear.



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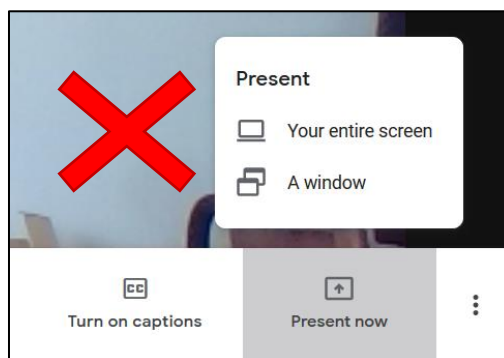
- You may use or modify other settings in Google Meet by clicking the three vertical dots button in the lower right corner.

Please note that if you choose to record the meeting, Google Meet does not preserve the live captions in the recording.

Avoid using the “Present now” function. Instead, upload your writing project as a Google Doc and share the Google Doc with your tutor. That way, both you and the tutor can work synchronously in the Google Doc as you would in WOnline. See the [section in this how-to guide about using Google Docs](#) for more help.

Exit the meeting by clicking the red phone “leave call” button in the bottom center of the screen or by simply x-ing out of the window.

Contact the [GWC](#) if you have any issues or concerns.





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Contact the GWC

We would love to hear from you!

Email us at gradwritingcenter@etal.uri.edu

During online appointments, email the tutor directly at gwctutor@etal.uri.edu.

Call us at 401-874-2601*

Follow us on social media: @URIGradWC

Thank you for being a part of the URI Graduate Writing Center community and making your online writing tutoring appointments with us!

***COVID-19 Note Spring 2020:**

GWC tutors are working off-campus and will not have access to this phone number.

Email us with any questions.