



ATTENDANT HANDBOOK

CENTER FOR WRITING
STUDENT WRITING SUPPORT

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SWS ATTENDANT PRIORITIES

Center for Writing front desk attendants play two key roles: facilitating the smooth running of the Center's Student Writing Support–Nicholson location, and ensuring that all people who interact with the Center—whether students, staff, faculty, or community members—are met with an accessible and knowledgeable person. In the following pages, you will read about the six main roles of SWS front desk attendants:

- Opening and closing Student Writing Support–Nicholson
- Paying attention to people entering 15 Nicholson
- Talking with people on the phone and at the front desk
- Supporting computer lab users
- Keeping an eye on what's happening in our other SWS locations
- Managing and making Nicholson appointments

SWS RECEPTION WORK

OPENING AND CLOSING STUDENT WRITING SUPPORT–NICHOLSON

OPENING PROCEDURES

Although SWS–Nicholson appointments begin at 9:00 a.m., attendants who open should arrive no later than 8:45 a.m. (For other times, attendants can arrive at the front desk just a couple of minutes before their attending shifts.) Here's the procedure:

1. On the attendant computer, open Chrome. The home page should be the Center for Writing database (<http://c4w.cla.umn.edu/sws>). Log in with the Username and Password you've chosen for SWS.
2. Check that the volume is up on the attendant computer—press the little megaphone icon on the F12 key.
3. Check for voicemail messages regarding appointments and/or writing consultant absences and update the database accordingly. Look for notes posted on the computer or desk.
4. Check out what happens when you select **Create a Nicholson Visit**: what appointment times are currently available?
5. Briefly check the consulting carrels and computer lab for tidiness, and check that the printer has paper (more is in the cabinet under the printers).
6. No later than 8:55 a.m., make sure that the front door is propped open—writers will need to come in to use the computers and to check in for their 9:00 appointments.

CLOSING PROCEDURES

SWS closes its doors at 4:30 p.m. Mondays through Thursdays and at 2:15 p.m. on Fridays. Attendants who close SWS work until 4:45 (or 2:30 on Fridays); before they leave, they need to do the following tasks:

1. Ten or fifteen minutes prior to closing (so, 4:15 p.m. M–Th or 2:00 p.m. F), remind everyone in the computer lab when SWS will close.
2. At 4:30 (or 2:15 on Fridays), make sure that everyone leaves the computer lab, then close the main door to the Center.
3. Log out of the database.
4. Organize and clean off the attendant desk to make sure that any notes for other attendants and consultants are visible and to reduce clutter.
5. Turn off the coffee maker, and rinse the coffee pot out in the kitchen. Bring any abandoned mugs to the dishwasher, and, if the machine is full, run it, making sure to flip the magnetic sign to the “we’re clean!” side.
6. Check the library table, consulting carrels, and computer lab for tidiness. Throw away/recycle any trash, newspapers, etc.; put any left-behind items (flash drives, books, etc.) in the Lost and Found drawer. If someone has left behind a wallet, State ID, or credit card, please give it to Terri Wallace, Center Administrator.
7. Make sure the door is locked (try the handle), the keys for the front door/room 12 (rubber chicken) and kitchen (red spatula) are returned to their drawer, and the lights are off when you leave.

PAYING ATTENTION TO PEOPLE ENTERING 15 NICHOLSON HALL

When working at the front desk, be especially aware of people entering; many may go straight to the computer lab, but others may look to the front desk for welcoming or guidance. It’s important that you acknowledge those visitors—including postal and UPS workers, people coming for appointments with Center staff, and/or people from the community—by being friendly and making eye contact. And, because not all of the Center space is open to the public—notably, Kirsten, Katie’s, and Jasmine’s offices, the consulting carrels, and the copier and offices in room 10—it’s important to redirect wandering people to the appropriate part of the room (the computer lab, the turret, the SWS library, or the front desk).

If you ever feel unsafe, or observe a situation where you or someone else in the lab needs police or emergency attention, you can dial campus police at 4-2677 (4-COPS) or 8-911.

TALKING WITH PEOPLE AT THE FRONT DESK

Attendants are often the first point of contact for people who are new to the Center for Writing, whether they are calling with questions about one of our five programs or are dropping by to ask what happens in a writing consultation. Accordingly, Attendants have several responsibilities in their role as “faces of the Center.”

BEING AN ACCESSIBLE AND KNOWLEDGEABLE PERSON

Attendants will come with different types of knowledge about the University, and they will develop deeper knowledge about the Center as they grow into the job. From their very first day, though, all Attendants can be accessible by following some basic guidelines at the front desk.

Please do not invite any non-employees behind the front desk.

We need to keep the Attending computer screen visible only to current Center for Writing employees, who are committed to protecting student privacy.

Please limit the number of colleagues chatting behind/near the front desk to just two.

We have formalized this guideline for many reasons, including the following:

- When people enter the room and come up to the front desk, we don't want them to have to face an intimidating crowd of people, or to feel awkward about interrupting a group of people hanging out together.
- Although the Center is by no means a quiet space, maintaining a relatively low volume demonstrates respect for lab users, people in the waiting area, people checking in for appointments, and people having consultations in the spaces near the front desk.

Please be thoughtful about your front-desk conversations.

It's easy to forget that people in the lab/waiting area can overhear you, and that they may not share your beliefs. Further, if you talk about your experiences as a writing consultant or your frustrations with people calling on the phone, you risk creating the impression that you don't take the Center or its clients seriously, and that you're not a good steward of people's private information and experiences in the Center.

Please be mindful about when you use your own phone.

Everyone has good reasons for checking their phone; we just ask that attendants avoid making their own phones the focus of their time at the desk. When people enter the room, we don't want them to feel they can't interrupt you; further, focusing on their phone screen prevents attendants from being, well, attentive to their surroundings. If you'd like support in ignoring your own phone, consider installing Forest (forestapp.cc/en/), which rewards users (and the environment!) for every 30-minute period of ignoring their phone.

WORKING WITH THE FRONT DESK PHONE

In general, our principle at SWS is that a live person takes priority over a person on the phone. Consequently, learning to rely on (and then, of course, remembering to check) voicemail is essential.

SWS PHONE GUIDELINES

- If the phone is ringing while you are already speaking with someone at the front desk, just let it ring—the voicemail will tell the caller that we are working with someone at the front desk, and that the caller should either leave a message or call back in a few minutes.
- If you are already on the phone when someone appears at the front desk, indicate to the live visitor that you will be with them in a moment, and finish working with the caller.
- To answer the phone, just pick up the receiver. Typical greetings include “**Student Writing Support; this is [name]**”; “Hello, **Student Writing Support Nicholson, this is [name], how can I help you?**” or just “**Good morning/afternoon, Student Writing Support!**” No matter how you answer, do remember that all our locations are called “**Student Writing Support**” (not “**the writing center**”).

USING THE SWS PHONE

Check the Voicemail

To check voicemail, see if the light next to the voicemail button is blinking. If it is, press the voicemail button, and when the automatic system answers, enter the passcode: 521521 (also on a piece of paper stuck to the phone). The voicemail system will guide you through how to listen to new messages, save messages, and delete messages.

Transfer a Call

To transfer a call, just **press the TRNS (transfer) button and type in the appropriate five-digit extension** (see boldface numbers below). Do not press hold. You can announce the call and then hang up or just hang up once the line begins ringing. Before transferring, tell the caller the number, in case it does not connect.

Katie (also Interdisciplinary Studies of Writing)	612.624.7720
Kirsten.....	612.625.5355
Jasmine.....	612.625.1541
Terri.....	612.626.7583
Pamela (Writing Across the Curriculum, Teaching with Writing).....	612.626.7639
Dan (Writing Across the Curriculum, Teaching with Writing).....	612.625.0849
Matt (Writing Across the Curriculum, Teaching with Writing)	612.625.1684
Heidi (Writing Across the Curriculum)	612.625.0791
Appleby staff phone	612.626.1328
Writing Studies Department.....	612.624.3445
Spanish Writing Center	612.624.8523
Classroom Support Hotline.....	612.625.1086
Campus police (non-emergency)	624.COPS (4.2677)

Put a Caller on Hold

You will seldom put someone on hold; however, if it is necessary, press the hold button and hang up the receiver. To speak to the caller again, simply pick up the receiver. Do not press the “line” button; this will hang up on the caller.

Make a Call

Press 8 to call a number outside the University. For calls to offices inside the University, just enter the appropriate five-digit extension.

ANSWERING MISCELLANEOUS QUESTIONS

For a list of answers to frequently-asked SWS- and campus-related questions, see Appendix A of this handbook, starting on page 38. Don’t hesitate to ask other consultants and attendants to help with questions to which you don’t know the answers.

If the question is about one of the Center’s other programs, give the questioner the relevant contact info. Business cards are at the Attendant desk. If the questioner wants you to take a message, please be sure to write down their contact information so that you can pass it along with the message.

Center for Writing (in general)	Kirsten Jamsen
Interdisciplinary Studies of Writing (ISW)	Katie Levin
Minnesota Writing Project (MWP).....	Lee Fisher
Writing Across the Curriculum (WAC)	Pamela Flash, Dan Emery, Matt Luskey, & Heidi Solomonson
Literacy and Rhetorical Studies (LRS).....	Terri Wallace

SUPPORTING COMPUTER LAB USERS

PRINTING

Printing in the lab costs \$0.10 per page. Users should choose the “Waldorf” printer. When people print from lab computers or their own laptops, they go to the print release station next to the quicktips racks and swipe their UCard or Gopher Gold card. Then, name of the print job will appear, and they click it to release the print job. Lab users are responsible for releasing their own print jobs; Attendants are to hand them printouts from behind the desk. See Appendix B: Printing Questions, page 44, for answers to common questions and solutions to printing problems.

TROUBLESHOOTING COMPUTER PROBLEMS

See Appendix B: Basic Computer Troubleshooting, starting on page 42, for a list of common computer problems and solutions. If you’ve tried that list with no luck, or if the problem seems to be hardware-related, please ask or email Katie (kslevin@umn.edu), including the number of the computer (you’ll see it on a square piece of white paper on the back of each machine).

PAYING ATTENTION TO APPLEBY

Consider how busy Appleby is before encouraging writers to try for a walk-in there.

To gauge how busy Appleby is, go to the **Schedules** menu and select **View Appleby Schedules**. That will tell you how many people are currently consulting, and how long their shifts will last. Then, go to the **Visits** menu and select **Create an Appleby Visit**. There, you will be able to see how many people are on the sign-in list (and are therefore waiting for a consultation). If you get the sense that the people already on the waitlist will take up the rest of the day, encourage writers to wait for a walk-in in Nicholson instead.

If it is after 3:30 p.m. (or after 1:30 on a Friday), do not encourage writers to try for a walk-in at Appleby. Consultants stop seeing new writers 15 minutes before Appleby is scheduled to close (4:00 M–Th, 2:00 F), so the writer is unlikely to be able to meet with a consultant there.

During very busy times, keep an eye on the Nicholson waitlist, and be prepared for phone calls from Appleby.

Appleby consultants often help waiting writers take advantage of Nicholson openings. You may get a phone call from Appleby asking about the status of the Nicholson waitlist and/or upcoming openings.

WHAT TO DO WHEN IT'S QUIET

1. Make sure there is paper in the printer.
2. Check the supply of quicktips. Make more copies if you feel you can leave the desk for a short time; if you don’t, then make a list of copies needed, and give the list to Katie. Originals of all quicktips are in the maroon “Originals: quicktips, forms, and info sheets” binder behind the attendant desk.
3. Tidy up the desk, the computer lab, the turret, the library, the coffee area, and the consulting carrels. Cleaning supplies are in cabinets above the staff mailboxes.
4. Return books to their proper place on the bookshelves.

5. Expand your knowledge by engaging in professional development activities listed in the consulting handbook, reading writing on the staff blog, etc.
6. Ask a professional staff member if there are any special projects to work on.

WHAT TO DO WHEN IT'S NOT QUIET (WHEN THE CENTER GETS BUSY AND LOUD)

- Focus on one thing at a time. Appointments are the first priority; make sure sessions begin on time so no one gets behind.
- Ask for help from fellow attendants/consultants and professional staff.
- Deal with clients at the desk before those on the phone. Just remember to check the voicemail, and please delete voicemail messages as soon as you're finished with them.
- Ask people to keep the volume of their conversations down if the noise is at a level that could disturb the consultants or the lab users or disrupt your own ability to work.

LOST AND FOUND

The Lost and Found drawer is located right behind the attendant.

- If a UCard is found, put it in a campus envelope and mail it to
 UCard
 CMU G22
 #1051
- If a credit/check card, state ID, or other form of high-stakes identification is found, give it to Terri. If Terri is not here, please put it in a campus mail envelope, write Terri's name on it, and put it on her chair.

SWS VISIT POLICIES

Knowing these policies will help you keep the Center running smoothly and ensure access to our services for as many people as possible.

WALK-INS MUST HAVE AT LEAST 25 MINUTES LEFT

If a writer would like to walk in for a consultation and does not wish to wait for the next open 40-minute slot, you can schedule them in a current schedule slot that has 25 or more minutes remaining in it. Because the schedule is tight in Nicholson, we do not accommodate walk-in visits that must be shorter than 25 minutes. (You'll find instructions for creating a Nicholson visit on page 14) If there are no current openings, please add the writer to the waitlist (instructions on page 19).

WRITERS MAY NOT HAVE BACK-TO-BACK CONSULTATIONS WITH THE SAME CONSULTANT

Sometimes, when a writer and a consultant have finished their 40 minutes together, writers find the work so productive that they want to continue the conversation with that same consultant. To encourage writers to reflect on and possibly revise their writing based on their conversations with consultants—and to keep consultants from burning out—we have a policy that consultants may not have back-to-back consultations with the same writer.

POSSIBLE ATTENDING SCENARIO

A client has just finished their session in Nicholson and come to the front desk asking to make another appointment with the same consultant, who has an opening right now. You can say,

"I'm sorry, we have a policy that consultants cannot have back-to-back consultations with the same writer. We do this because we want to encourage writers to spend time reflecting on and possibly revising their writing based on the conversation they just had with a consultant. I can put you on the waitlist for the next available opening with another consultant today; they may be able to work with you, unless someone else who has not yet had a visit today comes in."

FIVE-MINUTE RULE

If a writer is:

- more than five minutes late for a face-to-face appointment (which the database will indicate by turning the line for their visit purple)
- there is no note that they might be late
- *and* someone is waiting to see a consultant,

mark the visit as a “no-show” and give the appointment time to the person who is waiting. If the writer shows up later, explain this policy to them—it is also available in writing on the back of the blue “getting the most from Student Writing Support” sheet, and was included in the confirmation email they received when they made their appointment—and offer to make them another appointment.

ONE VISIT PER DAY, TWO VISITS PER WEEK

People like to use Student Writing Support regularly. While we welcome “frequent flyers,” we have also had to institute policies to ensure that all writers have equal access to this scarce resource. Accordingly, to meet the growing demand for individualized writing support, **we give all student writers priority for one visit per day and two visits per week.** Those two priority visits may take place in Appleby, Nicholson, APARC, Trio, or SWS.online.

We recognize that these rules can be complicated, so don’t worry: as an Attendant, you will always get pop-ups that alert you when a writer no longer has priority status for a visit. But to understand visit priorities and what they mean for your job as an Attendant, it’s useful to think in terms of the color-coding used in the sign-in list in Appleby Hall (and reflected in the Waitlist at Nicholson).

- Writers with **green priority** **have not yet had a visit today, nor have they had two this week.** Therefore, they are good to go.
- Writers with **amber priority** **have an appointment upcoming later today, or that they have what would be a second appointment upcoming later this week.** They are also good to go—as long as they are willing to give up an upcoming appointment.

- Writers with **red priority have already completed or no-showed at least one visit today or two this week**, and therefore must wait until all others with green or amber priority have seen a consultant, even if those others arrive after the red-priority writer.

See Appendix D: Priority Status Flowcharts, starting on page 47, for more information on what priority status means for a writer's visit options. The diagrams in Appendix D may also be helpful for explaining priority status to writers with questions on what priority status means for them.

Blocked Writers

Some writers may have “red priority” in Nicholson if they have “no-showed” three appointments this semester. They will be “blocked”—that is, although they can use the Center on a walk-in basis in Appleby, APARC, Trio, or Nicholson, **they will not be able to reserve any future appointments for the rest of the semester**. Writers should be aware of this status because they will have received an email when they got blocked; however, you will also be supported by an informative pop-up if you try to make a future appointment for a blocked person. You can encourage blocked people to wait for walk-in availability in Nicholson or Appleby.

CONSULTANTS MAY NOT WORK WITH WRITERS FROM CLASSES THEY ARE TEACHING

Consultants cannot work with students from classes they are teaching, so if a writer requests this, offer to help them make an appointment with another consultant. If writers explain that they need to see their instructor, encourage them to do so during office hours or to make an appointment outside of class time.

PAY ATTENTION TO CLIENTS' REQUESTS FOR SPECIFIC CONSULTANTS

When a writer requests to work with a particular consultant, remember to mark the **Request consultant** box (which results in an asterisk next to the consultant's name for that appointment on the **Today's Visits** page).

If more than one consultant is available at a time slot, ask the writer which consultant they would prefer to see, and make sure you mark as requested the consultant chosen by the writer. If you ever decide to move a writer from one consultant to another, first check to see if that writer's consultant was requested (apparent from an asterisk next to the consultant's name on the **Today's Visits** page) or if the writer has regularly seen the consultant before (visible in the **Visit Detail** page). If either of those is the case, do not move the writer.

DISTRIBUTE VISITS EVENLY

When making appointments, try to distribute writers evenly across all the consultants so that one consultant does not get overloaded while another consultant sees no one.

USING THE SWS DATABASE TO MANAGE VISITS

DATABASE TERMS

In the following instructions, you'll need to be familiar with four basic terms:

Schedule: A time slot associated with a consultant or attendant at work. In Nicholson and in SWS.online, schedule slots are 45 minutes each; in Appleby, APARC, and Trio, and for Attendants, schedule slots typically range from 45 minutes to 180 minutes (3 hours).

Purpose: A term used to distinguish ways in which a schedule can be used. Basic purposes include the following:

<i>By-Appt:</i>	A schedule designed for a 40-minute Nicholson consultation
<i>Walk-in:</i>	A schedule designed for walk-in consultations in Appleby APARC, or Trio
<i>Online:</i>	A schedule designed for SWS.online consultations
<i>Attending:</i>	A schedule reserved for attending.
<i>Project:</i>	A schedule reserved for a project—usually a meeting or professional development work.
<i>Out:</i>	A schedule unavailable for anything—the consultant or attendant will not be present.

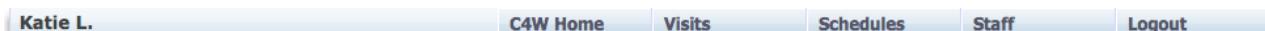
Visit: Once a Walk-in, By-Appt, or Online schedule slot has a writer associated with it, the schedule becomes a visit.

Status: The status of a visit is generally a function of time plus the presence/absence of a writer. There are five statuses:

<i>Upcoming:</i>	This By-Appt visit has yet to take place, and the writer is not yet present at 15 Nicholson or waiting in mySWS for an SWS.online chat.
<i>Waiting:</i>	This By-Appt visit has yet to take place, and the writer is present at 15 Nicholson or in mySWS and is waiting for the consultant to join them.
<i>Being-seen:</i>	The writer and the consultant are currently meeting.
<i>Completed:</i>	The writer completed a visit with the consultant.
<i>Cancelled:</i>	The writer cancelled this By-Appt visit (by calling or stopping by Nicholson or by using mySWS).
<i>No-show:</i>	The writer failed to appear for this By-Appt visit, and failed to cancel.

DATABASE MENUS

Everything in the database is controlled by the five menus at the top of every page:



C4W Home Clicking here opens the Center's home page in a new window.

Visits where you can return to the **Today's Visits** page;
create a visit in Nicholson, Appleby, or APARC;
find specific **center visits**; and
find a student

Schedules where you can find, view and manipulate specific schedules and
create new schedules

Staff where you can return to your **Consultant Home** page;
track your own statistics;
change your password (under Edit My Profile);
indicate your availability when it's time to request a schedule; and

access the staff blog

Logout Clicking here is the only way to securely log out of the database.

THE TODAY'S VISITS PAGE

When you first log in to the database, you will see your own Consultant Home page. Use the Visits menu to navigate to the **Today's Visits** page. The **Today's Visits** page is your home base for attending—when you're not doing other things with the database, you'll have this page open.

Today's Visits											Wednesday, September 18th 2019 - Fall 2019																
Nicholson		Online		Appleby		APARC		All																			
Visit counts																											
Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 2																											
ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout																			
173886	11:15	Joseph Mauer (Joe)	Zack Pierson	HMED 3002W: Health Care in History II	Waiting	11:14	Login	Logout	X																		
173885	11:15	Richard Bremer (Dick)	Jake Grossman	NFC 0000: Not for credit	Being-seen	11:00	11:15	Logout																			
173887	11:15	Seimone Augustus (Seimone)	Lauren Klaffke	NFC 0000: Not for credit	Being-seen	11:13	11:16	Logout																			
173884	11:15	Rik Blyleven (Bert)	Elza Thayer*	STAT 8511: Time Series	Upcoming	Chkin			X	?																	
173888	12:00	Megan Rapinoe (Megan)	Pierre Abillama*	PA 5038: Analytics for Leaders I	Upcoming	Chkin			X	?																	

In this view of **Today's Visits**, we can see one person **Waiting** (Joseph Mauer, in pink at the top), two people **Being-seen** (Richard Bremer and Seimone Augustus, in yellow), and two Nicholson appointments left for the day (Megan Rapinoe's visit, in green with the status of **Upcoming**), along with the one appointment at risk for a **No-show**—Rik Blyleven, in purple.

THE VISIT DETAIL PAGE

If the **Today's Visit** page is like your home base for attending, the **Visit Detail** page is like your workshop. The **Visit Detail** page has the tools to substantially change current, past, and upcoming appointments. To access the page, follow the instructions below.

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment.

Today's Visits											Wednesday, September 18th 2019 - Fall 2019																
Nicholson		Online		Appleby		APARC		All																			
Visit counts																											
Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 2																											
1	ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout																		
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	173887	11:15	Seimone Augustus (Seimone)	Lauren Klaffke	NFC 0000: Not for credit	Being-seen	11:13	11:16	Logout																		
	173884	11:15	Rik Blyleven (Bert)	Elza Thayer*	STAT 8511: Time Series	Upcoming	Chkin			X	?																
	173888	12:00	Megan Rapinoe (Megan)	Pierre Abillama*	PA 5038: Analytics for Leaders I	Upcoming	Chkin			X	?																

2. Select the appropriate tab for your purposes. The page will automatically open to **Visit**.

MANAGING TODAY'S SWS VISITS

Because Attending is a Nicholson-specific job, Nicholson visits are the first priority for an attendant. Attendants do five main tasks as they manage a given day's Nicholson visits:

- Check in writers for their appointments, and let consultants know when their clients have arrived.
- Give “five-minute notifications” to consultants at the 35-minute point of a consultation.
- Check for open appointments when people are on the Nicholson waitlist.
- Create new appointments for clients, both in person and on the phone.
- Keep the Today's Visits Page updated.

CHECK IN WRITERS FOR THEIR APPOINTMENTS, AND LET CONSULTANTS KNOW WHEN THEIR CLIENTS HAVE ARRIVED

Greet each writer by name and try to pronounce their name correctly. If you are not sure how to pronounce the name, please ask the writer. Some writers may be in a rush, or you yourself may feel rushed or overwhelmed; nonetheless, it's important that you identify each writer by name in order to welcome them and to ensure that you check in the right person for the right appointment. If necessary, ask for the UCard to get basic information.

When a writer arrives for their appointment, click the **Chkin** button in the row that corresponds to the visit (see below). The check in time will appear, the visit status will change to **Waiting**, and the row will turn pink and move to the top of the window.

Today's Visits							Wednesday, September 18th 2019 - Fall 2019							
Nicholson	Online	Appleby	APARC	All										
Visit counts														
Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 2														
ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout						
173886	11:15	Joseph Mauer (Joe)	Zack Pierson	HMED 3002W: Health Care in History II	Waiting	11:14	Login	X						
173885	11:15	Richard Bremer (Dick)	Jake Grossman	NFC 0000: Not for credit	Being-seen	11:00	11:15	Logout						
173887	11:15	Seimone Augustus (Seimone)	Lauren Klaffke	NFC 0000: Not for credit	Being-seen	11:13	11:16	Logout						
173884	11:15	Rik Blyleven (Bert)	Elza Thayer*	STAT 8511: Time Series	Upcoming	Chkin		X	?					
173888	12:00	Megan Rapinoe (Megan)	Pierre Abillama*	PA 5038: Analytics for Leaders I	Upcoming	Chkin		X	?					

WHAT IF I ACCIDENTALLY CHECK THE WRONG PERSON IN?

If you accidentally check the wrong writer in, use the **Revive** button under the **Actions** tab on the **Visit Detail** page to change the visit status back to what it should be—most likely, **Upcoming** (For information about using the **Visit Detail** page, see page 12.)

GIVE “FIVE-MINUTE NOTIFICATIONS” TO CONSULTANTS

Even if you feel funny interrupting, you should make this announcement verbally (rather than with gestures) so that both consultant and writer can hear it. Further, it is useful to make a distinction: “Five minutes left” versus “Five minutes left, and the next writer is waiting.” Making either of these announcements aloud helps consultants (and writers) know that the session needs to end.

CHECK FOR OPEN APPOINTMENTS WHEN PEOPLE ARE ON THE NICHOLSON WAITLIST

Attendants should frequently check the **Create a Nicholson Visit** page to see if any appointments have opened up, especially when there are people waiting. Let the people waiting know about any new openings and make appointments as appropriate.

CREATE A VISIT FROM THE WAITLIST

1. **Go to the Visits menu and select Create a Nicholson Visit.** That will show you if any openings have suddenly appeared due to a cancellation via mySWS. When an opening appears, the call the first name on the waiting list.
2. When the writer arrives at the desk, click the **select** hyperlink on the far right-hand side of the list. Below, we see that a 9:45 opening has appeared. The attendant has called Aaron, who is first on the list, up to the front, and is ready to select him from the list:

Time	Client	Requested consultant	Priority	Action
10:12:00 AM	Lionel Messi (Lionel)		amber	select turn-away
10:20:00 AM	*Megan Rapinoe (Megan)		green	select turn-away
9:45:00 AM	Bruce Springsteen (Bruce)		red	select turn-away

3. Click **select** again from the waitlist, then proceed to make the appointment as usual (see “Create a Nicholson Appointment,” below). Be sure to update others on the waitlist about their new place in line.

CREATE A NICHOLSON APPOINTMENT

If you are beginning from the home page, click on or hold the mouse pointer over the **Visits** button on the menu bar at the top of the screen, and select the **Create a Nicholson Visit** option from the drop-down menu. The **Create a Nicholson visit** page will appear (see image below). For more on SWS visit policies, see SWS visit policies, page 8.

1. Search for the writer's student record.

To find the writer in our database, enter any of the following pieces of information in the appropriate text box at the top of the **Create a Nicholson Visit** page:

- the writer's seven-digit U of M student ID number
- the writer's seven-digit U of M student ID number (X500)
- the writer's first and/or last name

2. Click the Find button.

A list of matches to the criteria you've entered will appear.

- The writer will be automatically selected for the visit if you search by X500s and student IDs because these are unique identifiers.
- Click the writer's name to select the writer from a list if you search for first/last names, as doing so will return a list of all the people with that name currently attending the university.

WHAT IF I CAN'T FIND THE WRITER IN THE DATABASE?

If someone does not appear in the database, that means that they are not currently registered for credits, and therefore are not eligible to use Student Writing Support. Because 90% of SWS's operating budget is paid for out of student fees, and because we turn away so many students already, we reserve all our consulting time for current members of the U of M community.

If a writer is surprised at not being recognized by our database, you should suggest that they check their registration status in OneStop. Explain that our database is hooked into university registration data, and that although the database is updated nightly, it may not have the most recent information. If the person's OneStop account shows a current registration, tell them that our database should be updated with the latest information tonight, so they should be able to make an appointment within 24 hours.

The screenshot shows a software interface titled 'Create a Nicholson visit'. At the top, there are tabs for 'Admin', 'Visits', 'Schedules', 'Staff', and 'Logout'. The date 'Tuesday, September 3rd 2019 - Fall 2019' is displayed. Below the tabs, there are two buttons: 'Waiting' and 'Turned-away', with 'Turned-away' being highlighted. A message 'No entry found' is shown. On the left, a button 'Add To Wait List' is visible. On the right, there are buttons for 'Add Visitor' and 'Remove Visitor'. The main area contains a table of appointment slots and a filter sidebar.

Date	Time	Consultant
Tue, 09/03/2019	9:00 AM	Alanna
Tue, 09/03/2019	9:00 AM	Ariana
Tue, 09/03/2019	9:00 AM	Caty T.
Tue, 09/03/2019	9:00 AM	Sen
Tue, 09/03/2019	9:45 AM	Alanna
Tue, 09/03/2019	9:45 AM	Ariana
Tue, 09/03/2019	9:45 AM	Caty T.
Tue, 09/03/2019	9:45 AM	Sen
Tue, 09/03/2019	10:30 AM	Alanna
Tue, 09/03/2019	10:30 AM	Caty T.
Tue, 09/03/2019	10:30 AM	Celine
Tue, 09/03/2019	10:30 AM	Sourojit (G)
Tue, 09/03/2019	11:15 AM	Ariana
Tue, 09/03/2019	11:15 AM	Caty T.

Filter schedules by:

Mon Tue Wed Thu Fri

Time from [] to []

Consultant quick search ...

Alanna
Alex
Alex
Alice
Amv

Apply filters
Clear filters

[View consultants' biographies \(pop-up\)](#)

Request consultant

3. **Scroll through the list of appointments** to find a slot that fits the client's availability and preferences (see image below).
4. **Use the filters** on the right-hand side of the screen to limit appointment slots by day, time, or consultant, if you would like to narrow the choices.
5. **Click the schedule slot to select and reserve it.** You'll know you've done it when you see the visit info in boldface under the list of slots.
 - a. Check the **Request consultant** box if the writer requests to see a particular consultant, or if they selected a particular consultant from the available options you gave them.

Create a Nicholson visit

Tuesday, September 3rd 2019 - Fall 2019

Waiting	Turned-away														
No entry found															
Add To Wait List Add Visitor Remove Visitor															
Lionel Messi															
No visit found for all semesters															
<table border="1"> <tr> <td>ID + email</td> <td>2461987 GOAT@umn.edu</td> </tr> <tr> <td>Name</td> <td>Lionel Messi</td> </tr> <tr> <td>Pref. Name</td> <td>Lionel</td> </tr> <tr> <td>Pronunciation</td> <td></td> </tr> <tr> <td>Career</td> <td>GRAD</td> </tr> <tr> <td>Major</td> <td>PhilosophyB A</td> </tr> <tr> <td>College</td> <td>CLA</td> </tr> </table>		ID + email	2461987 GOAT@umn.edu	Name	Lionel Messi	Pref. Name	Lionel	Pronunciation		Career	GRAD	Major	PhilosophyB A	College	CLA
ID + email	2461987 GOAT@umn.edu														
Name	Lionel Messi														
Pref. Name	Lionel														
Pronunciation															
Career	GRAD														
Major	PhilosophyB A														
College	CLA														

④ Nicholson: 256

Date	Time	Consultant
Tue, 09/03/2019	9:00 AM	Alanna
Tue, 09/03/2019	9:00 AM	Ariana
Tue, 09/03/2019	9:00 AM	Caty T.
Tue, 09/03/2019	9:00 AM	Sen
Tue, 09/03/2019	9:45 AM	Alanna
Tue, 09/03/2019	9:45 AM	Ariana
Tue, 09/03/2019	9:45 AM	Caty T.
Tue, 09/03/2019	9:45 AM	Sen
Tue, 09/03/2019	10:30 AM	Ariana
Tue, 09/03/2019	10:30 AM	Caty T.
Tue, 09/03/2019	10:30 AM	Celine
Tue, 09/03/2019	10:30 AM	Sourojit (G)
Tue, 09/03/2019	11:15 AM	Ariana
Tue, 09/03/2019	11:15 AM	Caty T.
Tue, 09/03/2019	11:15 AM	Sen

3

4

Filter schedules by:

Mon Tue Wed Thu Fri

time from to

Consultant quick search ...

Alanna
Alex
Alex
Alice
Amv

Apply filters

Clear filters

this week

View consultants' biographies (pop-up)

5a. Request consultant

6. **Select the course department.** Type the department name into the department quick search textbox or scroll through the list at the bottom of the **Create a Nicholson visit** page (see image below). Dissertation and thesis credits count as courses; you will find the course number towards the very bottom of the menu of classes in the appropriate department.

- a. If the person is not writing for a course, select the **Not for credit** button on the right.

After you have filtered by department, a menu of classes within the department will appear below the department list.

7. **Select the course number.** Scroll through the menu of classes or type the course number into the **Course number** textbox.

- a. If the writer does not know the course information at the time of making the appointment, select **Unspecified** for now.

Sourojit (G) at 10:30 AM on Tue, 09/03/2019

Request consultant

department quick search .. 6

Course number: 7

Course name:

Search Clear filters

6a

Not for credit

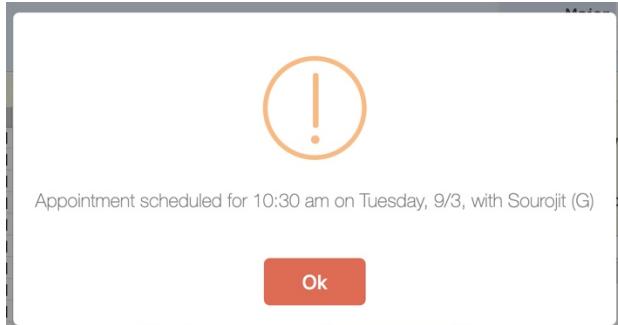
7a

Unspecified

8 Create visit

8. **Click the Create Visit button** at the bottom of the screen to enter the visit into the database and wait for the pop-up message that confirms that the visit was created successfully. If you are scheduling the appointment over the phone, **do not hang up until you get this confirmation**

message. Repeat the details to the writer who is reserving the appointment and remind them that they can view (and change or cancel) the appointment by logging into mySWS (writing.umn.edu/mySWS).



KEEP THE TODAY'S VISITS PAGE UPDATED

CHECK THAT WRITERS ARE LOGGED IN

When a consultant logs a writer in, the login time will appear, the visit status will change to **Being-seen**, and the row will turn yellow and move to be in chronological order with the rest of the current **Being-seen** appointments.

If a consultant forgets to log a writer in, click the **Login** button in the row that corresponds to the visit. (Then, when the consultant is free, remind them about logging writers in.)

CHECK THAT WRITERS ARE LOGGED OUT

When a consultant logs a writer out, the logout time will appear, the visit status will change to **Completed**, and the row will turn white and drop to the lower portion of the window in line with all the previous appointments for that day.

If a consultant forgets to log a writer out, click the **Logout** button in the row that corresponds to the visit. (Then, when the consultant is free, remind them about logging writers out.)

If you notice that someone has logged a writer in or out incorrectly, go to the **Visit Detail** page to correct the times/status. See page 21 for instructions on changing login times.

PAY ATTENTION TO NO-SHOWS

A visit is eligible for **No-show** status if the status is **Upcoming** and the row has turned purple, indicating that it is more than 5 minutes past the scheduled start time. Consider the following when dealing with visits that are eligible for no-show status:

If someone is waiting for a walk-in consultation, click the “no-show” icon on the right-hand side of the row that corresponds to the visit, then create a visit for the waiting writer, being sure to click **Chkin** when you are done creating the visit (see page 7 for instructions on creating a visit from the waitlist). Then, let the appropriate consultant know that they have a walk-in.

If no one is waiting for a walk-in consultation, leave the visit status as **Upcoming** until there are fewer than 25 minutes left in the session, at which point it is no longer usable. If the original writer calls or arrives before the scheduled end of the session, you should change the status of the visit to **Cancelled**. See **Cancel a Visit**, page 24, for instructions on changing the visit status.

Writers with one no-show will receive an email emphasizing the importance of canceling and warning them that they may lose their right to schedule appointments. Writers with two SWS.online no-shows will be ineligible to use SWS.online for the rest of the semester; and writers with a total of three no-shows of any type in a semester can no longer schedule appointments in advance and can only walk in for a visit. The database will let you know if this is the case.

Because this email goes out as soon as you hit the “no-show” button, please hit that button only if (a) you need the appointment slot for a walk-in or (b) there are fewer than 25 minutes left in the slot.

WHAT IF I ACCIDENTALLY NO-SHOW SOMEONE?

If you accidentally no-show someone, use the **Revive** button under the **Actions** tab on the **Visit Detail** page to change the visit status back to what it should be—and the mistaken no-show will not be counted against the writer. (For information about using the **Visit Detail** page, see page 25.) Then, ask Katie or Kirsten how to get into the generic SWS email account so you can send an apologetic email to the writer letting them know that the no-show is no longer on their record.

MANAGING SWS VISITS: BEYOND THE BASICS

ADD A CLIENT TO THE WAITLIST

As in Appleby, the waiting list is only for writers who are present in the Center (not for people who call from elsewhere).

“Find” the writer as you normally would to create a Nicholson appointment.

1. Search for the writer’s student record.

To find the writer in our database, enter any of the following pieces of information in the appropriate text box at the top of the **Create a Nicholson Visit** page:

- the writer’s seven-digit U of M student ID number
- the writer’s seven-digit U of M student ID number (X500)
- the writer’s first and/or last name

2. Click the Find button.

A list of matches to the criteria you’ve entered will appear.

- The writer will be automatically selected for the visit if you search by X500s and student IDs because these are unique identifiers.
- You will need to click the writer’s name to select the writer from a list if you search for first/last names, as doing so will return a list of all the people with that name currently attending the university.

The screenshot shows the 'Create a Nicholson visit' page with the following interface elements:

- Header:** Katie L., Admin, Visits, Schedules, Staff, Logout. Date: Tuesday, September 3rd 2019 - Fall 2019.
- Filter:** Waiting, Turned-away. Result: No entry found.
- Add To Wait List:** Add Visitor | Remove Visitor.
- Search:** Student ID/Name/X500: [input field] Find [button].
- Results:** A table titled 'Nicholson: 256' showing visit details. Column headers: Date, Time, Consultant. Rows show entries for various dates and times, mostly for consultant Alanna.
- Filters:** Filter schedules by: Mon, Tue, Wed, Thu, Fri. Time from [dropdown] to [dropdown]. Consultant: quick search ... [dropdown menu with options: Alanna, Alex, Celine, Sourojit (G), Alice, Amv]. Buttons: Apply filters, Clear filters.
- Links:** View consultants' biographies (pop-up), Request consultant.

3. Double-check the list of appointments to ensure that no openings have appeared since you last looked.
4. Click the Add To Wait List hyperlink above the Student ID/Name box to add them to the waitlist (see image below).

4 [Add To Wait List](#)

Bruce Springsteen

<input type="radio"/> Current semester: 1 completed, 0 upcoming	<input checked="" type="radio"/> Lifetime: 1 completed	ID + email	1234123 njboss@umn.edu
ID	Date	Time	Consultant
Status	Mode	Name	Bruce Springsteen

5. Click “Ok” in the pop-up window that asks, “Do you want to add this student (ID: xxxxxxx) to the waitlist?”.

6. Determine the writer's place in line. Look at the waitlist at the top of the page to see their status (red, yellow, green) and, consequently, their place in line.

Create a Nicholson visit

Tuesday, September 3rd 2019 - Fall 2019

Waiting	Turned-away				
Time	Client	Requested consultant	Priority		
9:43:00 AM	Bruce Springsteen (Bruce)		red	select	turn-away

[Add To Wait List](#) [Add Visitor | Remove Visitor](#)

Student ID/Name/X500: [Find](#)

7. Tell the writer their place in line, then invite them to wait in the comfy chairs, turret, or computer lab.

If another writer arrives and asks to be added to the waitlists, follow the same procedure to add them to the waiting list. Let both writers know what their new priority status is, especially if the first writer to have arrived has moved lower on the waiting list, as in the example below. See page 9 for a fuller description of what priority status is and what it means for the writer, as well as helpful charts for explaining it.

Create a Nicholson visit

Tuesday, September 3rd 2019 - Fall 2019

Waiting	Turned-away				
Time	Client	Requested consultant	Priority		
10:12:00 AM	Lionel Messi (Lionel)		amber	select	turn-away
10:20:00 AM	*Megan Rapinoe (Megan)		green	select	turn-away
9:45:00 AM	Bruce Springsteen (Bruce)		red	select	turn-away

Place on the waitlist can change frequently, and it's the attendant's responsibility to let waiting clients know about any change to their place in line.

CHANGE COURSE INFORMATION

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. **Click the Course field** at the top of the pink box at the bottom of the page (see image below). Mousing over turns the field yellow; clicking will allow you to edit.
3. **Select the course department.** Type the department name into the department quick search textbox or scroll through the list at the bottom of the **Create a Nicholson visit** page (see image below). Dissertation and thesis credits count as courses; you will find the course number towards the very bottom of the menu of classes in the appropriate department.
 - a. If the person is not writing for a course, select the **Not for credit** button on the right.
4. **Select the course number.** Scroll through the menu of classes or type the course number into the **Course number** textbox.
5. **Click Update.**

The screenshot shows the 'Create a Nicholson visit' page. The 'Actions' tab is selected. In the 'Visit' section, a visitor named 'Seimone Augustus' is listed with visit ID '147410'. The 'Actions' section has a pink background. A dropdown menu for 'department quick search ...' is open, showing course numbers 3 and 4. The 'Course number' field contains '4'. To the right, there are two buttons: 'Not for credit' (highlighted with a yellow box) and 'Unspecified'. At the bottom, there is a large green 'Update' button.

CHANGE LOGIN AND LOGOUT TIMES

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. **Click the Login field** on the right side of the pink box at the bottom of the page (see image below). Mousing over turns the field yellow; clicking will allow you to edit.

3. **Enter the correct time.** Record all times in military time. Add 12 hours to any time from 1:00 p.m. on. For example, 2:15 p.m. is actually 14:15 p.m.
4. Click **Update** after making changes.

Visit Detail

Tuesday, September 3rd 2019 - Fall 2019

ID	Date	Time	Consultant	Status	Mode
173878	Tue, 09/03/2019	14:15	Pierre Abillama	Being-seen	

ID + email	Name	Pref. Name	Pronunciation	Career	Major	College
2461987 GOAT@umn.edu	Lionel Messi	Lionel		GRAD	Philosophy	B A

Sch ID	Date	Time	Consultant	Length	Purpose	Requested	Add
194739	Tue, 09/03/2019	10:30	Sourojit (G) Ghosh	45	By-appt		
195730	Tue, 09/03/2019	12:45	Pierre Abillama	45	By-appt		
195885	Tue, 09/03/2019	14:15	Pierre Abillama	45	By-appt	yes edit remove	

Course:	PHIL 3201: Free Will and Responsibility			Status:	Being-seen
Location:	15 Nicholson Hall			Checkin:	14:13:00
Mode:	Face-to-face			Login:	14:40:02
Created on:	07/23/2019 14:55:07			Logout:	
Reserve type:	Regular			Flags:	2, 3

RESCHEDULE AN APPOINTMENT TO A DIFFERENT TIME

Do not cancel an appointment when the writer asks to reschedule. Instead, reschedule the visit through the visit details page.

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. **Select the Actions tab** on the Visit Detail page. This tab enables you to make big changes to visits, like changing their status or rescheduling them altogether.
3. Click **Reschedule** to pull up the pop-up Rescheduling face-to-face visit window.

Visit	Comment	Actions
3	Reschedule	

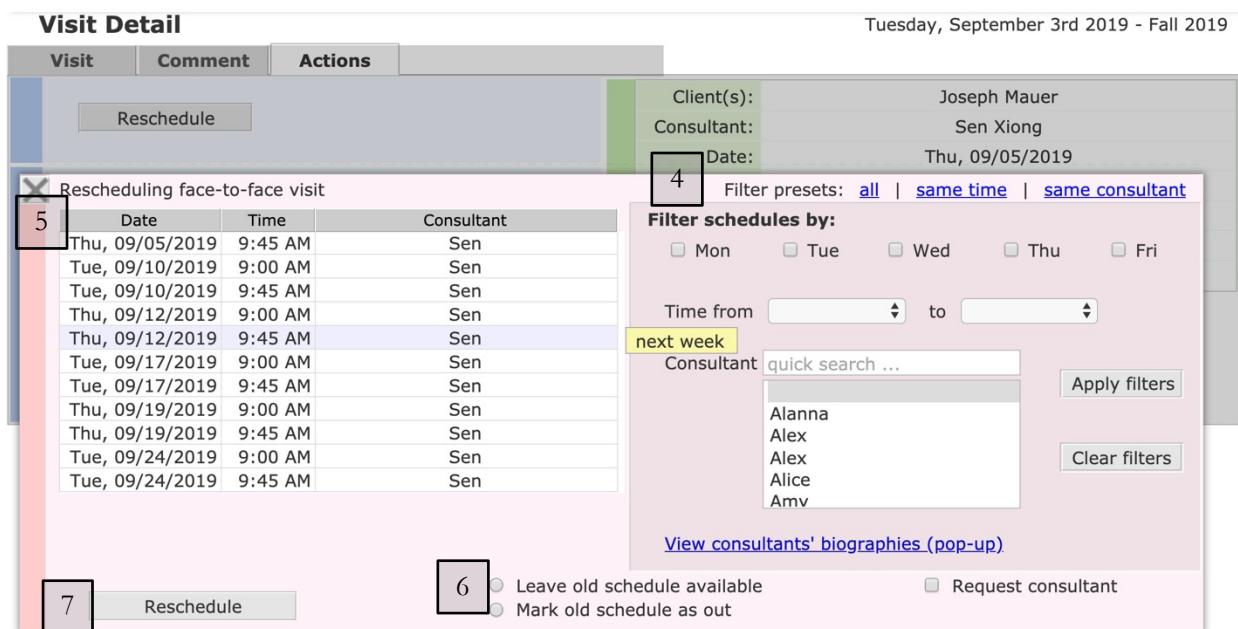
Revive	as	Waiting
Swap	with	
Log out		
Cancel		
No-show		
Mark dirty-data		

Client(s):	Joseph Mauer
Consultant:	Sen Xiong
Date:	Thu, 09/05/2019
Time:	9:00
Status:	Upcoming
Location:	15 Nicholson Hall
Mode:	Face-to-face

4. **Select filters to generate a list of appropriate appointment slots.** Ask the client what times will work for their rescheduled appointment and whether they would like to work with the same consultant.

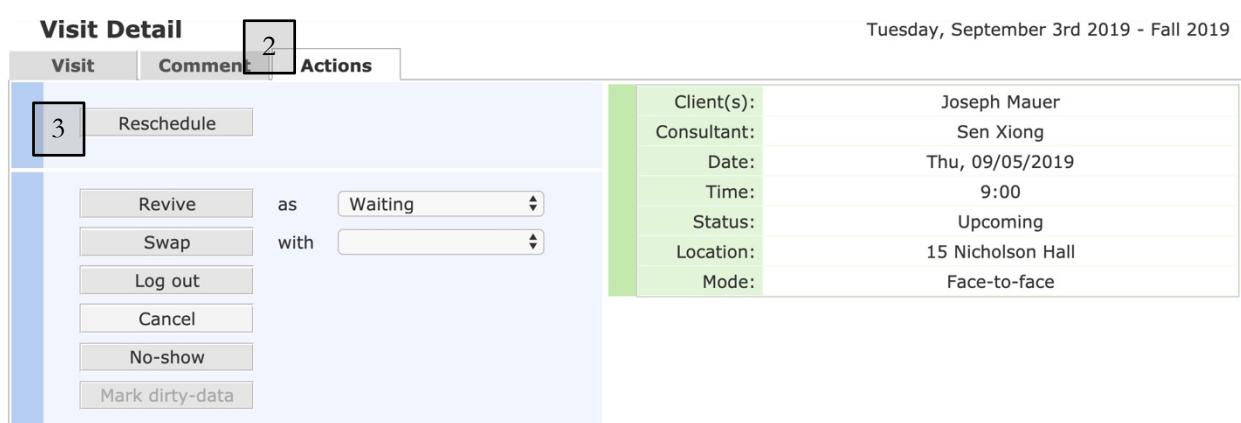
Depending on the client's preferences, select "same consultant" to generate a list of appointments with the same consultant, or use the additional filters to generate a list based on time. See image below.

5. Click on an appropriate appointment slot to select it from the list at the left of the screen.
6. Select Leave old schedule available. If the client has requested the same consultant, also select Request consultant.
7. Click Reschedule.



RESCHEDULE AN APPOINTMENT TO A DIFFERENT CONSULTANT

1. Go to the Visit Detail page. Beginning from the Today's Visits page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. Select the Actions tab on the Visit Detail page. This tab enables you to make big changes to visits, like changing their status or rescheduling them altogether.
3. Click Reschedule to pull up the pop-up Rescheduling face-to-face visit window.



4. **Select same time** to generate a list of appointments at the same time. Be sure to let the client know that their consultant has changed when they come to check in. If you will not be attending before their appointment, make a note for the next attendant.
5. **Click on an appropriate appointment slot** to select it from the list at the left of the screen.
6. **Select Mark old schedule as out** if the consultant will not be available. This prevents other clients from scheduling with a consultant who is not available.
7. **Click Reschedule.**

Visit Detail Tuesday, September 3rd 2019 - Fall 2019

Date	Time	Consultant
Thu, 09/05/2019	9:00 AM	Alanna
Thu, 09/05/2019	9:00 AM	Ariana
Thu, 09/05/2019	9:00 AM	Caty T.

Filter schedules by:

Mon Tue Wed Thu Fri

Time from to

Consultant quick search ...

[View consultants' biographies \(pop-up\)](#)

Leave old schedule available Request consultant
 Mark old schedule as out

Reschedule 7

CANCEL A VISIT

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. **Select the Actions tab** on the Visit Detail page. This tab enables you to make big changes to visits, like changing their status or rescheduling them altogether.
3. **Click Cancel** to cancel the appointment.

Visit Detail Tuesday, September 3rd 2019 - Fall 2019

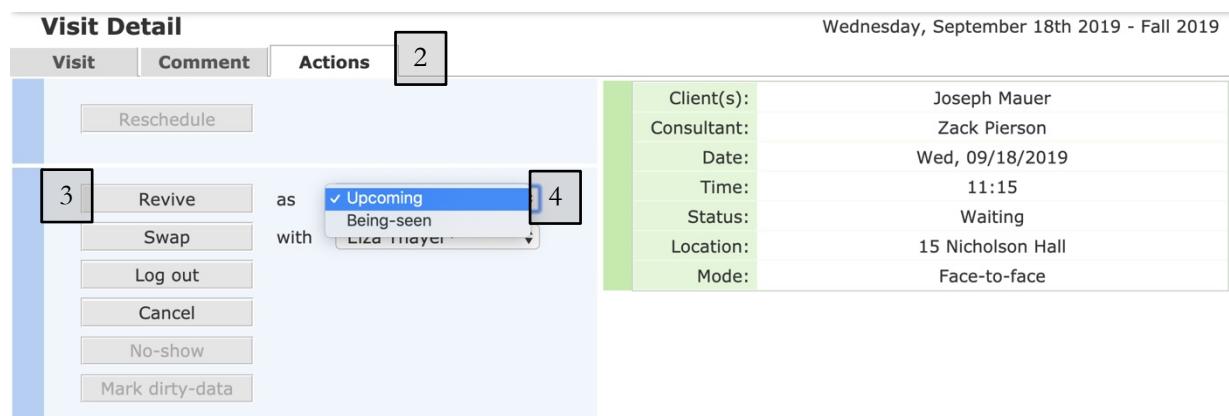
Visit	Comment	Actions	2
<input type="button" value="Reschedule"/> <input type="button" value="Revive"/> as <input type="text" value="Waiting"/> <input type="button" value="Swap"/> with <input type="text"/> <input type="button" value="Log out"/> <input type="button" value="Cancel"/> <input type="button" value="No-show"/> <input type="button" value="Mark dirty-data"/>			
Client(s): Joseph Mauer Consultant: Sen Xiong Date: Thu, 09/05/2019 Time: 9:00 Status: Upcoming Location: 15 Nicholson Hall Mode: Face-to-face			

Actions 3

WHAT TO DO IF YOU SIGN IN/OUT THE WRONG WRITER

If you accidentally sign in or out the wrong writer, revive the visit and edit the visit status.

1. **Go to the Visit Detail page.** Beginning from the **Today's Visits** page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 for more information on navigating to the page.
2. **Select the Actions tab** on the Visit Detail page. This tab enables you to make big changes to visits, like changing their status or rescheduling them altogether.
3. **Click Revive.**
4. **Select the correct visit status from the drop-down menu.** If the appointment has not begun, click “Upcoming” and then check the writer in as usual when they arrive. If the appointment is currently happening, click “Being-seen.”



SWAP CONSULTANTS

Sometimes, you will need to swap which consultants are working with which writers. For example, a writer may have booked a visit with a consultant who is also their classroom instructor, but there are no more open slots to reschedule the writer with a different consultant.

In the example below, we can see that Joe Mauer has requested to work with Lauren (note the asterisk next to Lauren's name). However, Lauren has let the attendant know that she is the instructor for the course Joseph is coming in to work on (HMED 3002W). Since Lauren can't work with any students in her current class, we will need to move Joseph to another consultant. We can't just use the **Actions** tab to reschedule Joseph to the same time because all four consultants who are on the schedule at 11:15 are booked up. So, we're going to make a swap, trading Joseph and another client to each other's consultants.

1. **Click the visit ID** of the writer who needs to be with a different consultant.

Today's Visits

Wednesday, September 18th 2019 - Fall 2019

Nicholson Online Appleby APARC All

Visit counts

Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 4

ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout
173884	11:15	Rik Blyleven (Bert)	Elza Thayer*	STAT 8511: Time Series	Upcoming	Chkin		X (R)
173885	11:15	Richard Bremer (Dick)	Jake Grossman	NFC 0000: Not for credit	Upcoming	Chkin		X (R)
173886	11:15	Joseph Mauer (Joe)	Lauren Klaffke*	HMED 3002W: Health Care in History II	Upcoming	Chkin		X (R)
173887	11:15	Seimone Augustus (Seimone)	Zack Pierson	NFC 0000: Not for credit	Upcoming	Chkin		X (R)

- Click the Actions tab.

Visit Detail

Wednesday, September 18th 2019 - Fall 2019

Visit Comment Actions

- Choose another consultant from the drop-down menu next to the Swap button.

Visit Detail

Wednesday, September 18th 2019 - Fall 2019

Visit	Comment	Actions
<input type="button" value="Reschedule"/> <input type="button" value="Revive"/> <input type="button" value="Swap"/> <input type="button" value="Log out"/> <input type="button" value="Cancel"/> <input type="button" value="No-show"/> <input type="button" value="Mark dirty-data"/>	as <input type="button" value="Waiting"/> with <input type="button" value="Elza Thayer*"/> <input type="button" value="Jake Grossman"/> <input type="button" value="Zack Pierson"/>	Client(s): Joseph Mauer Consultant: Lauren Klaffke Date: Wed, 09/18/2019 Time: 11:15 Status: Upcoming Location: 15 Nicholson Hall Mode: Face-to-face

When you are deciding which consultant to swap, it's important to notice requests. For example, in the situation above, Bert Blyleven requested to meet with Elza (we can tell because of the asterisk, which also shows up next to Elza's name in the drop-down menu), so we shouldn't choose to swap Joe in to work with Elza unless there's absolutely nobody else available. Fortunately, we can see from the lack of asterisks that neither Zack nor Jake was requested, so either person is a good choice to work with Joe.

- Click Swap.

- If it is indeed ok, click OK on the "are you sure?" pop-up.

The following image shows what the new set of 11:15 appointments looks like now that we have completed the swap.

Today's Visits

Wednesday, September 18th 2019 - Fall 2019

Nicholson Online Appleby APARC All

Visit counts

Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 4

ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout
173884	11:15	Rik Blyleven (Bert)	Elza Thayer*	STAT 8511: Time Series	Upcoming	Chkin		X (R)
173885	11:15	Richard Bremer (Dick)	Jake Grossman	NFC 0000: Not for credit	Upcoming	Chkin		X (R)
173886	11:15	Joseph Mauer (Joe)	Zack Pierson	HMED 3002W: Health Care in History II	Upcoming	Chkin		X (R)
173887	11:15	Seimone Augustus (Seimone)	Lauren Klaffke	NFC 0000: Not for credit	Upcoming	Chkin		X (R)

When the original writer arrives, be sure to explain to them why you needed to schedule them with another consultant, especially if they requested their original consultant. If you won't be working at that time, please leave a sticky note on the Attending machine so that a colleague will know what's up.

CREATE A GROUP VISIT

If writers are working on a group project, we can create an appointment for two or more people to work with one consultant at the same time.

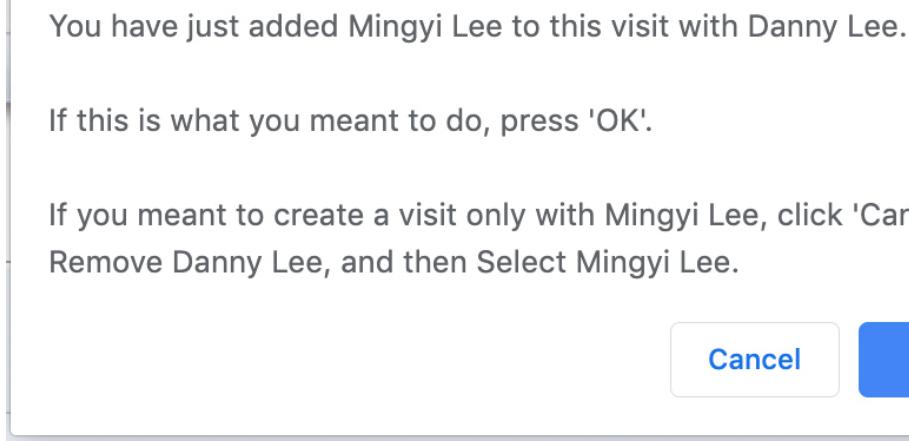
First, create a visit for one of the writers. See page 14 for instructions on creating a visit.

1. **Click the visit ID** for the group appointment to go to the writer's Visit Detail page.
2. **Click the Add Visitor link** at the upper-right-hand part of the visit detail screen (see below).
3. **Enter the second writer's name** or x500 in the textboxes that appear and click **Find**.

The screenshot shows the 'Visit Detail' page with the following details:

- User: Katie L.
- Page: Admin > Visits
- Date: Tuesday, September 3rd 2019 - Fall 2019
- Visit ID: 195003
- Writer: Danny Lee
- Count: 2 visitors
- Add Visitor | Remove Visitor button
- Search bar: Student ID/Name/X500: mingyi lee
- Find button
- Table rows:
 - Sch ID: 195003, Date: Wed, 09/04/2019, Time: 9:00, Consultant: Lauren Klaffke, Length: 45, Purpose: By-appt, Requested: no, edit, remove
 - Course: BICB 8510: Computation and Biology
 - Location: 15 Nicholson Hall
 - Mode: Face-to-face
 - Created on: 07/23/2019 16:09:32
 - Reserve type: Regular
- Status: Upcoming
- Checkin, Login, Logout, Flags buttons

4. **Click OK** in the pop-up window that appears next, if the visit is indeed ok.



5. **Click Update** to finalize the appointment. It will not be added to the system as a group visit until you do so. Note that both writer names appear for the appointment when you have successfully added the other writer(s).

Katie L. Admin Visits Schedules Staff Logout Tuesday, September 3rd 2019 - Fall 2019

Visit Detail

Danny Lee, Mingyi Lee

No visit found for all semesters

ID + email	2020202 peppapig@umn.edu
Name	Mingyi Lee
Pref. Name	Mingyi
Pronunciation	
Career	GRAD
Major	Theatre Arts Ph D
College	CLA

Add Visitor | Remove Visitor

Sch ID	Date	Time	Consultant	Length	Purpose	Requested	Add
195003	Wed, 09/04/2019	9:00	Lauren Klaffke	45	By-appt	no edit remove	

Course:	BICB 8510: Computation and Biology	Status:	Upcoming
Location:	15 Nicholson Hall	Checkin:	
Mode:	Face-to-face	Login:	
Created on:	07/23/2019 16:09:32	Logout:	
Reserve type:	Regular	Flags:	

5 Update

REMOVE A GROUP MEMBER

If one group member cancels or no-shows, remove the absent group member from the Visit Detail page. Do not remove or no-show the whole appointment if some group members are still present.

- Click the visit ID for the group appointment to go to the Visit Detail page.

Today's Visits Wednesday, September 4th 2019 - Fall 2019

Nicholson Online Appleby APARC All

Visit counts
Completed: 0, Cancelled: 0, No-show: 0, Upcoming: 2

ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout
173880	9:00	Mingyi Lee (Mingyi), Danny Lee (Danny)	Lauren Klaffke	BICB 8510: Computation and Biology	Waiting	8:55	Login	X
173882	9:00	Vera Fisher (Vera)	Rachael Dumas*	NFC 0000: Not for credit	Being-seen	8:57	Logout	
173881	9:00	Seimone Augustus (Seimone)	Kim Strain	DES 8888: Thesis Credit: Doctoral	Upcoming	Chkin		X
173883	9:00	Richard Bremer (Dick)	Pierre Abillama	VMED 8292: Journ Club: Lrg Anim Int Med	Upcoming	Chkin		X

- Click the name of the client who has cancelled or no-showed.
- Click the Remove Visitor hyperlink in the upper right-hand corner of the screen.
- Follow the on-screen instructions and click the OK button to finish.

Katie L. Admin Visits Schedules Staff Logout Tuesday, September 3rd 2019 - Fall 2019

Visit Detail

Danny Lee, Mingyi Lee 2

No visit found for all semesters

ID + email	2020202 peppapig@umn.edu
Name	Mingyi Lee
Pref. Name	Mingyi
Pronunciation	
Career	GRAD
Major	Theatre Arts Ph D
College	CLA

Add Visitor | Remove Visitor 3

Sch ID	Date	Time	Consultant	Length	Purpose	Requested	Add
195003	Wed, 09/04/2019	9:00	Lauren Klaffke	45	By-appt	no edit remove	

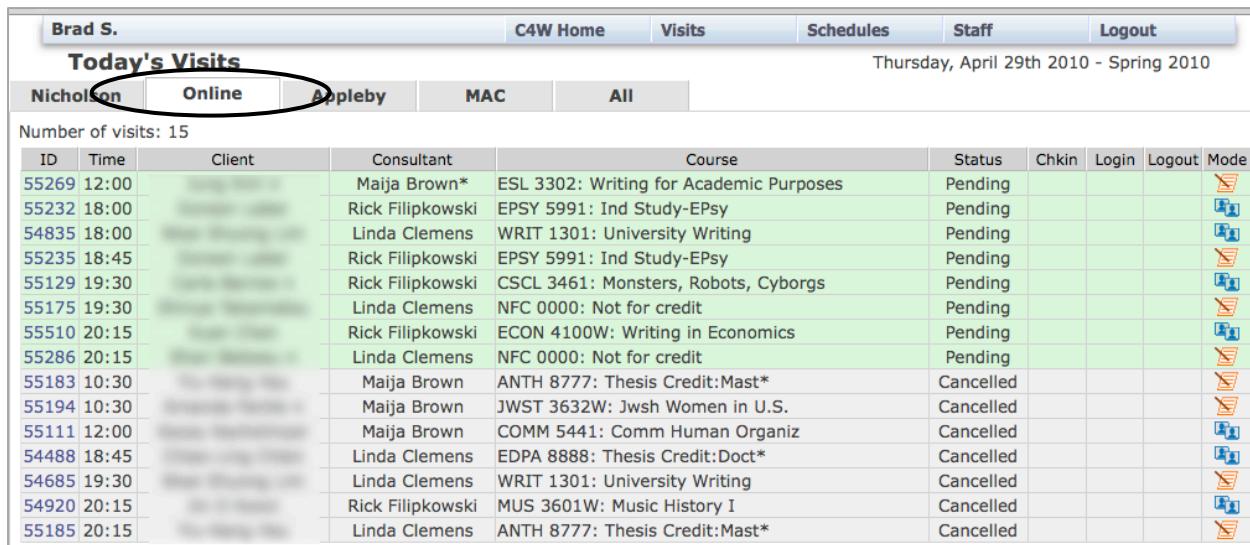
Course:	BICB 8510: Computation and Biology	Status:	Upcoming
Location:	15 Nicholson Hall	Checkin:	
Mode:	Face-to-face	Login:	
Created on:	07/23/2019 16:09:32	Logout:	
Reserve type:	Regular	Flags:	

Update

MANAGING SWS.ONLINE

APPOINTMENTS

To see what's going on in SWS.online, click the **Online** tab in the **Today's Visits** page. Doing so will show you the **Today's Visits** page for SWS.online (see image below.) In the Mode column on the right, the orange paper-and-pen icon indicates a reading session, and the blue two-faces-in-tiny-little-screens icon indicates a chat session. Writers may ask you about SWS.online; you can find many answers to their questions on our website at z.umn.edu/swstech.



Brad S.		C4W Home	Visits	Schedules	Staff	Logout			
Today's Visits		Thursday, April 29th 2010 - Spring 2010							
Nicholson	Online	Appleby	MAC	All					
Number of visits: 15									
ID	Time	Client	Consultant	Course	Status	Chkin	Login	Logout	Mode
55269	12:00		Maija Brown*	ESL 3302: Writing for Academic Purposes	Pending				
55232	18:00		Rick Filipkowski	EPSY 5991: Ind Study-EPsy	Pending				
54835	18:00		Linda Clemens	WRIT 1301: University Writing	Pending				
55235	18:45		Rick Filipkowski	EPSY 5991: Ind Study-EPsy	Pending				
55129	19:30		Rick Filipkowski	CSCL 3461: Monsters, Robots, Cyborgs	Pending				
55175	19:30		Linda Clemens	NFC 0000: Not for credit	Pending				
55510	20:15		Rick Filipkowski	ECON 4100W: Writing in Economics	Pending				
55286	20:15		Linda Clemens	NFC 0000: Not for credit	Pending				
55183	10:30		Maija Brown	ANTH 8777: Thesis Credit:Mast*	Cancelled				
55194	10:30		Maija Brown	JWST 3632W: Jwsh Women in U.S.	Cancelled				
55111	12:00		Maija Brown	COMM 5441: Comm Human Organiz	Cancelled				
54488	18:45		Linda Clemens	EDPA 8888: Thesis Credit:Doct*	Cancelled				
54685	19:30		Linda Clemens	WRIT 1301: University Writing	Cancelled				
54920	20:15		Rick Filipkowski	MUS 3601W: Music History I	Cancelled				
55185	20:15		Linda Clemens	ANTH 8777: Thesis Credit:Mast*	Cancelled				

Beyond answering general SWS.online questions, attendants have four responsibilities related to SWS.online:

Giving 5-minute notifications to SWS.online consultants who are working in Nicholson.

The names of consultants working online in Nicholson are in boldface letters on the schedule grids at the front desk. (Some names will be boldface and italicized—those are consultants working remotely during the day.)

Monitoring today's SWS.online appointments.

Keep track of scheduled SWS.online appointments for a given day by looking at the SWS.online page on Today's Visits. Only the scheduled visits for a day are listed here.

Online Reading Sessions

You can help SWS.online consultants give writers their fair amount of time. If a consultant arrives late or is still working in another session, you may want to inform them that there is a reading appointment scheduled to begin. Some SWS.online consultants work from locations other than Nicholson (e.g., from Appleby or from home), so don't worry if you do not see them.

Online Chat Sessions

- In the time before a consultation slot begins, you should click the SWS.online tab. Is the visit status **Waiting**? If so, you will know a writer is waiting for the consultant to join them in the chat.
- When the visit is scheduled to begin, you should check and see if the visit status is **Being-Seen**. If not, and if you know that the consultant is in Nicholson, you should find them immediately and remind them that the writer is waiting in the chat. (Unlike in a face-to-face setting, the writer has no way of knowing that the consultant is “on the way”; consequently, the consultant should enter the chat promptly at the beginning of the session so the writer knows they are available.)
- If it appears that a consultant has failed to log out the writer at the end of an SWS.online session, check with the consultant (if they are present in Nicholson) to find out the true status of their session. If they are not present in Nicholson, please call Jasmine at 625-1541 to let her know that an SWS.online visit needs to be ended.
- If a writer seems to be “no-show”ing a chat, and nobody is waiting for a walk-in, then you should let the consultant take care of deciding when to change the status to **no-show**. If someone is waiting for a walk-in, talk to the consultant who is being no-showed to see if this appointment could be used for a walk-in. If so, you can no-show the absent SWS.online writer and use the now-open appointment for the walk-in writer (as long as there are more than 25 minutes left in the slot).

Helping SWS.online users troubleshoot common SWS.online problems.

SWS.online problems are typically either technical or timing-related.

Technical Problems

Technical problems are usually related to submitting a document for a reading. In that case, you can refer to the yellow “What if someone is having trouble...?” note on the sticky board (and reproduced here) or Tech Troubleshooting on the SWS website (z.umn.edu/swstech).

What if someone is having trouble submitting a document in SWS.online?

1. Ask what browser the person is using. (If the answer is Internet Explorer, that could be the problem, since SWS.online does not work with IE.) It works best with Chrome, and only occasionally works with Firefox and Safari. So, the first step is to try again in Chrome.
2. Ask if they are logged out of all their gmail accounts EXCEPT their UMN one. SWS.online does not work when any non-UMN gmail accounts are open. So, the second step is to log out of all gmail accounts, then log in just to their UMN one.

Steps 1 and 2 don't work?

Please direct the person to Jasmine Tang, who coordinates SWS.online. They can call her at 612.625.1541, and/or they can email her at jkt@umn.edu. If the person is in Nicholson, you can also use the front desk phone to call Jasmine—just dial 5-1541.

Timing-Related Problems

Timing-related problems usually involve the writer wanting to **cancel** or **reschedule** an upcoming chat—which all depends on how close to the chat time it is. So, if the writer wants to cancel or reschedule a chat, you’ll need to look at that writer’s list of visits and see if the reading has been completed yet:

- If the reading **has not yet** been completed, you can go ahead and cancel or reschedule the chat; the reading will automatically be cancelled or rescheduled as well.
- If the reading **has already** been completed, it is no longer possible to cancel or reschedule the chat. The writer needs to keep the chat appointment, and if they don't, they will be no-showed by the SWS.online consultant.

We realize that this is complicated. Don't worry, though: the **Actions** tab will guide you based on what's available to click.

Helping SWS.online users who have special circumstances/requests get in touch with SWS.online coordinator Jasmine Tang.

Occasionally, an SWS.online user who has tricky technical difficulties or detailed policy-related questions may call. First, check the SWS.online FAQs page (z.umn.edu/SWSonlineFAQ).

If the FAQ page doesn't help, or if you don't feel knowledgeable enough to answer their questions, please ask the writer to contact Jasmine directly, via email (jkt@umn.edu) or phone (612.625.1541). Jasmine is the SWS.online coordinator, so she can answer all questions related to SWS.online.

TAKING ACTION FOR A BAT SIGNAL

Bat Signals, or emergency notices that a consultant won't be in that day, require attendants to know how to change the Center Schedule and Center Visits. If a consultant has a same-day emergency and won't be able to come in, attendants are crucial to making sure that writers still get their appointments and that nobody tries to sign up for a consultation with an absent consultant. Here is an overview of the steps to take when you are attending during a Bat Signal, followed by instructions for how to complete steps 1–4.

1. **Prevent any new appointments with the absent consultant from being made:** Use Center Schedule to see what the consultant's schedule looks like today. If you see any available by-appointment schedules, change the purpose of each from "By-Appt" to "Out." This will prevent people from making appointments with someone who won't be there.
2. **Note requests, then reschedule any of the absent consultant's Upcoming visits:** Using the Today's Visits screen, quickly note which, if any, of that consultant's Upcoming appointments are requests (indicated by an asterisk to the right of the consultant's name)—later on, you or another attendant will get in touch with those writers to tell them their requested consultant will be out. Then, reschedule each of that consultant's Upcoming appointments to anyone who's already on the schedule and is free at the same time. When you reschedule, you will mark the purpose of the old schedule as "Out."
3. **Get the absent consultant's remaining By-Appt schedules ready for cancellations:** Go to the schedule slot associated with any remaining visits, and click the "Auto-out" flag for that schedule. This will make the schedule automatically change from "By-Appt" to "Out" as soon as the writer associated with the visit cancels—thus preventing new writers from making an appointment with someone who won't be there.
4. In the lucky event that someone volunteers to sub, **create new schedule slots** for that sub, **then reschedule** the absent consultant's clients to the sub (marking the old schedule as "Out" each time).
5. **Keep track of where things stand and what's left to do, and communicate about it:** At the front desk, write a note titled "Today's Bat Signals are...." On the note, list (a) each bat-signaled slot and (b) whether the writer has been rescheduled to another consultant, or whether any appointments still need rescheduling. Be sure to indicate which writers still need to be informed about the change in consultant when they check in. Keep the note at the front desk so that you and the next attendant(s) can keep working on it and be sure to draw the next attendant's attention to it when they arrive to take over for you.

PART 1: PREVENT NEW APPOINTMENTS

1. Click on or hold the mouse pointer over the over the **Schedules** button at the top of the page and **select the Center Schedule option** from the drop-down menu. The **Center Schedule** page will appear. As shown below, **Center Schedule** always opens by default to the current date.
2. **Filter schedules** by typing the absent consultant's name into the "Consultant" text box.

3. Click Search.

Katie L. Admin Visits Schedules Staff Logout Friday, May 6th 2016 - Spring 2016

Center Schedule

Date: 05/06/2016 Location:

Start time: Project:

2 Consultant: Slot length:

Purpose: Week day:

3 [switch to advanced querying](#)

4. Click a visit ID hyperlink to go to the Schedule Detail page.

Katie L. Admin Visits Schedules Staff Logout Friday, May 6th 2016 - Spring 2016

Center Schedule

Date: 05/06/2016 Location:

Start time: Project:

Consultant: **zack** Slot length:

Purpose: Week day:

5 [switch to advanced querying](#)

Number of records found: 5

ID	Date	Time	Length	Consultant	Purpose	Location	#Visit
4 143935	Fri, 05/06/2016	9:00	45	Zack Pierson	By-appt	Nicholson	1
143936	Fri, 05/06/2016	9:45	45	Zack Pierson	By-appt	Nicholson	1
143937	Fri, 05/06/2016	10:30	45	Zack Pierson	By-appt	Nicholson	0
143938	Fri, 05/06/2016	11:15	45	Zack Pierson	By-appt	Nicholson	1
143939	Fri, 05/06/2016	12:30	90	Zack Pierson	Walk-in	Appleby	0

5. Change the appointment purpose to Out. Click the drop-down menu for the Purpose field, then select Out.
 6. Click Update Schedule at the bottom of the page to finalize the change.

Katie L. Admin Visits Schedules Staff Logout Friday, May 6th 2016 - Spring 2016

Schedule Detail

Date: Fri, 05/06/2016	Time: 10:30	Availability: Available
Slot length: 45 minutes	Location: Nicholson	
Consultant: Zack Pierson	Purpose: By-appt	

Flags: Remote only Auto out

Note: *not*

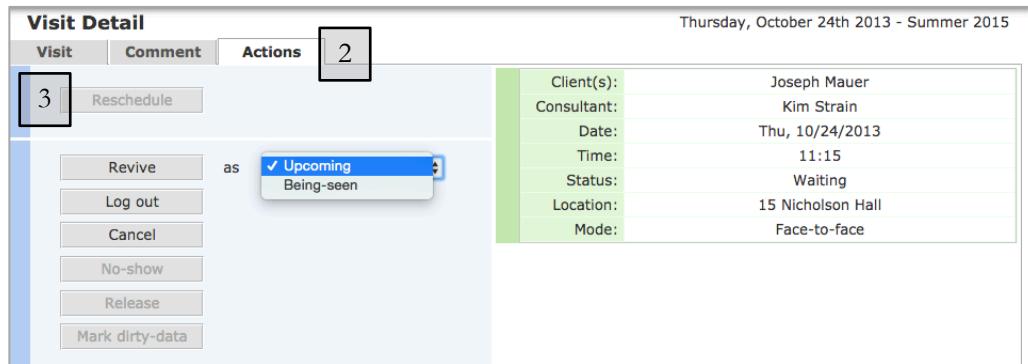
5 6

[Create F2F Visit](#)

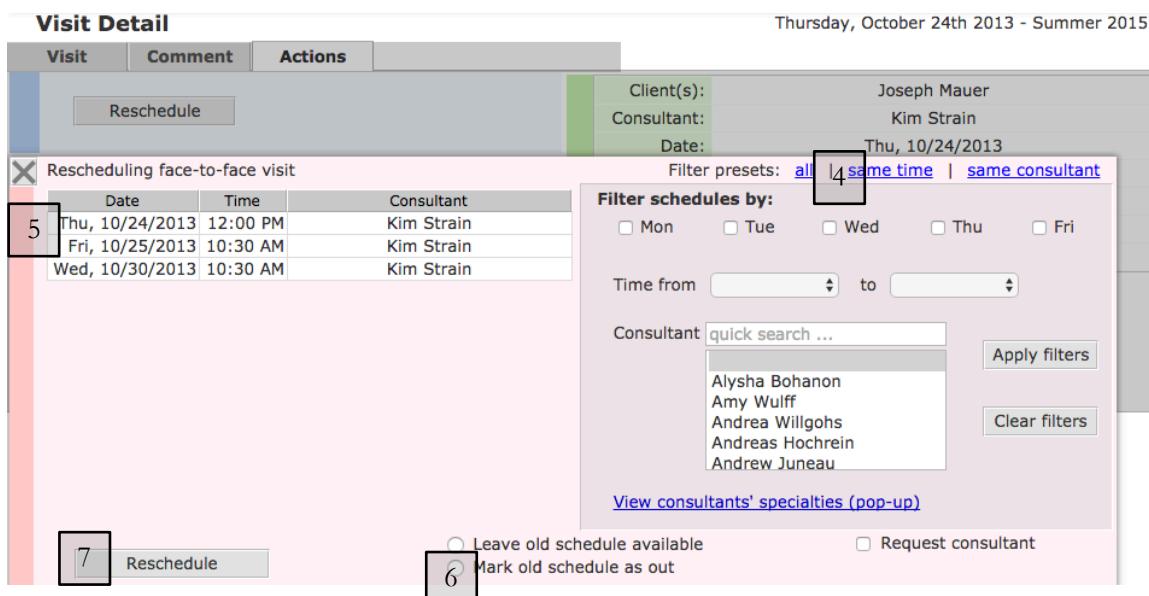
ID: 147421	Meeting status: joined	Client: Justin Morneau	Status: Cancelled	Mode:	Location: Nicholson
------------	------------------------	------------------------	-------------------	-------	---------------------

PART 2: RESCHEDULE EXISTING APPOINTMENTS

1. **Go to the Visit Detail page.** Beginning from the Today's Visits page, select the visit ID (farthest left column) for the appropriate appointment. See page 12 if you need more instruction on how to navigate to the Today's Visits page.
2. **Select the Actions tab on the Visit Detail page.** This tab enables you to make big changes to visits, like changing their status or rescheduling them altogether.
3. **Click Reschedule** to pull up the pop-up Rescheduling face-to-face visit window.



4. **Select Same time** to generate a list of appointments at the same time. Be sure to let the client know that their consultant has changed when they come to check in. If you will not be attending before their appointment, make a note for the next attendant.
5. **Click on an appropriate appointment slot** to select it from the list at the left of the screen.
6. **Select Mark old schedule as out.** This prevents other clients from scheduling with a consultant who is not available.
7. **Click Reschedule.**



PART 3: AUTO-OUT THE CONSULTANT'S REMAINING APPOINTMENTS

If it's currently impossible to reschedule one or more of the consultant's visits to the same time, use the "Auto-out" flag to ensure that nobody else snaps up a by-appointment schedule resulting from a last-minute cancellation at the time you need.

1. Go back to the Center Schedules page.
2. **Search for the consultant's remaining appointments.** Use Start Time and/or Consultant **filters** to narrow your results to the schedules you want to change.
3. **Click the Schedule ID hyperlink** to go to the **Schedule Detail** page for the schedule you wish to change.

You may also be asked to do an **aggressive auto-out**. This means auto-outing ALL appointments in the time slot you're trying to reschedule for.

The screenshot shows the 'Center Schedule' page. At the top, there are filters for Date (05/06/2016), Start time, Consultant (zack), Purpose, Location, Project, Slot length, and Week day. Below the filters is a table titled 'Number of records found: 5'. The table has columns for ID, Date, Time, Length, Consultant, Purpose, Location, and #Visit. The rows show the following data:

ID	Date	Time	Length	Consultant	Purpose	Location	#Visit
143935	Fri, 05/06/2016	9:00	45	Zack Pierson	By-appt	Nicholson	1
143936	Fri, 05/06/2016	9:45	45	Zack Pierson	By-appt	Nicholson	1
143937	Fri, 05/06/2016	10:30	45	Zack Pierson	By-appt	Nicholson	0
143938	Fri, 05/06/2016	11:15	45	Zack Pierson	By-appt	Nicholson	1
143939	Fri, 05/06/2016	12:30	90	Zack Pierson	Walk-in	Appleby	0

Buttons at the bottom include 'Clear filters', 'Search', and 'switch to advanced querying'.

4. Check the Auto-out box.
5. Click Update Schedule to finalize changes.

The screenshot shows the 'Schedule Detail' page for appointment ID 143935. The top section displays basic details: Date (Fri, 05/06/2016), Time (9:00), Slot length (45 minutes), Consultant (Zack Pierson), Availability (Not available), Location (Nicholson), Purpose (By-appt), and Project (Not applicable). The 'Flags' section contains checkboxes for 'Remote only' (unchecked) and 'Auto out' (checked). The 'Note' section contains a large yellow area with the word 'note' written in it. At the bottom, there are buttons for 'Update Schedule' (boxed with number 5) and 'Delete Schedule'. A 'Create F2F Visit' button is also visible. The bottom part of the screen shows a table for creating a new visit.

ID	Meeting status	Client	Status	Mode	Location
147419	joined	Rik Blyeven	Upcoming		Nicholson

PART 4: CREATE NEW SCHEDULES

If another consultant is available to sub for any or all of the shifts, you will need to create new schedules for the appointments they are subbing for.

1. **Go to the Create New Schedules** page. Click the **Schedules** button on the menu bar at the top of the screen and select the **Create New Schedules** option from the drop-down menu.

2. **Select the name of the new consultant** from the drop-down menu in the Consultant field.

Use military time for start times after 12:59 p.m. At Nicholson, this is typically 1:30, 2:15, 3:00, 3:45, and 4:30, so 1:30 = 13:30, 2:15 = 14:15, and so on.

3. **Enter the start time** for the new schedule.

4. **Select the purpose for the schedule** from the drop-down menu labeled **for**. For Nicholson schedules, keep the default purpose of **By-appt**.

5. **Select the location for the schedule** from the drop-down menu labeled **in**. For Nicholson schedules, keep the default location of **Nicholson**.

The screenshot shows the 'Create schedule' page with the following details:

- Header:** Katie L., Admin, Visits, Schedules, Staff, Logout. Date: Wednesday, September 18th 2019 - Fall 2019.
- Section: Time & consultant**
 - Add a consultant:** Consultant 2 selected.
 - Add a time slot:** Duration: 45 mins @ 3 for 4 in 5. Project: [empty]. Remote only: unchecked.
 - Show Reservation Options:** Available days: All days, Monday, Tuesday, Wednesday, Thursday, Friday.
- Calendar View:** Months: September, October, November, December. Days of the week are listed above each month grid. The month grids show dates from 1 to 30 for each respective month.
- Note Section:** A yellow note box contains the word "note". Buttons: Remove note, Create schedule.

If you are creating more than one schedule slot on the same day, add multiple schedule slots at a time by clicking the blue **Add a time slot** hyperlink at the top of the page and entering the correct information in the fields below.

Create schedule Thursday, October 24th 2013 - Summer 2015 [+ Add a time group](#)

Time & consultant

Add a consultant	Add a time slot	Remove this group
Rose Miron	45 mins @ 11:15 for By-appt in Nicholson project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	
	45 mins @ [] for [] in [] project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	

[Show Reservation Options](#)

6. Set the date for the new schedule. Select the correct date from the calendar (see below).
7. Add a note so other staff members will know why the new schedule was created.
8. Click Create Schedule at the bottom of the page to finalize the changes.

Create schedule Monday, November 25th 2013 - Summer 2015 [+ Add a time group](#)

Time & consultant

Add a consultant	Add a time slot	Remove this group
Rose Miron	45 mins @ 11:15 for By-appt in Nicholson project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	
	45 mins @ 12:00 for Reading in Online project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	
	45 mins @ 13:30 for Chat in Online project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	
	45 mins @ 12:45 for By-appt in Nicholson project: Observation <input type="checkbox"/> Remote only	X
	Reserved for:	

[Show Reservation Options](#)

Fall 2013 [All days](#) [Sunday](#) [Monday](#) [Tuesday](#) [Wednesday](#) [Thursday](#) [Friday](#)

September							October							November							December						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	6	7	8	9	10	11	12	3	4	5	6	7	8	9	1	2	3	4	5	6	7
8	9	10	11	12	13	14	13	14	15	16	17	18	19	10	11	12	13	14	15	16	8	9	10	11	12	13	14
15	16	17	18	19	20	21	20	21	22	23	24	25	26	17	18	19	20	21	22	23	15	16	17	18	19	20	21
22	23	24	25	26	27	28	27	28	29	30	31			24	25	26	27	28	29	30	22	23	24	25	26	27	28
29	30																				29	30	31				

Note

subbing for Zack

7

8 [Create schedule](#)

APPENDIX A: STUDENT WRITING SUPPORT FAQ

QUESTIONS ABOUT SWS

What do you do here?

Student Writing Support is here to help students become better writers. This means that our consultants will

- Help you get started on an assignment
- Discuss concerns about structure and organization
- Address questions about clarity in your writing
- Model revision and editing strategies
- Teach you how to proofread
- Direct you to other writing resources
- Provide you an opportunity to reflect on the session

Our consultants will not

- Proofread your paper for you
- Write your paper, or tell you what to write
- Tell you what your instructor wants
- Evaluate or guarantee a grade for your paper

Can somebody edit/proofread/correct my paper?

Because a wide range of feedback on writing is often described in school and business settings with the words “proofreading,” “editing,” or “correcting,” writers often use these words for a variety of purposes. They may indeed want line-by-line proofreading or editing, or they may want someone to give them feedback on the clarity and organization of what they’ve written. So, we’ve found it best to say “yes,” then say what it is that we do. You could say something like,

“Sure thing. Consultants will offer feedback on the clarity and organization of your writing; if you like, they will also work with you on specific grammar-related questions to teach you how to edit/proofread/correct more of your own writing. Is that the kind of thing you’re looking for?”

If the writer says “yes,” then, great! Make them an appointment.

If the writer clearly wants line-by-line proofreading or editing services, give them this card from the Attendant desk:

If you would like to hire an editor or proofreader, you can send a “want ad” with your name and contact information to the following addresses:

- to send to the Writing Studies Editing Listserv, email Barb Horvath (horva003@umn.edu). She will forward your request.
- to send to English graduate students, email your request directly to ENGRAD-L@lists.umn.edu.

You and the editor will negotiate prices and process. The Center for Writing is not affiliated in any way with private editing/proofreading services, including those provided by Writing Studies or English.

Could I have someone read over my 20-page research paper?

Yes, but we can't do it all in one session. Because the sessions are only 40 minutes long, it is not feasible to read a paper that long and have time to offer any kind of constructive feedback—around 8 pages is what can typically be worked on in that timeframe. (However, encourage the writer to schedule multiple appointments and try for walk-ins.)

Can I drop off my paper in advance for my consultant to read?

No; our sessions are collaborative, so they require a conversation between a writer and a consultant. Therefore, you cannot drop off a paper and leave; the consultant will need to ask you questions in order to ensure your goals are being met.

Can I make future appointments?

Yes; all writers have priority for 2 visits per week (with the possibility of additional walk-in visits after they've completed 2 in a week), and they can reserve appointments up to three weeks in advance. We encourage writers to schedule consistent, on-going appointments with one or two consultants on a weekly or an every other-week basis.

Pro tip that's handy during busy times of year: Every morning at 12:00 am, the three-week window opens for a new day. So, if writers log in to mySWS at 12:00 am on, say, a Wednesday, they should be able to find appointments for the Wednesday that is three weeks away.

Can I get proof that I was here?

Student Writing Support does not verify or discuss a session with instructors. However, writers are free to discuss their sessions with their own instructors.

- All writers are welcome to take a yellow Reflection Form (available on the bookshelves in the SWS library) or download it off of our website (direct link to the form is available on the back of our “getting the most from student writing support” sheets under “student privacy”). These forms can be used for the writer to reflect on what they did in the consulting session; some instructors may accept the writer’s reflections as documentation for extra credit.
- In addition, writers can log in to mySWS and print out their visit history to show their instructors. However, no one at the Center can sign a reflection form or in any other way give proof of a visit.
- If instructors require verification, please direct them (or ask the writer to direct the instructor) to writing.umn.edu/sws/instructors.html, where they will find an explanation of our privacy policy.
- Some instructors require their students to use the center, which conflicts with our philosophy as an elective service. If a writer tells you that they are here because of a course requirement (as opposed to extra credit, which is not technically a requirement), please get the course information and name of the instructor to pass along to Katie or Jasmine, who will contact that instructor. If the requirement is listed on the syllabus or assignment sheet, please make a copy to give to Katie.

Does SWS have any resources I can use to help me write besides seeing a consultant?

There are quicktip handouts in the tall black rack facing the computer lab; you are welcome to take these handouts with you, and they can also be downloaded at writing.umn.edu/sws/quickhelp. From the same page, the links on the left lead to sources that we think are “the best of the web.” We also have several writing books and resources on the bookcase that writers can use while in SWS, but none that is available for checkout.

ABOUT SWS APPOINTMENTS

What if I am going to be a few minutes late for my session that begins at 12:00 because my class in a nearby building gets out at 12:05?

Try to find a time that accommodates both schedules. If that doesn't work and if the class is truly close and the writer will arrive within 5–10 minutes after the start time, and understands that their appointment will be shortened, leave a post-it note for the attendant on duty during the time that the writer will be late.

I have an appointment in Nicholson on (date x), but I'm not as far along as I thought I'd be. Could I cancel it, please?

Remind the person that we can work with any writer regardless of how much they have completed—and if they're feeling stuck, we can try to help them get un-stuck in our meeting. If they still do not want to come in, cancel the appointment.

How can I sign up for an online appointment?

Go to our website and log in to mySWS using your x500 and password to schedule an appointment. You will need to provide details on the assignment's instructions and concerns that you have. Additionally, make sure you know your personal calendar for scheduling the online chat follow-up. If you've written notes or a draft already, you will need a Word or text file of your document. If you find a time that works, follow the steps provided to sign up.

I don't have a draft of my paper, but can I still sign up for an online appointment?

Yes. The session is divided into two parts: in the first part, a consultant reads and responds to the paper and your questions, and the second part is the chat. When you sign up for your chat, you will learn when the consultant is scheduled to read your paper. As long as you submit an outline or partial draft at least 1000 characters long (excluding spaces) no later than two hours before the time when the consultant is scheduled to read your paper, you can go ahead and reserve an online spot. If you do not think you will be able to submit even some very rough text by that time, then a walk-in or face-to-face visit is probably a better option for you.

I have a chat scheduled for later today, and I want to cancel it. Can you help me?

Find the writer's appointment in the database, and notice the status of the Reading visit.

- If the reading **has not yet** been completed, you can go ahead and cancel or reschedule the chat; the reading will automatically be cancelled or rescheduled as well.
- If the reading **has already** been completed, it is no longer possible to cancel or reschedule the chat. The writer needs to keep the chat appointment, and if they don't, they will be no-showed by the SWS.online consultant. If the writer has questions or concerns about this policy, please invite them to contact Co-Director Jasmine Tang (jkt@umn.edu; 612.625.1541), who leads SWS.online. Jasmine will address their questions and concerns.

ABOUT CAMPUS RESOURCES

Where is there a copy machine that I can use?

The printing service at Coffman has coin-operated copy machines for public use. All of the libraries also have copy machines; Walter Library is the closest library to SWS. We do not have a copy machine for public use.

Where is there a fax machine I can use?

The Campus Copy centers will send faxes for a fee. On the East Bank, one is located in the basement of

Coffman.

Where is there a phone I can use?

If you want to call an on-campus number, you can use a campus phone, which you'll find in any classroom with technology in it (like a projector). If room 12 (across the hall) is in use, try other classrooms in Nicholson or in Jones Hall, across the street. Campus phones only work to call other campus numbers.

Where is there a microwave I can use?

In the basement of Folwell Hall, next to the vending machines.

Can I pay for my print copies with cash?

No. We only accept payment from a UCard or Gopher Gold card.

Where can I add money to my UCard?

The nearest Gopher Gold cash-to-card machines are in Walter Library (basement and second floor), and Coffman Union (basement and U Card office). For a \$2.00 fee, people can also add money to their Gopher Gold account at www.gophergold.umn.edu/. (They can find this URL on the yellow sign on every lab computer.)

Are there any other writing centers on campus I can use (if Nicholson is booked)?

Student Writing Support is the only writing center on campus; however, we have several locations. There is SWS.online, as well as SWS–Appleby in 9 Appleby Hall; the same consultants work at all locations of SWS, and all locations serve undergraduate and graduate students. (Encourage writers to keep checking mySWS for newly opened spots or to get on the waitlist to try to take the appointment of a “no-show.”)

In addition to Student Writing Support, three other resources [all listed on the back of the purple sheet at the front desk] offer support to student writers:

- The SMART Learning Commons
- The Multicultural Center for Academic English
- (For international students who are English Language Learners) Student English Language Support (SELS), across the hall in 20 Nicholson.

OTHER QUESTIONS

Is there a lost and found?

Items left behind in the computer lab or consulting areas are stored in the drawer labeled “Lost and Found” behind the attendant desk. The rest of the building does not have an official Lost and Found, but some people have luck checking in the department offices on each floor.

The soda machine just ate my money. What can I do?

Email vending@umn.edu. Your message will go to a University employee who will respond quickly.

I'd like to apply to be a consultant at the Center for Writing. What do I do?

Please tell interested people that...

- we hire in spring for the following fall, depending on the Center's needs;
- we post any openings on the university's Employment website, usually in February—we link to it from writing.umn.edu/home/jobs.html; and
- Katie and Jasmine email all our clients when we are hiring, so another way they can get notified about the job posting (and learn more about what SWS does!) is to have an SWS consultation.

APPENDIX B: BASIC COMPUTER TROUBLESHOOTING

Whenever you help someone in the lab, be sure to keep a literal hands-off approach: users should do all the typing, selecting, and flash-drive handling themselves. This will not only permit them to learn, but it will also free you of any responsibility for horrifying data loss or other errors.

Before you ask a techie or Katie for help, try using the Help menus and Google to see if there is a solution to the problem.

SYSTEM-RELATED QUESTIONS

I've typed in my username and password, but I can't log in to the machine. What's happening?

Go to the user login page and be sure that the user hasn't inadvertently put an extra space before their username—this often happens when people use the space bar to “wake up” the machine. If that doesn't work, they could try another machine. And if that still doesn't help, they will probably need to call 1-HELP (612.301.4357).

I can't get online. What's going on?

This is most likely a network problem, which is beyond our control. Call 1-HELP, which will tell about any current outages. Depending on your access to web browsers, you can also find outage information at <umnprd.service-now.com/sysstatus/>.

If there are no current outages, advise the person to first try moving to a different computer within the lab; this may or may not make a difference.

If it still doesn't work, offer the person some alternative computer lab locations (e.g., the computer labs in Walter or 135 Jones) and begin troubleshooting the machine yourself.

Where can I plug in my flash drive or other USB device?

There are USB ports on the keyboard and on the back right-hand side of the computer (back works best).

How do I open a file from my flash drive?

Double-clicking on the file should automatically open the file with the associated application (e.g., a document with Word), or you can open it from the application by going to menu File -> Open.

My computer is frozen. How do I fix it?

Try a Force Quit by pressing command-Option-Esc (hold command and Option before hitting Esc) and then choosing a program—recognizing that it's possible that not all of what's been written will be recovered.

If the computer is not responding to Force Quit, you can turn it off by holding down the power button until it turns off (about 4–5 seconds).

If the power button doesn't help, you can unplug the power cable.

When you reboot the program or the machine, some of the work may be automatically Recovered—but there's no guarantee (see below).

How do I recover a document after the computer freezes?

The program tends to know that it crashed on a particular document. When you reopen the program, it usually will generate a pop-up that mentions autorecovered material. Accept or open that autorecovered material; it may not have everything, but it should at least have what was in the last periodic save before the machine crashed. If you do not receive a message about autorecovered material, the document is probably lost.

What if my document won't print?

There could be many reasons for this, and therefore many possible solutions...

- If an item did not print, first go to the user's computer and make sure they both entered their X500 and clicked on **Print** within the print box that pops up when printing. Sometimes it's hard to find the pop-up print box; the user may need to move some windows around.
- If this is not the problem, check the print release station to see if the user has swiped their card and released the correct print job. Check the printer to see that it has paper and is functioning properly. The printer should say "processing job" when a document has successfully been transmitted from the print release station to the printer.
- If that's still not the problem, try printing using the pull-down menu (rather than the little print icon). And if *that* doesn't work, try using "print using system dialog" or "print as PDF."
- If the printer itself seems to be the problem, try turning it off, waiting 30 seconds, then turning it back on. At that point, the user may need to re-send their print job.

Last but not least, if you're still stuck on the problem, ask a techie or Katie for help.

MICROSOFT WORD QUESTIONS

I can't find my file after I put my flash drive in. Where is it?

Sometimes a lab user will save a file and it will not appear on their flashdrive or the desktop. You can search for the file by name. Go to the system's **File** menu (not Word's File menu) and select **Find**.

How do I save a Word document as a PDF file?

You save PDF files from Word as though you were printing your document to this new file. The Adobe PDF tool is listed as a printer, so you should follow the steps you normally would to print your document, clicking **File -> Print**. Once the print dialogue box pops up, make sure you select the **save as PDF** button. After selecting this option and clicking **Print**, you should be asked where you want to save your new PDF document.

What if I can't open my document?

If the file is from a word processing program, Word should be able to open it. You may have to use the "import" option from the file menu.

If Word still can't open a file, it might be able to be salvaged in a text editor like Notepad or Simpletext:

1. Open the file in the text editor and remove the nonsense characters. Then cut and paste the document to Google docs or a word processing program.
2. Advise writers to save in text or rich-text format to avoid this problem.

A good tip to give a writer opening a Windows-saved document on a Mac is to open Word on the Mac first, then open the document from the disk from within Word. This sometimes helps the problem of opening the document.

PRINTING QUESTIONS

What if I don't know how much money I have in my Gopher Gold account?

You can check by swiping your card at the Print Release Station.

What if I don't have enough money?

You can add money to your card in two ways:

- For no fee, at machines around campus (the closest to us are in Walter Library, basement and 2nd floor)
- For a \$2.00 fee, online at gophergold.umn.edu

Can I pay with cash?

Sorry, no. We cannot accept cash. If you are feeling brave, you might see if anyone in the lab will accept cash for the use of their card.

Where is my print job? I don't see it in the queue.

Someone may have deleted it accidentally when they meant to delete their own job. Try sending it again.

The print station says "using offline balance." What does that mean?

Sometimes the billing system goes down. For those situations, the Gopher Gold office has provided all students with what they call an "offline balance" of \$2.00. That's what will get charged when you print during times when the system is down.

How do I print from my laptop?

You will need to download a printer driver (for free). Instructions are on yellow pieces of paper taped to any lab table without a desktop machine, and at writing.umn.edu/sws/print.html. Once you download the driver, select "Waldorf" for your printer.

The printer isn't printing. What should I do?

The first and often best solution to a technical difficulty with the printers is to turn them off, wait 30 seconds, and then turn them on again.

The printer messed my paper up. Can I re-print this page for free?

Occasionally, we will want to print something for free—usually because something has happened to the print job that is not the fault of the client (e.g., spotty toner or wrinkled paper).

To print a job for free, use one of the flash drives in the Lab Supplies drawer behind the attendant desk. Lab users should put the file they want to print on the flash drive and remove the drive from the lab computer themselves; you can then take the flash drive to the Attendant computer and print from there.

APPENDIX C: CENTER FOR WRITING LIBRARY

Books located in the library in 10 Nicholson Hall (as opposed to those in room 15, where SWS is) are available to be checked out. C4W staff can check out and check in books for themselves or their guests. Attendants also have the responsibility of checking books in and out and putting returned books on Jasmine's Nicholson desk at the entrance to room 10 (she will shelve them). Any member of the University community can borrow books.

Note: the books located in 15 Nicholson are intended for in-Center use only and **cannot** be checked out. SWS clients are encouraged to use them on-site, however.

CHECKING BOOKS OUT

The Center uses LibraryThing, an online cataloging system.

1. Go to www.librarything.com
2. Login with the username **umn_c4w** and password **c4wbooks**
3. In the text box next to the **Search your books** button, type in the title or author of the book, then click the button. A results page will appear:

The screenshot shows a search results page for 'vicinus'. The search bar contains 'Search: vicinus [x]'. Below it is a table with columns: Author, Other authors, Title, Publication, and Tags. One result is shown: 'Vicinus, Martha' (Author), 'Eisner, Caroline (Editor)' (Other authors), 'Originality, Imitation, and Plagiarism: Teaching Writing in the Digital Age' (Title), 'University of Michigan Press (2008), Paperback, 280 pages' (Publication), and 'Higher Education Pedagogy and Research, checked in' (Tags). A callout bubble points to the 'Tags' column with the text: 'This is the Tags section where you should double-click.'

Author	Other authors	Title	Publication	Tags
Vicinus, Martha	Eisner, Caroline (Editor)	Originality, Imitation, and Plagiarism: Teaching Writing in the Digital Age	University of Michigan Press (2008), Paperback, 280 pages	Higher Education Pedagogy and Research, checked in

- Make sure you've found the right copy if there are multiple copies of the book. (The label on the book and the tag in LibraryThing will have copy numbers for books with more than one copy in our library.)
4. Double-click in the **Tags** section (see picture, above). Note: books that **cannot** be checked out will have "non-circulating" in the tag.
 5. In the tags section, do the following:
 - a. In all cases: Edit the "checked in" section of the tag to this format: **checked out to [borrower's name]**
 - b. For non-Center people, add email address and checked-out date.
 - c. Please do not use commas to divide each piece of check-out information.
For example: **checked out to Bert Blyleven circleme@umn.edu 9 February 2010**
 6. Click **Save**.

CHECKING BOOKS IN

1. Follow steps 1–4, above.
2. In the tags section, do the following:
 - a. Edit the **checked out to [borrower's name] [email] [date]** section of the tag to **checked in**
 - b. Put the book on Jasmine's Nicholson desk with a note stating that it is for reshelfing

C4W LIBRARY FAQS

Q. When we're checking a book out for someone, by when should we ask that it be returned?

- A. All books are due by the end of the semester.

Q. Where can people can read and peruse books, including non-circulating ones?

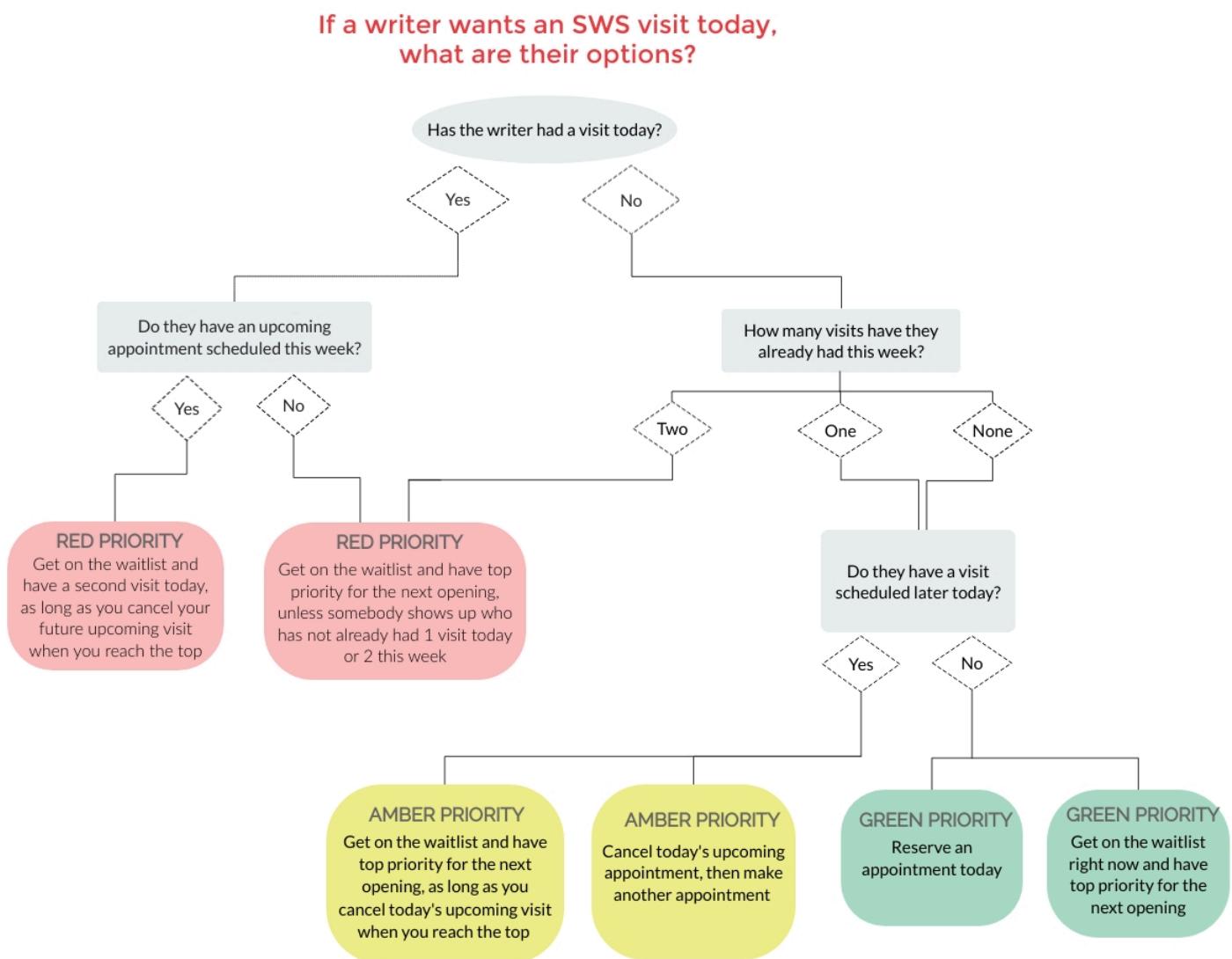
- A. The conference table in 10 Nicholson (if it has not been reserved in calendar-book below the whiteboard) or the turret reading area in 15 Nicholson are available for reading during our open hours.

Q. Can visitors to the Center use the copy machine to photocopy chapters of books?

- A. Unfortunately, no. We do not have a budget that can support public photocopying.

APPENDIX D: PRIORITY STATUS FLOWCHARTS

The diagrams here and on page 48 illustrate a writer's options for a visit today or a visit later in the week, depending on their past and upcoming visits. As an attendant, you typically don't need to worry about what options are available to a student because the database will lead you through the available visit options. However, it may be helpful to know how priority status works so you can explain it to any writers with questions on why their status constrains their options for a visit.



If a writer wants an SWS visit later in the week, what are their options?

