

# **SWS.online Appointments**

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# Chapter 1. What is an SWS.online appointment?

Learn what happens in an SWS.online appointment.

Like our face-to-face consultations, online appointments are collaborative, student-centered conversations about writing. Unlike appointments in Nicholson, where consultants read and discuss your paper when you arrive, SWS.online consultations involve three parts:

1. In mySWS, you will make an appointment for an online chat and will provide your writing and your specific questions.
2. Ninety minutes before your online chat, a writing consultant will read and respond to your document.
3. Forty-five minutes before your online chat, you will be able to read the comments on mySWS.
4. You and the consultant will discuss your document in a 40-minute online chat.

In this collaborative online conversation, you and the consultant can address your questions and concerns, talk through revisions, and strategize about what to do next.

# Chapter 2. SWS.online Appointment Instructions

Schedule and successfully complete an SWS.online appointment.

## Make an SWS.online appointment

Learn how to successfully make an SWS.online appointment.

To make an SWS.online appointment, you will need:

- a UMN email account
- DUO authentication
- your class and work calendar for scheduling the online chat
- a digital version of your document
- your specific questions and concerns for the consultant to focus on

SWS.online appointments can only be made through mySWS.com.


1. Go to [mySWS](#).
2. From the menu at the top of the page, select Make an SWS.online Appointment.
3. Select a consultation time and date from the list of available consultation slots.
4. Enter the name of the course you are writing for in the available box, or select Not For Credit.
5. Indicate research consent in the provided box.
6. Select Create Visit to finalize your appointment.

Upload your document 3.5 to 1.5 hours before your consultation, then enter the consultation at the appointment time.

## Submit your Document

Learn how to submit your document using my.SWS.

You must submit your document between 1.5 to 3.5 hours before your scheduled appointment, depending on when you scheduled it. This allows the consultant to read and respond to your work. You will receive an email with information on what time you must submit it by and how to submit it using mySWS after scheduling your appointment.

 **Note:** Your appointment will be cancelled if you do not submit your document before the required time. Our consultants are happy to work on outlines, brainstorming, and drafts at any stage, so submit whatever you have.

1. Sign in to your UMN email.
  2. Sign in to [mySWS](#).
  3. At the top of your mySWS page, click the Access My Visits tab.
  4. Click on the appointment you made.
  5. Scroll to the bottom of the page and select Go to Google Document.
  6. Copy/paste your text into the document that opened in your mySWS window.
- [Check for consultant feedback \(on page 3\)](#) 45 minutes before the appointment.
  - [Join the consultation \(on page 3\)](#) at the appointment time.

## Join the Consultation

Learn how to join an online consultation.

- [Submit your document \(on page 2\)](#) on mySWS 1.5 to 3.5 hours before the appointment time.
- Gather materials you can use to help the consultant understand the context of your writing project and focus on your questions and concerns, including:
  - the assignment sheet
  - the syllabus
  - in-class notes
  - previous drafts or feedback on your writing
  - class readings
- Ensure that you are logged in to a UMN email account and have access to DUO authentication methods, if needed.

An online appointment includes an online chat at your appointment time, when both you and the consultant will edit your document and chat via mySWS. However, your consultant will provide feedback before the appointment as well, which you may review and act on before the appointment time.

1. About 45 minutes before your appointment, log in to your UMN email account and open your most recent email from SWS.
2. Following the instructions in the email, use the link to the [Access my Visits](#) page to read your consultant's feedback.  
Review your consultant's comments and questions before the appointment. You may begin revising your document based on this feedback before the chat.
3. Between 5 and 10 minutes before your appointment time, select Enter Chat for the appropriate appointment.
4. Wait in mySWS for your consultant to join you at the appointment time.

5. Use the chat window in the new page to communicate with your consultant for up to 40 minutes.

Both you and the consultant may edit the document during the chat through the editing window on the same page. All changes to your document will be stored in the document version on Google Docs.

To download a transcript of your chat and edited document, go to [Access my Visits](#), select your appointment, and then click Display/Download Chat Archive in the Visit Actions window on that page.