Writing Center sign-up policies

To both ensure responsible use of the Writing Center and increase opportunities for more students to use the Center’s services, please be aware of the following policies:

1) **Two 30 minute appointments per week:** Appointments may be scheduled back-to-back (1 hour) or as two separate, 30-minute sessions with any of our writing consultants over the course of a week (Mon-Sun).

2) Sessions last **25 minutes** (for 30-minute appointments) and **50 minutes** (for 1-hour appointments) to allow consultants time to complete mandatory session records and refresh between sessions.

3) If you cannot make your session or know you’ll be more than 10 minutes late, as soon as possible, please call 212-851-2232 (daytime) and/or email swwrite@columbia.edu (daytime/evening). Students who arrive more than 10 minutes late for a session risk being marked as a no-show and/or losing the session.

4) Students are allowed **one no-show per semester:** upon the second no-show, the scheduler blocks student access for the duration of the semester, and all future appointments a student has made for the semester are deleted. Students with disabled accounts may still use the Center on a walk-in basis when appointments are free. You may reactivate a disabled account by meeting with director Adam Pellegrini.

5) The system automatically blocks a student’s ability to cancel an appointment within **three hours** of the scheduled time. Canceling appointments as much in advance as possible is most appreciated as it frees the time up for other students.

6) Regarding use of the Writing Center for group papers, the student whose name appears on the schedule calendar for a given appointment must be present at that appointment, as that student’s writing will be addressed; other members of the group are welcome to attend such a session as well.

7) In all cases, the student who makes an appointment must be the student who appears at the appointed time. One student may not trade his or her time for the time of another student.
Instructions for scheduling appointments at the Writing Center

1) At the Writing Center’s home page, click on the line that reads **“Make an Appointment”**

2) The **first** time you use the new system, click on the line that reads **“Click here to register,”** which is just above the **“Email Address”** box.

3) Enter your information on this page. Note that you **must** use your full Columbia email address (…@columbia.edu). Click on **“Register.”**

4) Check your Columbia email for an activation notice. Follow the link in the email to activate your account. Once you’ve done this, you will have access to the scheduler.

5) At the Log-in page, enter your Columbia e-mail address and password. Then, click the **“Log In”** button, and you will proceed directly to the calendar page of the scheduler.

**To make a new reservation…**

1) Choose a date and time, and click on the white rectangular space to make a reservation. Once you do this, a pop-up window will appear.

2) Fill out the form. Use the **“Time:”** pull down menu to adjust for a 60 minute session. Fill in the **“Course:,” “Instructor:,” and “What do you want to work on during your visit?”** spaces to make the consultant aware of your agenda. Finally, click **“Save Appointment”** at bottom of the screen.

3) Your appointment has now been reserved. You will receive an immediate confirmation e-mail.

**To modify or cancel an existing reservation…**

After logging in, click on the scheduled appointment, and either adjust the time in the pull down menu and click on **Save Changes** or click on **“Cancel this Appointment.”**

**To put yourself on the waiting list…**

Each day’s schedule shows a **“clock”** icon just to the left of the day’s date (on the left side of the screen). Clicking on that clock icon will bring up an **“Add to Waiting List”** window. Either click on the line **“Add to Waiting List”** at the bottom of the window to be notified via email when an opening for that day appears or enter your cell phone number and then click on **“Add to Waiting List”** for notification by text message. Those on the list will receive an immediate email or text message when someone cancels an appointment for that day. The message will state the time of the opening. At that point, the first student who is able to log-in and sign-up for the session will get it.