

CUSSW Writing Center sign-up system policies and instructions

To both insure responsible use of the Writing Center and increase opportunities for more students to use the Center's services, the system includes two limits: (1) two 30 minute sessions per week—sessions may be either back-to-back or two 30 minute sessions scheduled on different days, at different times, and with different consultants, and (2) a restriction that counts either a missed session or an attempt to cancel a session within **5 hours** of its scheduled time as a **no-show**. Upon the **third** such no-show, all future appointments a student has made for the semester will be canceled, and s/he will be restricted to using the Center on a walk-in basis for the remainder of the semester.

To make an appointment at the Writing Center:

1. Go to the Writing Center's home page and follow the instructions that state: **CLICK HERE TO MAKE AN APPOINTMENT** (<http://www.columbia.edu/cu/ssw/write>)
2. The **first** time you use the system, you must register. Click on "**click here**" in the line that reads "**If this is your first visit, click here to register for an account.**"
3. Enter your information on this page. Please note that you **must** use your full Columbia email address and a **four** character password (any combination of letters and numbers). When finished, click on "**Register**" and you will be taken back to the log-in page.
4. Enter your Columbia email address (...@columbia.edu) and your password, and then click on **log-in**. You'll be taken to the current week's calendar.

To make a new reservation:

1. Find the date and time for which you want to make an appointment. If you wish to make an appointment in some future week, notice the options at the bottom of the page: "<< Prev Week", "Jump To Current Week", and "Next Week >>". When you find the date and time you want, click on the **white** (open) space below the time that you want to reserve and across from the consultant with whom you want to work: a "**New Appointment**" form will pop up.
2. Fill out the form. The default length of time for a session is 30 minutes. If you wish a one hour appointment, rather than clicking on two distinct sessions in a row (e.g., 5:30 to 6:00 and 6:00 to 6:30), use the **Start** and **End** time functions in the pull down window to set the time. Not doing this will mean two cancellations against you if you need to cancel the "two" back-to-back appointments within 5 hours of their scheduled time. Fill in the boxes for "**Instructor**", "**Course**" and "**What do you want to work on during your visit**". Click on "**Save Appointment**".
3. Your appointment has now been reserved. You will receive an immediate confirmation e-mail.

To cancel or modify an existing reservation:

1. After logging in, click on "**Go to the Control Panel**" link near the top left of the screen.
2. Your current appointments are listed near the top of the screen. Click "**Modify**" or "**Cancel**" to the right of the appointment that you want to modify or delete. Then, follow the onscreen instructions to complete your change.