Online Services Available from the Writing and Learning Commons

The Writing and Learning Commons provides the following services. Virtual appointments are available. For virtual appointments tutors will conduct sessions via Zoom, so please be sure you have a reliable internet connection and a quiet place to work from.

- Course tutoring
- Academic skills consultations
- Writing tutoring
- Spanish conversation assistance

How to Make an Appointment with a WaLC Tutor

1. Go to http://navigate.wcu.edu and sign in with your Catamount email username and password.
2. On the right-hand side of your Navigate homepage, click “Get Assistance.”
3. In the first drop-down menu (“What type of appointment would you like to schedule?”), select “Tutoring.”
4. In the second drop-down menu (“Service”), select either academic skills consultation, course-based tutoring, writing tutoring, or Spanish conversation assistance.
5. In the third drop-down menu (“Pick a date”), select the date from the calendar that you wish to schedule your appointment.
   a. Please note that all writing tutoring appointments must be scheduled at least 12 hours in advance except for designated drop-in times.
6. Click “Find Available Time”. A list of available tutors will appear with their location listed under their name. Tutors with virtual availabilities will be listed as ‘Online Tutoring’, while tutors with face-to-face availabilities will be listed as ‘Writing and Learning Commons, Belk 207’.
7. Click the name of the course you need tutoring for underneath the tutor’s name to display available times. For writing tutoring, the available times will display automatically.
7. If you have a specific tutor you prefer to see, you can enter their name or select it from the drop-down menu at the bottom left of the screen.

8. Select the time you want to schedule your appointment for to see the appointment details and to confirm.
9. Enter any comments you have for the tutor and your phone number if you wish to receive a text reminder.
   a. **IMPORTANT**: Leave a comment for your tutor to let them know what you would like to discuss in your appointment. This will help to ensure that your tutor is prepared and that your time is spent efficiently.

10. Click “Schedule”.

11. Once your appointment is scheduled, you will receive a confirmation email with your appointment details and the Zoom link for your appointment.

*Please Note:

- If you are scheduling a 30-minute appointment for Spanish conversation assistance or an academic skills consultation, you may schedule two back-to-back appointments to receive a full hour of help.
- Students are limited to no more than 1 hour of assistance at a time.
Cancel an Upcoming Appointment

1. Go to [http://navigate.wcu.edu](http://navigate.wcu.edu) and sign in with your Catamount email username and password.
2. On the right hand side of the screen, find the “Upcoming Appointments” box.

3. Click on the appointment you wish to cancel.
4. Click “Cancel Appointment” in the lower left-hand corner of the details box that pops up.

5. In the drop-down menu under “Reason,” select “Student Cancelled.”
6. Leave a comment explaining why you are cancelling the appointment.
7. Click “Mark as Cancelled” to cancel the appointment.