

DWOC Studio Guide for Graduate Student Appointments

The DWOC offers two types of support for graduate students:

- **Online-only, synchronous assistance from a graduate-level consultant.** This is helpful for longer appointments and more advanced concerns. Graduate consultations are available year-round.
- **Online, synchronous or in-person help from undergraduate consultants** at our physical location in KHIC. Undergraduates can be help with general writing concerns such as organization, grammar and citation in styles commonly used by undergraduates, such as APA or MLA. They can also assist with designing, planning and practicing multimedia presentations. Undergraduate consultants are available during the fall and spring semesters.

How to Make an Online Appointment with the Graduate Consultant

Appointments with the Graduate Consultant are arranged via email. **Requests must be made 24 hours in advance to ensure the availability of the consultant at the desired time of your appointment. The Graduate Consultant is generally available:**

Mondays 4-6pm

Fridays: 2-4pm




Contact the Graduate Consultant for additional availability.

1. To make an appointment with the Graduate Consultant, first, [ensure that you are registered with our appointment software, WCOOnline.](#)
2. Next, **send an email** with a description of what you would like to work on and a time you would like to meet to the Graduate Consultant, Dustin Marquis: marquidu@mountunion.edu.

Note: You should NOT make an appointment on our scheduling software. Instead, the graduate consultant will make an appointment for you.

3. Once the Graduate Consultant has confirmed the time and date of your meeting, you will receive a notice from WCOOnline that you have an appointment.

4. After the Graduate Consultant has confirmed your appointment, you may [log in to our appointment software](#) and find your appointment **highlighted in red on the “Graduate Consultant” line**. Click to begin your appointment.

Nov. 12: THURSDAY	9:00am	10:00am	11:00am	12:00pm
Consultant 1  Face-to-face or online				
Consultant 2  Face-to-face or online				
Graduate Consultant  Online appts. only				

Synchronous Consultations

Online appointments are synchronous, meaning that you have to be present during your appointment in order to receive help. You can choose to communicate using a webcam and microphone and/or a chat box. To make the most of your time, we ask that you import the text of your project prior your appointment.

Using a Webcam and Microphone

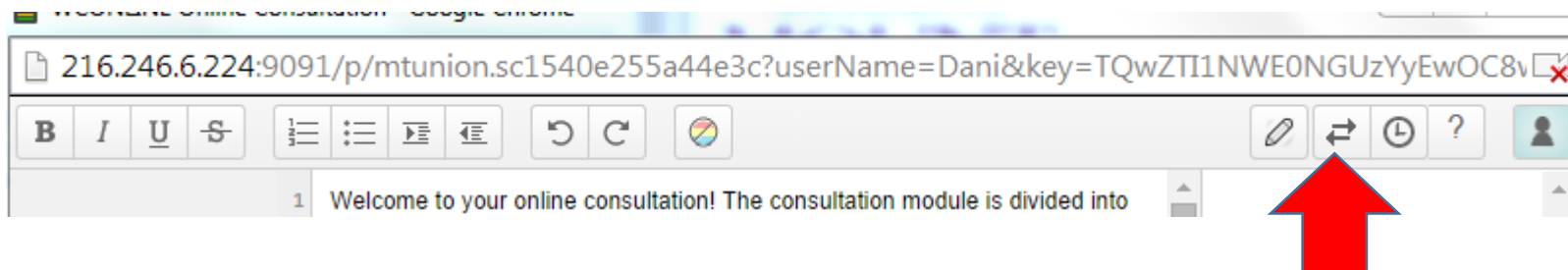
If you want to use your webcam and internal or external microphone to communicate with your consultant, it is a good idea to ensure both are working properly before your consultation. If you do not have a webcam and microphone, don't worry—you can use the embedded chat box to communicate with your consultant.

Join an appointment and import the text of your project

- 1) At any time before your appointment, you can import the text of your project. Go to the DWOC STUDIO website, click on “Appointments” and log in. Click on your appointment and click **“Start or Join Online Consultation.”**

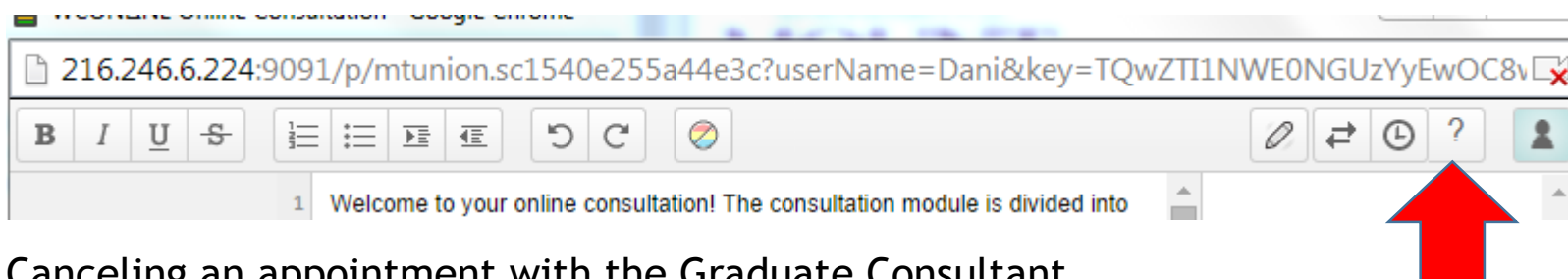
Time:	Monday, September 08: 6:00pm ▼ to 7:00pm ▼
Meet Online?	Yes - Meet Online ▼
Start or Join Online Consultation	

- 2) The online consultation interface will pop up. You will notice a toolbar at the top of the screen. To import the text of your project, click the horizontal arrow buttons below. You can import text from the following file formats: doc, .docx, .rtf, and .txt. When you import, you will see the text of your project appear in the main box. Alternatively, you can copy and paste your text into the workspace.



More Help with Online Consultations

For more information on online interface, [click the ? on the toolbar](#).



Canceling an appointment with the Graduate Consultant

If you need to cancel an appointment, please contact Dustin Marquis via email at marquidu@mountunion.edu. **Do NOT cancel your appointment online.**

How to Make an Online or Face-to-Face Appointment with Undergraduate Consultants

1. To make an appointment with an undergraduate consultant, go to the DWOC Studio [homepage](#), click “**Make an Appointment.**” Next, click **Register**, if you have never used our appointment software before.
2. Next, log in and click any of the available white spaces on the weekly schedule.

Sep. 9: TUESDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm
Consultant 1												
Consultant 2												
Face-to-face or online												

A red arrow points to the empty space in the 'Face-to-face or online' row at the 2:00pm slot.

3. Decide if you want an online or face-to-face appointment and **save your appointment.**

Time:	Monday, September 08: 6:00pm ▼ to 7:00pm ▼ <small>Created: Sep. 5, 2014 (6:13 pm) by Danielle Cordaro. Modified: Sep. 5, 2014 (6:13 pm).</small>
Client:	Danielle Cordaro cordarda@mountunion.edu
Meet Online?	Yes - Meet Online ▼ Start or Join Online Consultation

Canceling an appointment with undergraduate consultants

If you need to cancel an appointment, please do so as soon as possible so that someone else can have your old appointment time.

1. Log in to WOnline from the [DWOC Studio webpage](#) by clicking on "Make an Appointment."
2. Find your appointment which will appear yellow.

Sep. 8: MONDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm
Consultant 1											
Consultant 2 Face-to-face or online											

3. Click on your appointment and **scroll to the bottom of the appointment form.** Click "Cancel this Appointment."