How to schedule an appointment in MyWCOnline

WCOnline is an online scheduling system that allows ENC students to book writing consultations and tutoring sessions with Writing Coaches and Tutors from the Center for Academic Success.

Direct Link: [http://enc.mywconline.com](http://enc.mywconline.com)

CAS Website: [www.enc.edu/cas](http://www.enc.edu/cas)

Registering for an account:

In order to view and utilize the schedule you will need to register for an account on the MyWCOnline website. This account can be used for all the CAS services so please only register once.

Creating Your Account

The first time you use WCOnline, you will need to create an account, using your lions.enc.edu email address and your choice of password.

When registering you will be required to enter your academic classification, campus ID#, residential status, and major.

Your telephone number is optional; however this is helpful if we need to communicate with you regarding an appointment.

You may also sign-up for automatic text and email notifications.
When creating your account you will be required to use your @lions.enc.edu email address.

Please include your first and last name, academic classification, campus ID number, residential status, phone number, and major.

Your telephone number is optional; however, this is helpful if we need to communicate with you regarding an appointment.

You will need to create a password for your account. Please do not share this password with anyone.

This section allows you to setup your notifications settings. We recommend you allow the system to send you reminder emails.

You may also sign up for automated text notifications.

When finished, click the “Complete Registration” button to create your account. You will then be taken back to the login screen and can login.
Navigating the Schedules:

Now that you have an account, you can log into the system. You can select the schedule you would like to view near the bottom of this page. The system gives you the option to “stay logged in”. Please only do this on personal devices and not only public computers.

1. This selects the schedule. You can choose from Writing Support or Peer Tutoring.

2. Limit to: Allows you to select the Course/Tutor Specialty if available.

3. Day or Week. This allows you to select the Date or the current week to view on the schedule.

Color Coding in MyWCOnline

The system uses the following color coding system to show availability:

Dark Blue = Staff member is not available.

Light Blue = Staff member has an appointment

White = tutor is available for an appointment.

Gold = are your appointments in the system.

To make an appointment, click on a white square below and then fill out the appointment form.

To modify or cancel an existing appointment, click on the appointment below or select it from 'My Appointments' under the 'Welcome' menu.

COLOR LEGEND

- Open
- My Appts.
- Not Available
- Other Appts.
Making an Appointment

Once you have narrowed down your search to the week, schedule, and course you are looking for, click on a time that fits your schedule to make an appointment. Remember that white spaces are the available times.

You will be directed to an appointment form. Each service’s form is a little different, but make sure to fill out all sections marked with a red asterisk (*).

When scheduling an appointment, it defaults to a 30 minute time slot. If you want to schedule for a full hour, be sure to update the end time accordingly.

You will then need to fill in information about the course and assignment(s) you need help with. If you have specific assignments, it is helpful if you share the assignment and/or rubric with the tutor ahead of time.

In this section, you will need to include as much information about what you want to work on or what you are having difficulty with and what you have completed so far. This provides useful context to the writing coach as they prepare to work with you.

Before finally creating your appointment, you have the option to upload your assignment, rubric or other documents you wish to share with your writing coach.

When everything is complete, click on “Create Appointment”.
Waitlist:

If you cannot find an open appointment that fits your schedule, considering joining the waitlist. You can join the waitlist by clicking on the waitlist option under the schedule for the day you want an appointment.

This will bring up a short form where you can specify a resource you would like to work with and the times you would like notified if an appointment becomes available.

You will receive an email (and a text message if you have text messages enabled) informing you that an appointment has opened up for your desired times. This is only a notification and you must log in to the system and reserve this appointment for yourself.

Anyone who has signed up for the waitlist for the same slot has received the same notification you have, and they may reserve that time before you are able to. Receiving the waitlist notification does not guarantee you that appointment time.

Canceling your appointment:

If you are no longer able to make it to your appointment, it is important to go into MyWCOnline and cancel. You may do so by logging into the schedule, clicking on your appointment and click on the “Cancel Appointment” button.

If you are unable to access the schedule, you may call the Center for Academic Success at (617) 745-3771 to cancel your appointment.
Policies and Limits:

To ensure all students have access to the services provided by Academic Support Programs, please be aware of the following:

1) Each service provided by the Center for Academic Success has limits on how often you can use the service. These limits are explained at the top of every schedule.

2) If you cannot make your appointment as scheduled and cannot move it to a more convenient time, please cancel using the online system, calling us at (617) 745-3771, or stopping by the ground floor of Nease Library.

   Not doing so will result in your appointment being marked as a “no-show.” If you are marked as a “no show” more than once in a semester across all schedules and services, your account will be disabled. CAS will then contact you to discuss further options.

3) Using someone else’s email address or account to use CAS in excess of these limits or after your account has been disabled is prohibited. Doing so can result in your privileges for these resources being revoked.