



## How to make an online booking for a consultation or workshop with the Learning Centre

To begin, head on over to the Learning Centre web site at:

<http://www.usq.edu.au/learningcentre>

Now choose Consultations or Workshops from the top of the home:

### Support for current students

**Consultations** - Book a face-to-face, email or telephone consultation with Learning Advisors across each of our campuses.

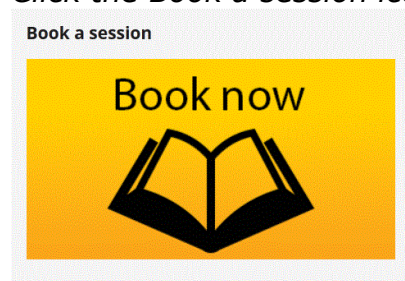
**Workshops** - The Learning Centre offers a number of face-to-face and online workshops for students.

**24/7 support** - Smarthinking is a 24/7 online service which offers support for writing and mathematics when you need it. [Read more](#) about Smarthinking

**Academic success planner** - The Academic success planner can help you get back on track with your studies. [Read more](#) about the Academic Success Planner

OR

Click the Book a session icon at the bottom of the home page:



You will be taken off to the Consultations or Workshop pages. Click the Book Now button to begin making a booking

# Bookings are essential

The Learning Centre uses an online booking system, for both workshops and consultations, to help you to manage your appointments. It is intuitive and simple to use. All you will need to know is the code for the course you are seeking support at time of booking: get this code from the course StudyDesk.

Please book early to allow sufficient time after the consultation for completion of your assignment before its due date.

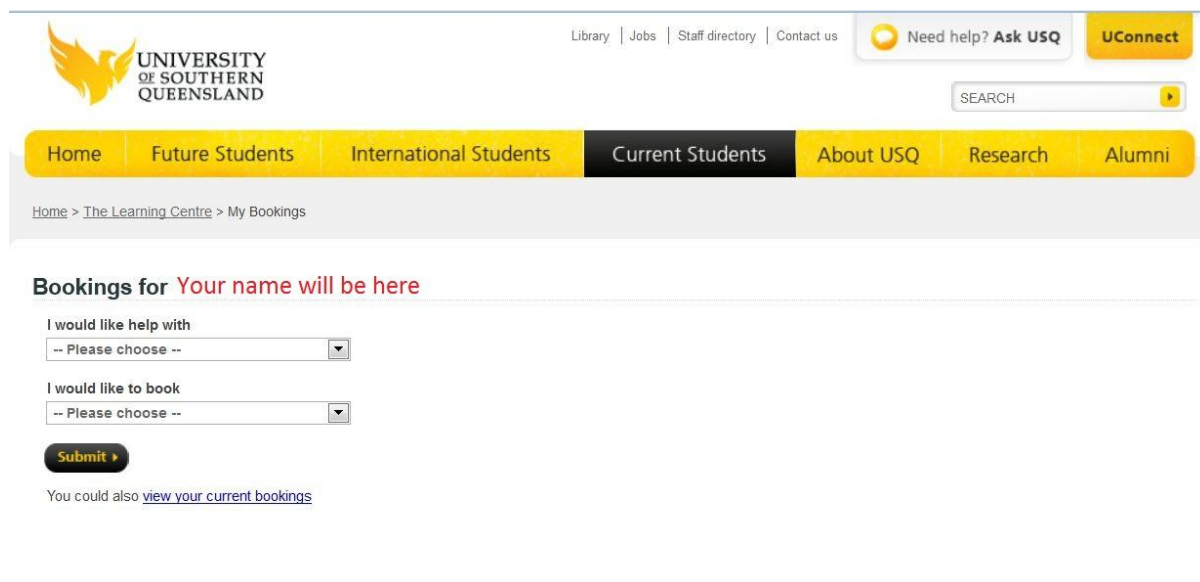


Read the [How to book](#) instructions to help you or if you need further help, please contact the [tlc@usq.edu.au](mailto:tlc@usq.edu.au)

Your feedback would also be appreciated - email feedback to the [tlc@usq.edu.au](mailto:tlc@usq.edu.au) at your campus.

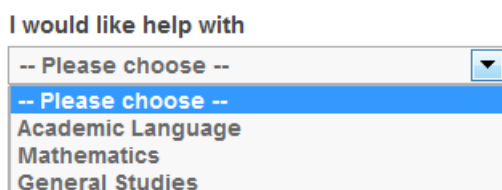
Here we have chosen to have a Consultation

When you click the “Book Now” button you will be taken off to the USQ Username Password login and when you have completed that – to the Online Booking System.



Here you select whether you want help with Academic Language or with Mathematics

I would like help with...



I would like to book a ...

And how you would like that help - in a consultation or as part of a workshop.

A group workshop can be on-campus or online

A one-on-one consultation can be face-2-face, by telephone or online through email

I would like to book

-- Please choose --  
-- Please choose --  
A group workshop  
A one-on-one consultation

Once you have chosen what you want help with and how you need that help, click **Submit** to move on to the next screen.

I would like help with

Academic Language

I would like to book

A one-on-one consultation

Submit ▶

You could also [view your current bookings](#)

Choose your appointment options.

Here you get to add some details about the booking you want to make.

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Home > The Learning Centre > My Bookings

Bookings for **Your name will be here**

Make Appointments | My Appointments | Start Over?

Appointment Options | End Session

USQ | Consultation - Academic Learning & Language

Choose appointment options

Location  
--- Select Option ---

Appointment Type  
--- Select Option ---

| All durations |

You choose **where** you want the booking.

### Choose appointment options

Location

--- Select Option ---  
--- Select Option ---  
At Fraser Coast  
At Springfield  
At Toowoomba  
Online  
Phone

Appointment Type

--- Select Option ---

If you have chosen "online" or "telephone consultations" or "online" workshops" you will not be able to choose a "Location" here.

Also, the "Appointment type" options will depend on what you have chosen previously.

For example, if you choose to have help on Academic language in a one-on-one consultation the "appointment type" option will already show "On campus consultation".

The screenshot shows a web interface for booking appointments. At the top, there's a header "Bookings for Your name will be here" and navigation tabs: "Make Appointments", "My Appointments", and "Start Over?". Below this is a yellow bar with "Appointment Options" and "End Session" links, and a breadcrumb "USQ | Consultation - Academic Learning & Language".

The main section is titled "Choose appointment options". It contains two dropdown menus: "Location" set to "At Toowoomba" and "Appointment Type" set to "On Campus Consultation". Below these, it says "At Toowoomba | On Campus Consultation | 30 mins | Any Student Advisor".

A instruction bar says "Click on any white cell to choose a date and start time for this appointment". Below this are checkboxes for "Available Time", "Unavailable Time", and "Your appointment". The date range is "11 - 17 August, 2013" with a "Today" button.

The main part of the interface is a grid showing time slots from 8:00am to 7:30pm for each day from Sunday 11 to Saturday 17. A red circle highlights a white slot on Friday 16 at 2:00pm.

You now choose **when** you want the booking. You do this by clicking on a white slot in the grid displayed. You do not have to take the first free slot or even on that day. You can use the calendar options to move forward to a date/day/time which is suitable for you and chose a free slot there.

Remember, you can only have two half hour slots per week. These slots can be consecutive though.

You can book into as many workshops as you like. You would need to book each workshop individually though.

Once you have chosen a slot, you will be taken to the next screen where you need to complete some details about the course you need help in and the type of help you are seeking. The screen will depend on what you have chosen previously.

The Next screen...

**Bookings for Your name will be here**

Make Appointments | My Appointments | Start Over?

Appointment Options | Register | End Session USQ | Consultation - Academic Learning & Language

At Fraser Coast | On Campus Consultation | 30 mins | Elena Hagley  
Thursday, 15 August, 2013 - 9:00AM [Cancellation Policy](#)

**Collect appointment specific information from student**

The following additional information is requested from each student when making an appointment for the selected service.

Appointment Questions

Course of study - eg Introduction to Law

Course Code - eg EDC2300

Program of study - eg BaEd or Bachelor of Education

Description of requirements - eg Grammar, Referencing, Structure, Getting started etc

**Please select relevant reasons for your appointment from the options below:**

<input type="checkbox"/> How to choose the correct words	<input type="checkbox"/> How to get started on your essay
<input type="checkbox"/> Essay content development	<input type="checkbox"/> How to write great introductions and conclusions
<input type="checkbox"/> Essay organisation	<input type="checkbox"/> Main ideas
<input type="checkbox"/> Grammar and sentence structure	<input type="checkbox"/> Research skills
<input type="checkbox"/> How to add paragraph transitions	<input type="checkbox"/> Other

Survey Questions

How did you find out about the LC?

How did you access this booking?

Have you visited the LC web site?

If you have visited the LC web site, were you able to get the help you needed there?

Do you know about the other services the LC offers?

\* Required

Cancel Appointment Request **Next**

Once you have entered the required information, you move to the next screen by clicking "Next" at the bottom of the screen.

You might have to scroll down to see the buttons though.

Survey Questions

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\* Required

Cancel Appointment Request **Next**

At the next screen you get to review and finalise your booking (Make Appointment), start over (Back) or Cancel (Cancel Appointment Request).

## Bookings for

[Make Appointments](#)[My Appointments](#)[Start Over?](#)[Appointment Options](#) | [Register](#) | [End Session](#)USQ | [Consultation - Academic Learning & Language](#)At Fraser Coast | On Campus Consultation | 30 mins |  
Thursday, 15 August, 2013 - 9:00AM[Cancellation Policy](#)

### Review Appointment Details

The details of your appointment request are shown below. Please review the details to ensure accuracy, and then click Make Appointment in the lower right-hand corner to confirm.

#### Appointment Details

Student: Your name will be here

Location: At Fraser Coast

Appointment Type: On Campus Consultation

Date: Thursday, 15 August, 2013 - 9:00AM

Duration: 30 mins

Appointment For:

[Back](#)[Cancel Appointment Request](#)[Make Appointment](#)

If you choose Make Appointment, your booking will be made. You will soon receive a confirming email with your booking details and an SMS the day before your appointment (if we have your contact details).

You can use the Tabs on this screen to view and manage your appointments and to Start a new booking

If you need any help, please contact the Learning Centre team. Our contact details are:

Toowoomba: 4631 2751

Fraser Coast: 4194 3125

Springfield: 3470 4466

Or you can email us at [tlc@usq.edu.au](mailto:tlc@usq.edu.au)

Your feedback would also be appreciated. Again, please send any feedback to the Learning Centre team at your campus by email at [tlc@usq.edu.au](mailto:tlc@usq.edu.au)