

Using Elevate to Book with the Student Success Centre

What is Elevate?

The Student Success Centre (SSC) uses the Elevate platform to allow students to book appointments. You would use Elevate to book an appointment to meet with a writing tutor, academic development specialist, or exploratory advising. As a student, you can use Elevate to book with other services on campus such as Career Services, Leadership and Student Engagement and some advising offices.

Instructions

Step 1: Go to Student Success Centre website

To access the Elevate booking portal from the [Student Success Centre](#) webpage choose the **Book an appointment** button on the main page. You can also login to Elevate directly at elevate.ucalgary.ca.

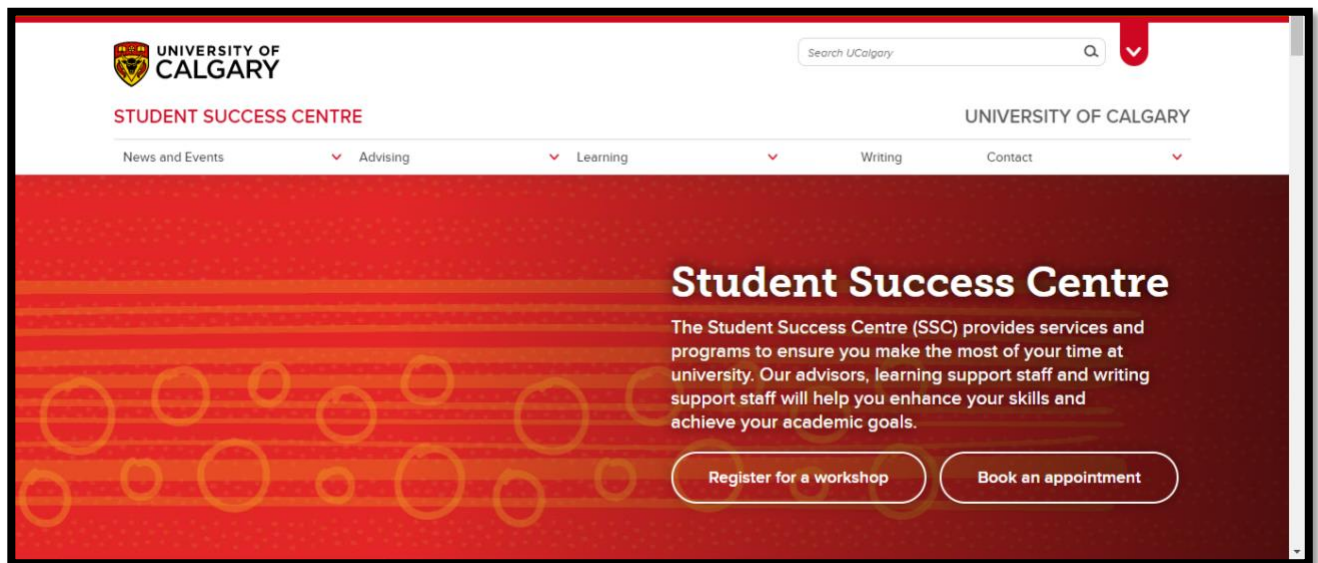


Figure 1 Student Success Centre homepage.

Step 2: Log into Elevate

Under the **Login** tab, choose **Student Login** and sign in using your University of Calgary Student ID number (UCID).

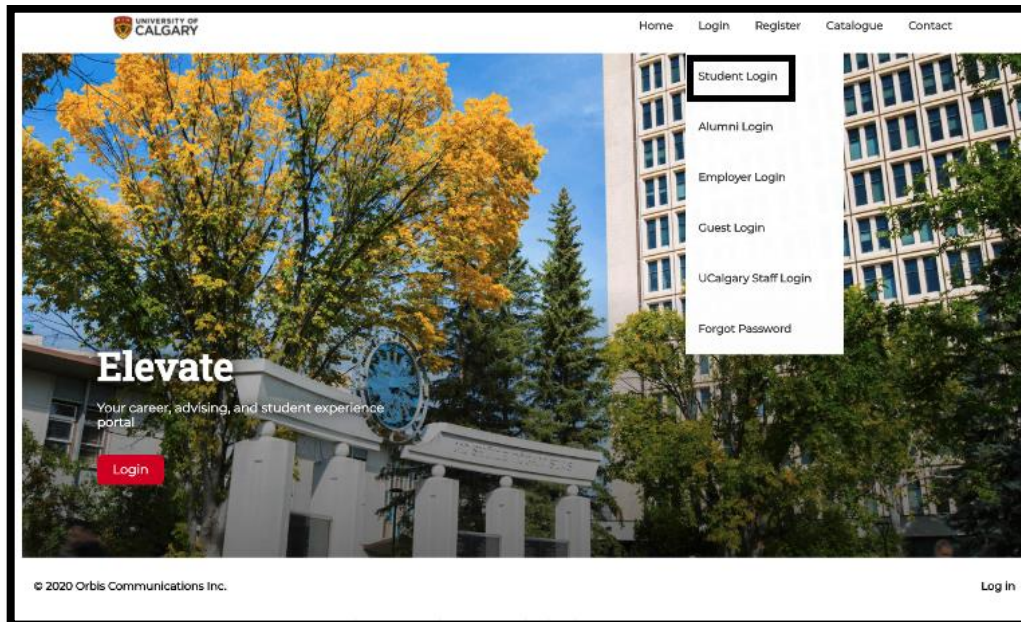


Figure 2 Elevate webpage with the login drop-down menu.

Step 3: Select Student Success Centre

Choose **Student Success Centre** from the Dashboard menu on the left side. This will open a sub-menu with the different services.

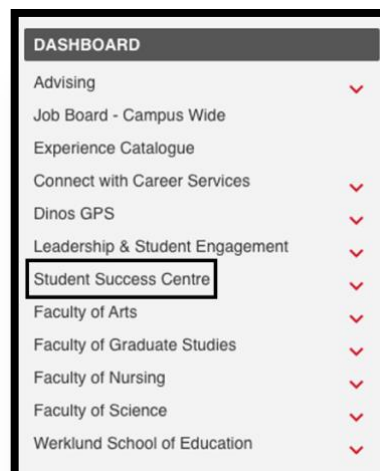


Figure 3 Elevate Dashboard menu with Student Success Centre.

Step 4: Choose a service

Select which service you would like to access from the Student Success Centre sub-menu.

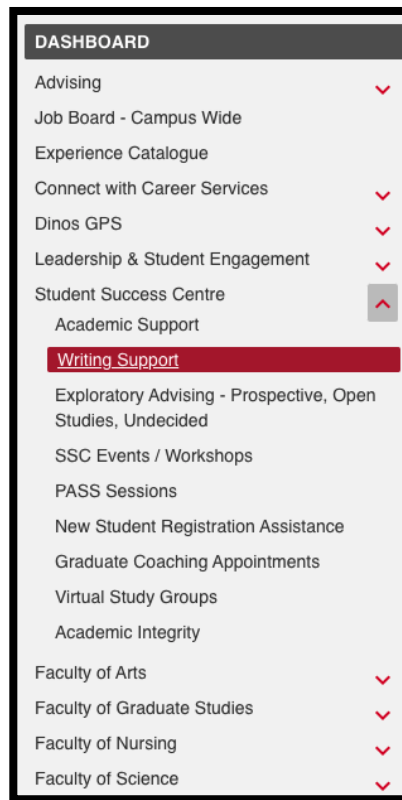


Figure 4 Student Success Centre sub-menu in Elevate with Writing Support selected.

Step 5: Select a booking option

Choose a booking option such as **Book by Appointment Type**.

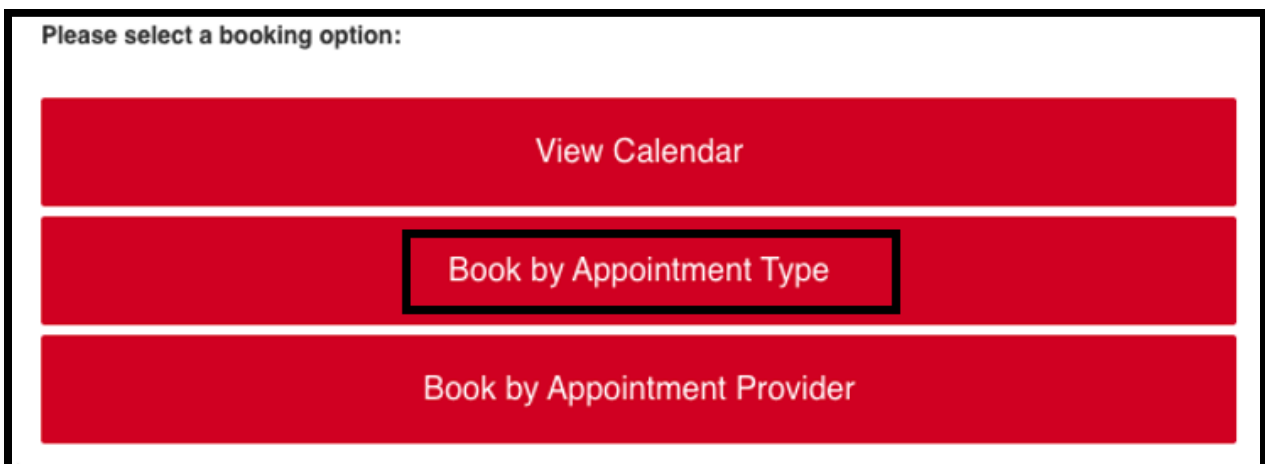


Figure 5 Booking options for elevate appointments.

Step 6: Check appointment availability

Select the **appointment type** you would like to book to see the next available dates.

The screenshot shows a web interface for booking appointments. On the left, under 'Choose Type', there are two categories: 'Academic Success' and 'Academic Success Planning'. 'Academic Success' includes 'Learning and Study Skills' (Time management and goal setting, Reading and note-taking, Test and exam preparation, Presentation skills, Academic language development) and 'Academic Success Planning' (Identify academic goals and obstacles, Determine academic strengths and interests, Resolve academic concerns, Learn about Campus Resources). A red 'Book' button is at the bottom left. On the right, 'Next Available Appointments' for 'Academic Success' lists dates from Monday, February 7, 2022, to Friday, February 11, 2022.

Figure 6 Appointment type details with upcoming available appointments.

Step 7: Choose an appointment time slot

Choose an **open** appointment time slot. If the calendar does not show any appointment slots, all available appointments have been booked. If you have an urgent concern, please email success@ucalgary.ca for assistance.

The screenshot shows a monthly calendar overview from February 22 to 26. The calendar displays various time slots as blue bars with the text 'Open'. For example, on February 25, there are open slots at 9:20a, 9:30a, and 3:10p. On February 29, there are multiple open slots from 9:15a to 3:25p. The calendar is titled 'OVERVIEW' and has a hamburger menu icon in the top left corner.

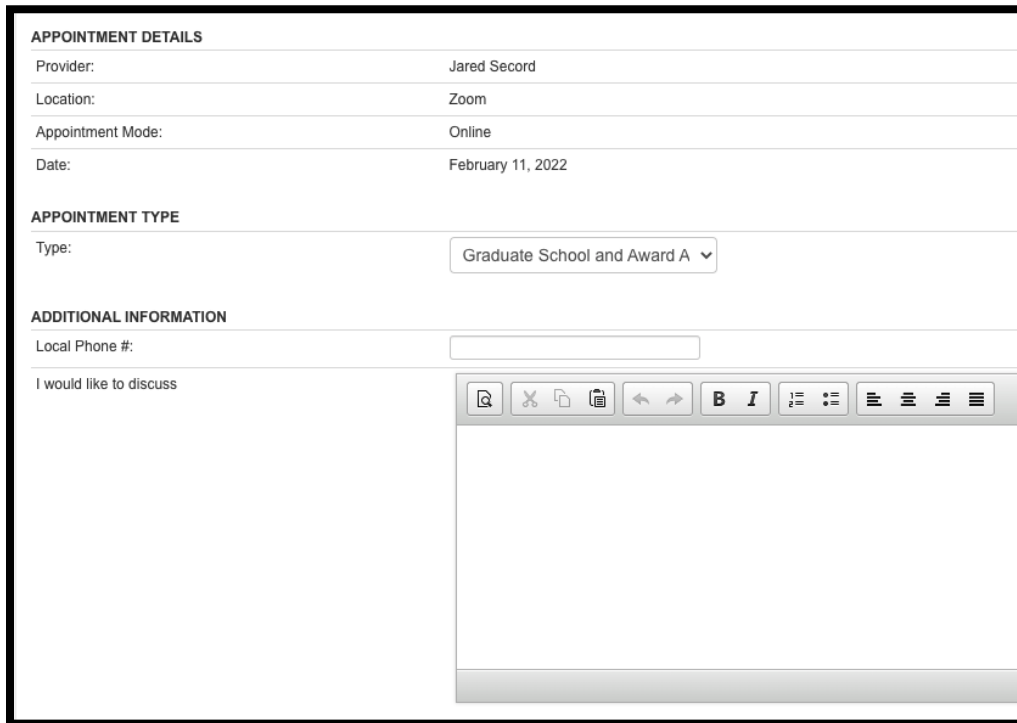
Figure 7 Monthly calendar displaying open time slots.

Step 8: Fill in the appointment information

Enter your **phone number** and **reason for booking the appointment**, for example, you may want to work on study skills or time management. Once all your details have been entered, choose **Book Appointment** at the bottom of the screen.

Here is an example of a booking note that you can get inspiration from:

“I would like to talk through time management strategies that I could use to balance my studying ahead of my final exams”



The screenshot shows a web form for booking an appointment. It is divided into three main sections: APPOINTMENT DETAILS, APPOINTMENT TYPE, and ADDITIONAL INFORMATION. The APPOINTMENT DETAILS section includes fields for Provider (Jared Secord), Location (Zoom), Appointment Mode (Online), and Date (February 11, 2022). The APPOINTMENT TYPE section has a dropdown menu for Type, currently set to 'Graduate School and Award A'. The ADDITIONAL INFORMATION section includes a field for Local Phone # and a large text area for 'I would like to discuss'. The text area has a rich text editor toolbar with icons for undo, redo, bold, italic, bulleted list, numbered list, and indent.

APPOINTMENT DETAILS	
Provider:	Jared Secord
Location:	Zoom
Appointment Mode:	Online
Date:	February 11, 2022

APPOINTMENT TYPE

Type: Graduate School and Award A ▾

ADDITIONAL INFORMATION

Local Phone #:

I would like to discuss

Figure 8 Appointment information with phone number and reason for booking.

Need Assistance?

For questions about Student Success Centre services or support with booking an appointment, email success@ucalgary.ca or visit the Student Success Centre on the 3rd floor of TFDL.