Guide to Making an Appointment

Writing Services is using a scheduling system called LU Network. Below, you will find instructions for how to set up your LU Network account, make appointments, and cancel appointments for our services.

Appointment Scheduling Policies

1. LU Network will not allow students to make same-day appointments. Therefore, we encourage you to get in the habit of making all appointments at least 12 hours in advance.
2. Students may only schedule up to one appointment at a time.

First-Time Appointment

1. Expand the Writing Coaching Appointments dropdown menu on the Writing Services homepage (www.liberty.edu/writing).
2. Select "Request Appointment" - On our Writing Services home page, select the "Request Appointment" button, which takes you to the CASAS appointment request page.
3. Register with LU Network - If you have never made an appointment with LUNetwork before, you will be directed to complete a profile and register on a page titled "My Account." Complete each field that is marked with the red asterisk before selecting "Save and continue" at the bottom of the page. If you do not complete this profile, the LU Network will not allow you to schedule an appointment.
4. Return to Appointment Page - Once finished, return to the Writing Services home page and select the "Make an Appointment" button again. You should be brought to the LU Network Calendar screen and see that the “Counseling Appointment” tab is selected.
5. Make your Appointment - Follow the steps below in "Making an Appointment."

Making an Appointment

This assumes that you have selected the "Make an Appointment" button on our Writing Center home page and signed in to the resulting page. At the top, you should see that the "Counseling Appointment" tab is selected (middle to middle-right of screen).

1. Type – Navigate through the dropdown menu to select the kind of coaching you require. undergraduate students should select “Undergraduate Writing Center” and graduate students should select “Graduate Writing Center.”
2. Date, Time, and Location – You may specify the date and time ranges in which you would like to select your appointment, as well as the location you
would like to attend. However, Writing Services usually recommends that students leave these options untouched. That way, you will be able to see everything we offer.

3. **Counselor(s) and Days of the Week** – As with the other filters above, you may select which day of the week you would like to attend or which coach you would like to have your session with, but Writing Services usually recommends that students leave these options untouched. That way, you will be able to see everything we offer.

4. **Click "Check Availability"** - This will populate a list of appointment slots for you to choose from.

5. **Select an Appointment** - You should see a variety of options on different dates, each one listed with the date, time, coach’s name, and location. Click on the coach’s name with the date, time, and location that best fit your schedule.

6. **Confirm Appointment** - The "confirm appointment" window should pop up and show the full details of your appointment. Check the information in the window before proceeding. To serve you better, we ask that you specify what class or assignment you are coming to an appointment for in the Additional Comments box.

7. **Submit Request** - Be sure to select "Submit Request" at the bottom of the "Confirm Appointment" window. Once you have submitted the request, the appointment is secured for you.

8. **Confirmation** – Once you make an appointment, you should receive a confirmation email within the hour. If you have made the appointment far enough in advance, you will receive an additional confirmation email 24 hours before our appointment is set to occur.

**Cancelling an Appointment**

1. You may view the appointments you have scheduled by returning to LU Network via the Request Appointment button on the Writing Services webpage.

2. If you have an appointment already scheduled, LU Network will bring you to the Counseling Appointment page.

3. Click the three dots next to your appointment’s info to expand the menu of options and click “Cancel.”

4. LU Network will ask you for the reason you are cancelling your appointment. Once you fill out the short cancellation form, you may click Submit and your appointment is now cancelled.

If you are experiencing technical difficulties with the Appointment Request form, the best solution is either:

1. Return to our Writing Center home page and re-select the "Request Appointment" button. If that doesn't get the appointment page working properly, don't hesitate to email us for help.

2. Try the above steps in a different web browser (Firefox or Chrome is preferred).
If you are still having issues, contact us at undergradwriting@liberty.edu for undergraduate students or graduatewriting@liberty.edu for graduate students.