ONLINE APPOINTMENT GUIDE
MAKING THE MOST OF YOUR ONLINE COACHING SESSION

WELCOME
The Ally Center is LBC|Capital’s hub for innovative academic services, resources, and accessibility by which each student can expand his or her potential for servant-ministry leadership. We do this by offering premier one-on-one coaching, content specific study groups, and helpful resources at no additional cost to you. Whether you are a traditional undergraduate, a non-traditional undergraduate, or a graduate student we are here for every step of your academic journey; both online and on-campus.

IDENTIFY
Whether you are connecting with us for writing, time management, or content specific assistance, ask yourself ‘what do I want to get out of the appointment?’ before the session. Jot down a few questions, highlight key areas of concern in your paper, or identify obstacles to academic success. The more work you put in before the appointment, the more helpful it will be to you.

PREPARE
Your academic coach will send an email to your LBC email account 24 hours in advance of your appointment with key information for digitally connecting with the Ally Center. Unless specified by your coach, you can connect with us in one of the following ways:

1. CONNECT BY PHONE
   You will need a working phone, preferably with a speaker function, and a laptop/computer with internet access.
   At the time of the appointment call the conference number provided by your academic coach’s email message.
   When prompted give your conference ID (also included in your coach’s email). Your coach will be on the other line.

2. CONNECT BY COMPUTER
   You will need a working laptop/computer with a working speaker and microphone built in or added. Many devices have this capability.
   At the time of the appointment click the link provided in your coach’s email message.
   When prompted give your email address and name and click “Continue.” Your coach will be in the shared digital space with you.

If the purpose of the appointment is to go over a writing assignment your academic coach will ask you to send the assignment prompt and a Word copy of your most current draft to them. They will upload your paper to an online environment that will allow you to work on the document together. To access that shared document simply click on the link provided by the coach.

QUESTIONS?
Technology should never be a barrier to accessing the Ally Center’s premier academic services, resources, and accessibility. Should you encounter difficulty at any time, feel free to reach out to the Ally Center’s staff by emailing us at allycenter@lbc.edu or by calling us at 717.569.7071 ext. 5389.