

We wish everyone in the Dickinson community remains safe and healthy during these uncertain times. As classes shift to online instruction, the MWC will remain open for online appointments in English writing, foreign language writing, and QR. One-on-one, “real-time” online tutoring allows many of the same kinds of conversations between you and a tutor that would happen in a “normal” session. Please understand that not all tutors may have access to all tools we describe here—for example, some tutors may be unable to use a camera, in which case, you and the tutor would still have chat or audio options for communicating during your session. We appreciate the flexibility on the part of both students and tutors during this challenging time.

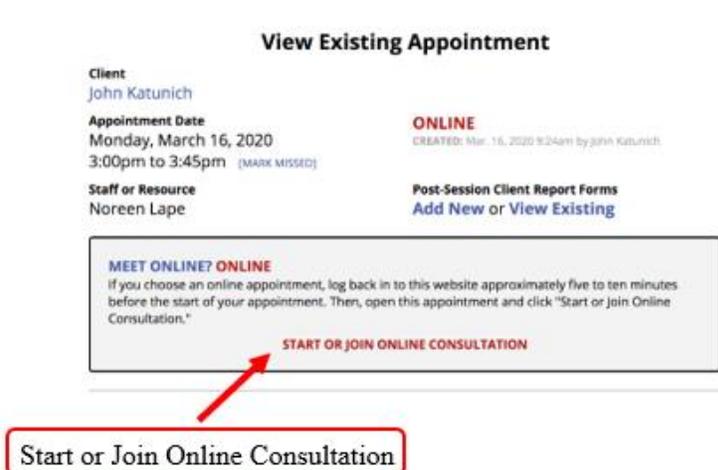
Below is a guide to help you through the process of making an online appointment and how to get the most out of your appointments.¹

WCONLINE Online Appointments

Tech requirements: You’ll need a computer with access to the internet. Chrome and Firefox both work. A camera and/or mic may be helpful, but not necessary.

Signing up: You will make appointments on WCONLINE, just as you would for a face-to-face appointment. You will need to make an appointment at least *four hours* before your scheduled meeting time. As with face-to-face appointments, you will get a confirmation email and you will be able to change your appointment if necessary. Be respectful of the tutor’s time, and please do not “no-show” to the online appointment.

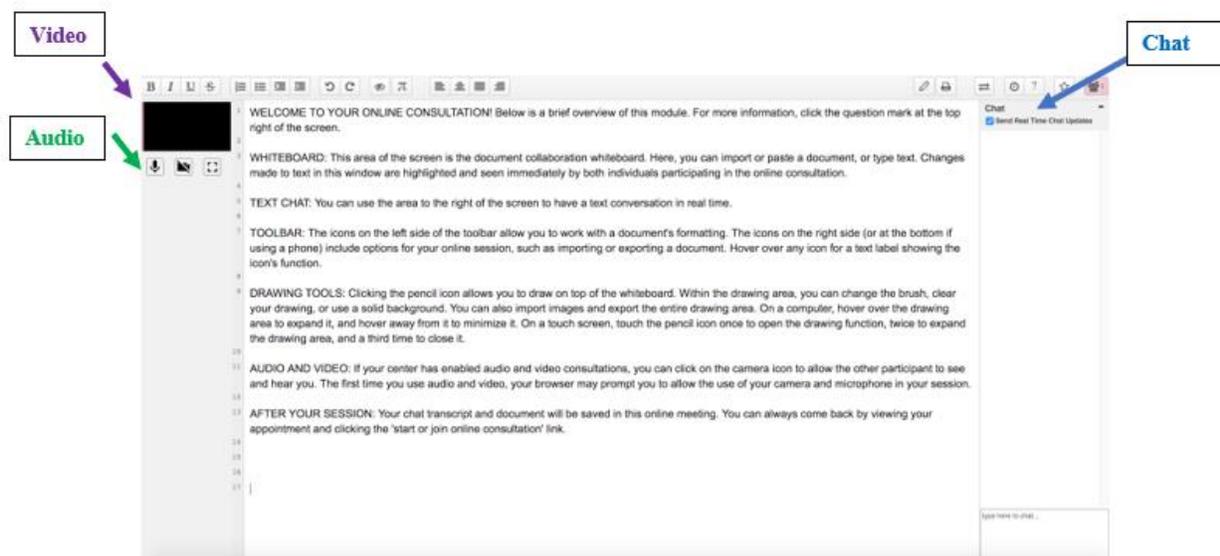
Getting to the online appointment: Before your appointment begins, you will go to the appointment on the scheduler, open it up, and click “**START OR JOIN ONLINE CONSULTATION.**”



¹ This guide is adapted from Lauren Fitzgerald, Director of the Writing Center at Yeshiva University.

You'll be asked to allow WCONLINE to access your computer's mic and camera. If you choose to use these tools, click "Allow." You can turn off the mic and/or camera as you prefer.

Once you're logged in, the screen looks like this, with these instructions, which the tutor will see too. If you enable the camera, you and the tutor can see each other's video (theirs and yours will appear on the left). You can also use the audio function to talk. And/or you can use the chat (on the right), especially if one or both of you do not have a microphone.



Whiteboard Toolbar: Vanderbilt University has a handy guide to the toolbar functions in WCONline that you may want to familiarize yourself with before the session.

<https://www.vanderbilt.edu/writing/online-consultations-in-WCONLINE-using-the-toolbar/>



Some of the more helpful tools in toolbar will be:

- The **double arrows** button on the upper right of the screen can be used to upload a document (which will replace the instructions). You can also copy/paste onto the "Whiteboard." The formatting of the document will be stripped out on the whiteboard.
- The **pencil tool** will open up options for you to draw on the whiteboard. There is an erase option to clear what was written. This will be particularly useful if you are brainstorming or working on an outline, among other things.
- The star tool will save what was written as a draft.
- Clicking the **clock icon** will allow you to see different changes you made over the course of the conference. After the session, you will be able to return to the appointment to see the whiteboard and the chat (though not the video). However, it is strongly recommended that you copy and paste the whiteboard into a document on your computer after the session ends because technology fails sometimes.

- The “**Pi**” **button** is the Embed Mathjax tool and is useful for QR sessions. This can be used to embed mathematical notation in the whiteboard. Depending on the subject matter, this tool may be helpful or you may find that it is easier to work with the pencil tool. Also remember that word and PowerPoint have equation editors you can rely on if you are working in one of these documents online or if one is shared via email.

Working with documents: You can click the double arrow icon to upload a document or you can cut/paste from a document you are working from. You could also share with the tutor through the whiteboard a link to a google doc of your document. The camera, mic, and chat boxes will still work no matter what you’re looking at on your screen.

The writing remains behind! After the session, you will be able to return to the appointment to see the whiteboard and the chat (though not the video). However, if you do a lot of work on your document on the whiteboard, you should copy and paste it into a document on your computer because tech fails sometimes.

Troubleshooting: As this platform will be new to both you and the tutor, you may need to troubleshoot the technology. For instance, certain browsers may not allow you to access the camera. If something stops working, feel free to go to some other platform—like Google docs or Hangout, Skype, FaceTime, Zoom, or whatever you two are comfortable with. We appreciate your patience as we move quickly to an online platform which allows us to continue to support writers at Dickinson.

If you have questions or concerns about online tutoring or are unable to use online tutoring (because of time difference, internet connection, or another reason), please contact Noreen Lape (lapen@dickinson.edu) or John Katunich (katunicj@dickinson.edu). We back to you as soon as possible.

Sincerely,

The Norman M. Eberly Multilingual Writing Center