

We wish that 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 face-to-face session. Please understand that not all tutors may have access to all of the 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 online appointment.¹

WCONLINE Online Appointments

Tech requirements: You will need a computer with access to the internet and a microphone. Though a camera is nice, you do not really need it. You can use a Chrome or Firefox browser.

Signing up: You will make appointments on WCONLINE, just as you would for a face-to-face appointment. 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. When you make your appointment, please also paste or upload your assignment and any work that you have done.

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.”**

View Existing Appointment

Client
John Katunich

Appointment Date
Monday, March 16, 2020
3:00pm to 3:45pm (MARK MISSED)

Staff or Resource
Noreen Lape

ONLINE
CREATED: Mar. 16, 2020 9:24am by John Katunich

Post-Session Client Report Forms
[Add New](#) or [View Existing](#)

MEET ONLINE? ONLINE
If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

START OR JOIN ONLINE CONSULTATION

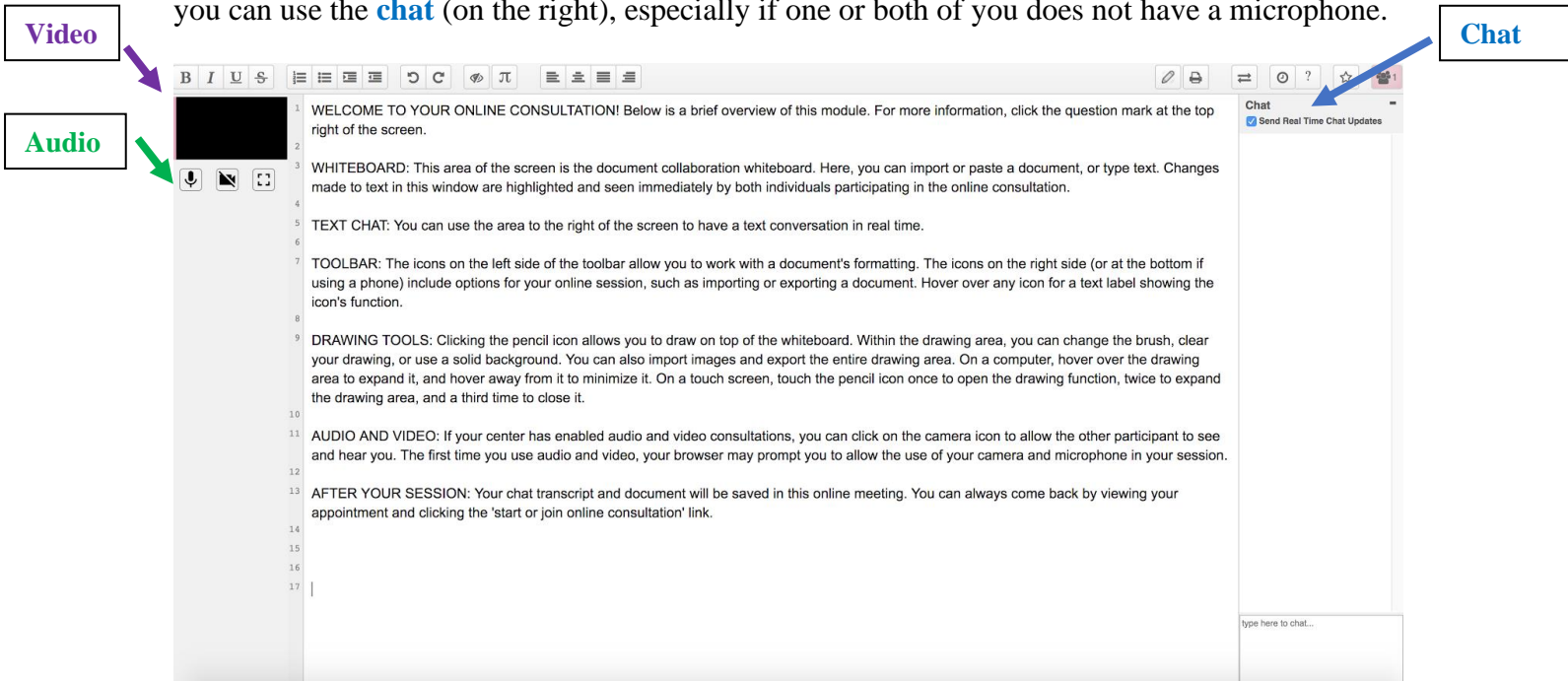
Start or Join Online Consultation

You will be asked to allow WCONLINE to access your computer’s microphone and camera. You will need to use the microphone (unless you do not have access to one), but the camera feature is optional. It would likely be helpful for the QR tutor to be able to see you; but, if you are

¹ The following is adapted from protocol drafted by Lauren Fitzgerald, author of *The Oxford Guide for Writing Tutors* and Director of the Writing Center at Yeshiva University.

uncomfortable with this, please feel free to “not allow” this option. Click “Allow” for the microphone and choose whether you would like to do the same for the camera. You can turn off or mute the microphone and/or camera throughout the session as you prefer.

Once you’re logged in: The screen will look like the image below, with these instructions, which the QR tutor will see too. If you enable the camera, you and the QR 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 does not have a microphone.



Working with documents: You can click the double arrow icon to upload a document or you can cut/paste from a document on which you are working. If the assignment you are working on is hand-written, you can take a picture of your work and email it to the tutor. The formatting of uploaded documents will be stripped out on the whiteboard. You may also share documents with the tutor by uploading the assignment to a Google Drive folder and sharing the link in the chat box. (Or, you can email the document directly to the tutor). The microphone will still work no matter what you’re looking at on your screen (i.e. if you are on a web browser).

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 the document (which will replace the instructions). You can also copy/paste onto 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 working with graphs or need to circle and/or identify part of an equation.
- 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. 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.



For more information on how to use the toolbar, Vanderbilt University has a handy guide to the toolbar functions: <https://www.vanderbilt.edu/writing/online-consultations-in-WCONLINE-using-the-toolbar/>

Troubleshooting: As this platform will be new to both you and the tutor, you may need to troubleshoot the technology. For instance, other browsers will 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 and the tutee are comfortable with. We appreciate your patience as we move quickly to an online platform which allows us to continue to support students at Dickinson.

If you have questions or concerns about online tutoring or are unable to use online tutoring (because of time zone differences, your internet connection, or another reason), please contact Emily Marshall (marshaem@dickinson.edu). I will get back to you as soon as possible.