How to make the most of online MWC Tutoring Sessions
Fall 2020

As Dickinson campus remains closed for in-person learning during the fall semester, the MWC will be 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 online tools may be available at all times—for example, in some sessions video may not be available, in which case, you and the tutor would still have chat and audio options for communicating during your session. We appreciate the flexibility on the part of both students and tutors when working online.

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]

Tech requirements: You'll need a computer with access to the internet. Using microphone audio is required. A camera is helpful, but not necessary. Accessing zoom tutoring appointments by phone is not permitted, as it limits the ability for both the writer and tutor to work together effectively and efficiently (although you may use a phone to talk about the writing that you are looking at on a computer).

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. If an appointment time is open, but has already begun, you may still make an appointment with the tutor, but you will not have the full session to work with a tutor.

Getting to the online appointment: Prior to the session, you will receive an email from the tutor that has the link to the zoom meeting tutoring session. The tutor will also ask you in advance to share with them through Google Drive or OneDrive the writing that you have done and would like feedback on.

In the session: You can expect online sessions to proceed in a similar way to sessions that take place face-to-face. Once you and the tutor are in the meeting, the tutor will ask you what you have brought to the session and what you would like to work on.

If you have a document you are working on, you should share that with the tutor through Google Drive, One Drive, or if necessary, email. If you are unsure how to share a document, the tutor can assist you. In addition, either the writer or the tutor should share their screen so that both of you are looking at the same part of the same document.

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

As in face-to-face sessions, we encourage the writer or tutor to read the writing aloud. This is especially important in a remote session so that both the tutor and writer stay focused on the same parts of the writing at the same times. As you go through the paper, the tutor or writer may pose questions about what was written. Either the tutor or writer may use a highlighter or drawing tool to point out particular passages to look at more closely.

It is especially important to keep in mind that even when sharing a document, the tutor will not be writing, editing or making changes to the text for the writer. The writer will be responsible for taking notes and making changes to their own writing.

The chat function in zoom can be helpful to share online resources or to communicate or clarify when there is difficulty with the audio. Chat should _not_ be used as the sole or primary means of communication during the session.

Keep in mind: Video is not required for tutoring sessions, even though we encourage its use. In some cases, tutors or writers may not be able to use video because of internet speed or other limitations. Also note that tutoring sessions on zoom are not recorded unless the writer specifically requests to do so.

Troubleshooting: As this platform may be new to you, there may be a need to troubleshoot. For instance, certain browsers may not allow you to access the camera or microphone. If this happens, feel free to talk with the tutor about switching to other platform—like Google Hangout, Skype, FaceTime or other app that you two are comfortable with.

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) to discuss other options for getting feedback on your writing.

Sincerely,

The Norman M. Eberly Multilingual Writing Center