



Online Tutoring Services

The Writing Center in NSU-Broken Arrow offers two options for online tutoring:

1. Real-Time Video Chat
2. Emailed Written Feedback from a Tutor


Real-Time Video Chat

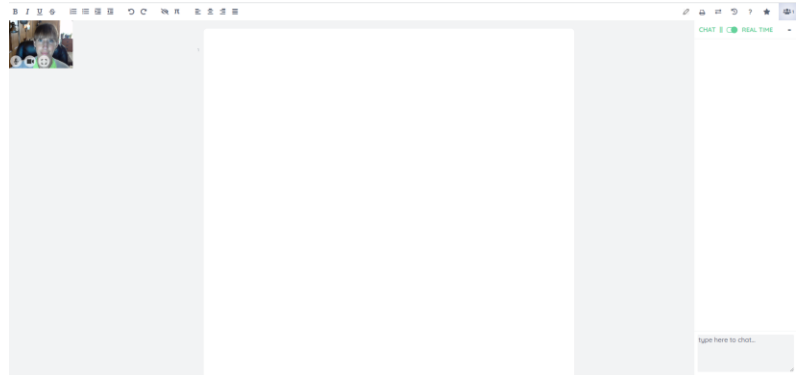
To begin a Real-Time Video Chat tutoring session, you will return to the WCONLINE website, click on the colored square that indicates your meeting, and click "Start or Join Real-Time Video Chat."

MEET ONLINE? REAL-TIME VIDEO CHAT

Talk to a live tutor online! If you choose "Real-Time Video Chat," 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 Real-Time Video Chat."

START OR JOIN REAL-TIME VIDEO CHAT

An online meeting room will open where you and your tutor will meet and interact **at the same time** using a text chat and whiteboard area that allows document uploads and typing onto the document. 




The online meeting room is audio and video enabled. If your computer does not have this feature, or if you choose not to use it, just click on the video and microphone icons on the video screen to turn off video and audio.

Emailed Written Feedback from a Tutor

To schedule Emailed Written Feedback from a Tutor, you will fill out all relevant information in the appointment box. It is especially important for us to know what you would like to work on and a little bit about your assignment requirements since we will not be meeting face to face for further discussion. At the bottom of the appointment box, you will see a file attachment section that allows you to upload a paper to your appointment. Upload your paper and instructor's directions if available and click on the blue "CREATE APPOINTMENT" button. If your appointment and paper upload are successful, you will see this green box:

The appointment was saved successfully. Continue working with the appointment below or close this window if finished.

If your paper is not ready to be uploaded when you make your appointment, or if you forget to upload it, you can upload it at any time by returning to WCONLINE and clicking on your appointment square. Look for the "EDIT APPOINTMENT" blue button at the bottom of the appointment box:

 **This schedule supports file attachments.** To attach a file to this appointment, click 'Edit' below.

CLOSE WINDOW

EDIT APPOINTMENT

CANCEL APPOINTMENT

If you have successfully attached a paper to your appointment, you will see this section on your appointment form every time you return to your appointment square:

File Attachment

[Download Attached File](#) | Uploaded: June 18, 2020 2:09pm by Monique Brinker [X]

Emailed Written Feedback from a Tutor sessions are **required** to have a paper uploaded to the appointment by the starting time of the appointment. **The student is responsible for ensuring that they have successfully uploaded a paper, and the Writing Center is not responsible for notifying the student that they have not uploaded their paper.** Sessions that do not have a paper uploaded will be marked as "No-Show." It is highly recommended that you return to your session after you book your appointment and check that the "File Attachment" section is in your appointment box.

We will review your paper during the time of the appointment. **Emailed Written Feedback from a Tutor does not edit your paper completely; instead, we show you useful suggestions and give insightful comments as to how to improve your paper.** It is impossible to deal with all aspects of a student's writing in one appointment, so we use the information you give us in your appointment box to guide our reading of the paper. In a 30–60-minute session, we can read and respond to about 5-7 pages of text. **Longer papers will require more than one session to make it all the way through the paper.**

How do I retrieve my critiqued paper?

At the end of the appointment, an email will be sent to you with the document as an attachment. You can also retrieve your critiqued paper by returning to WCONLINE and clicking on the colored square that indicates your appointment. In the “File Attachments” section of your appointment box, you will see your uploaded paper.

How do I review the feedback on my paper?

Once you have received your document, review the comments and/or changes made. Feedback is made in your document using the Comments feature in Microsoft Word. It will be a sentence (thought balloon) inserted in color at the right margin. If comments are not immediately visible when opening your document, go to Review and Show Comments or Review and All Markup. Feedback will also be provided using the Review ribbon and the Track Changes features of Microsoft Word. You should look for a vertical line at the left margin on every line containing one or more tracked changes. Right click on the colored text to accept or decline a recommended change:

The screenshot shows a document titled "MOTIVATION AND ENGAGEMENT IN LITERACY" with page number 2. The document content includes a title, a problem statement, and a background section. Several changes are tracked, and comments are provided by an administrator. The comments are:

- Administrator** Formatted: Font: Times New Roman, 12 pt, All caps
- Administrator** Formatted: Font: Times New Roman, 12 pt
- Administrator** Unless your professor tells you otherwise, APA rules say to repeat the title on the first page of the main body of the paper.
- Administrator** Make sure that text is double spaced throughout. Microsoft Word places extra spaces, so you have to go in (select paragraph > spacing before and spacing after to make sure there are no extra spaces between paragraphs).
- Administrator** Your professor might have given different directions about the problem statement, but I always thought this was the place where you described your problem. For example, your question implies that teachers have difficulty keeping students motivated and engaged in literacy. Should this be phrased as a description of the problem?
- Administrator** Formatted: Space After: 0 pt
- Administrator** Ashley, your ideas connect logically in this paragraph. Good use of transition words such as "Another."
- Administrator** I feel like the first part of this highlighted phrase need a verb to make it parallel to the second part of the phrase, "to be able." Perhaps something like, "to encourage students to be better," or any other appropriate to = verb.
- Administrator** Amen!
- Administrator** This sentence needs a verb to make it a complete thought. Something like "teachers need to not only focus," or "teachers should not only focus..."
- Administrator** February 19, 2014 State exactly what the problem is: lack of motivation, declining literacy skills, both?

To remove document mark-up, click on the Review tab of MS Word. Turn off Track Changes. Click Accept or Reject for each change made in the paper. Click Delete Comment to remove the comments on the essay:

The screenshot shows the Microsoft Word Review ribbon. The ribbon includes the following options:

- Comments:** New Comment, Delete, Previous, Next.
- Show Comments:** A button to show or hide comments.
- Tracking:** Track Changes, Show Markup, Reviewing Pane.
- Changes:** Accept, Reject, Previous, Next.

Blue arrows point to the "Delete" button in the Comments group, the "Track Changes" button in the Tracking group, and the "Accept" button in the Changes group.



Congratulations! Now you can use WCONLINE to get online tutoring from patient, informed, and nonjudgmental writing tutors. Here are some tips to help you get the most out of each session:

- ✓ **The point** of a writing consultation is for you to learn something about writing; the goal is not to “finish” your paper.
- ✓ **Remember** the type of appointment you made and your responsibilities with each: **Real-Time Video Chat** requires you to be in the session at the same time as your tutor. **Emailed Written Feedback from a Tutor** requires you to upload a paper by the starting time of your appointment and to indicate in your appointment form the specific areas you’d like the tutor to address.
- ✓ **Allow** yourself enough time to edit the document before turning it in.
- ✓ **Review** the comments and changes made in the paper very carefully.
- ✓ **Remember** to remove the mark-up on the document before e-mailing or printing the document.
- ✓ **Check your NSU email:** WCONLINE will send automatic emails notifying you that you have successfully made an appointment. It will also remind you about online tutoring appointments. (Be sure to check Spam or Trash folders if you are not getting these emails.)
- ✓ **Return to the website:** Remember that WCONLINE is where you go to schedule and update appointments and to have online meetings. To join a meeting or download a paper with tutor comments via the Emailed Written Feedback from a Tutor option, you must click on your meeting time and return to your meeting form.
- ✓ **Ask questions:** Your tutors are here to help you. If you have questions about tutoring services or using WCONLINE, you may call the Writing Center at 918-449-6060 or email Monique Brinker, Writing Center Coordinator, at idoux@nsuok.edu