

# How Does Online Tutoring Work?

- **45-Minute Appointments** – We conduct online tutoring in 45-minute appointments.
- **Hours of Availability** - Our daytime hours are from 9:00am - 4:30pm, and our evening hours are from 6:00 - 9:00pm.
- **Appointments Scheduled In Advance** - Instead of offering walk-in tutoring, our tutoring is by-appointment only.
- **Online Confirmation Slips to Professors** – We'll send your professors an email if you want to certify that you worked with one of our tutors.

Now that many classes are online, communication is more critical than ever! It is easy to feel isolated, disconnected, and confused – especially with writing assignments – and it is more important than ever to connect online with our tutor team this year. We are here to help you understand your assignment directions, brainstorm ideas for your papers, help you create outlines, figure out how to access resources, or anything else writing related! Check out what services we are offering this term and how to connect with our team.

## **Do I need to register for an account to make an appointment?**

Yes, you will need to register for an account to access our appointment scheduler. Simply log into your Portal, click the red “Writing” icon, and that will take you right to our scheduler—or you can click [here](#) to go there directly. Registration is very straightforward; we'll ask you a few questions, which helps us understand who you are and how we can serve you. Then, you're ready to start making appointments with us! If you aren't able to register for an account for whatever reason, email us at [writingcenter@mail.wou.edu](mailto:writingcenter@mail.wou.edu), and we'll help you get an appointment.

## **How is an online appointment different from face-to-face tutoring?**

Like our in-person appointments, online appointments happen in real time, which means when you log into your appointment, you can have an immediate conversation about your writing. We offer three options of communication: working with a tutor using Zoom videochat, working with a tutor through a phone call, or working in a text chat format using Google Docs. We encourage you to upload your documents ahead of time using our appointment form.

## **How do I use the different tutoring platforms available?**

We use Zoom for most of our online tutoring, which allows students to voice call, video call, and share a screen, so the tutor can view their paper. To access an appointment scheduled for Zoom, simply log into the Writing Center scheduler, click your appointment, and join the online consultation. If you'd rather have your appointment over the phone, list your phone number in the notes section of your appointment form, and our tutors will call you on the phone. If you plan to use Google Docs, make sure to share your paper with the Writing Center at [writingcenter@mail.wou.edu](mailto:writingcenter@mail.wou.edu) before your appointment, so your tutor can start helping you when your appointment starts. Our tutors are more than happy to use any of these platforms!

**Can I video chat or voice call the tutor in our appointment?**

Absolutely. In fact, it is encouraged, as it gives you and the tutor the ability to see each other and answer questions in a more timely manner, as well as screenshare, if needed. For video and voice calls, we have found that Zoom is the easiest and most secure platform for our use. For straightforward tutorials on using Zoom, click [here](#).

**How many appointments can I make?**

You can make up to one 45-minute appointment every single day. We restrict students to one appointment to allow us to help everyone who needs writing support, but that should be more than enough time if you plan ahead.

**What sorts of things can I work on in an online tutoring session?**

We can work on anything writing related with you! You don't have to have a finished paper to make an appointment. In fact, we would encourage you to make an appointment with the Writing Center early on in your writing project to get support throughout your writing process. One common thing that we help students with is understanding and interpreting your professors' assignment directions. This can be a tricky task to take on -- especially remotely with little in-person contact with your professor. If you are confused at all and don't know how to start your paper, make an appointment with us!

**Can you let my professor know I worked with you?**

Yes, we certainly can. We will email professors to let them know that you made an appointment with us. This helps them know that you put in the extra effort and made an appointment at the Writing Center.