

Online and eTutoring Student Guide

About the Writing Center

Our goal is to help students improve their writing skills. To that end, Writing Associates will help you identify significant issues with content or recurring patterns of error in your writing, and explain how to fix them rather than editing or rewriting your draft.

The Difference Between an Online and an eTutoring Appointment

With an **Online** tutoring appointment, you and a Writing Associate will have the ability to work synchronously, utilizing both video/audio and chat to review your document. Online appointments take place through WOnline in real time, meaning you will join the appointment at the scheduled time and work with the Writing Associate through live chat, using some combination of video, audio, and text exchange. You will upload your document or selected text, which will be reviewed live by a Writing Associate. The video with audio capability will allow full discussion and the chat capability will allow editorial comments.

With an **eTutoring** appointment, the review and editing process will be conducted asynchronously, utilizing only the document upload feature for your appointment. The type and amount of feedback you receive is based on the content of your paper and your individual writing needs. Writing Associates attempt to review your paper and provide feedback in approximately 24 hours, spending one hour reviewing your paper—typically allowing them to work through about 6 pages. If you have a lengthy paper, we recommend that you schedule more than one appointment during the week.

Mission of the Online and eTutoring Writing Center

We work with students at all stages of the writing process to develop their confidence and abilities as writers. We are committed to fostering a community of inclusion, diversity, and equity through which we believe we all become better students and writers.

Hours of Operation; Summer 2020

The Online and eTutoring schedule is available Monday, 8:00-10:00 PM, and Tuesday through Thursday, 7:00-10:00 PM. If choosing an eTutoring appointment, a Writing Associate will review your paper and provide feedback in approximately 24 hours.

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115 Vernon Street
Hartford, CT 06106

To Create an Online Appointment Utilizing Video, Audio and Chat Functions

Online appointments take place through WOnline in real time, meaning you will join the appointment at the scheduled time and work with the Writing Associate through live chat, using some combination of video, audio, and text exchange.

- Log on to trincoll.mywconline.com to make your appointment.
- A white box on the schedule indicates an open appointment, while a blue box indicates a scheduled appointment.
- When you click on a white box, you will be prompted to submit information about your session.
- You will have a choice to check either an eTutoring appointment or **Online** appointment. Check the **Online** appointment option.

Create New Appointment

Client
Kelly, Lyn (carolyn.kelly@trincoll.edu)
To select a different client, begin typing a name or email above and then select from the resulting list.

Appointment Date
Monday, May 18, 2020: 12:00pm to 1:00pm Show REPEAT Options

Staff or Resource
Lyn Kelly (Online practice)

APPOINTMENT LIMITS: Appointments must be between 30 minutes and 1 hour in length.

Meet Online?

Yes. Schedule eTutoring appointment.
If you choose an eTutoring appointment, upload your paper after making this appointment. Then, watch your email for notification that your appointment has been modified or that someone has responded to your paper.

Yes. Schedule **Online** appointment.
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."

Questions marked with a * are required. Questions marked with **ADMIN ONLY** are only available to and shown to administrators. (As an administrator, you can save an appointment without filling in required fields—except if those required fields are also tagged as administrator-only questions.)

- Fill out the appointment form completely.
- You can upload a document, or wait to upload your document or just specific text of your document using a document-sharing whiteboard area during your appointment. Up to three documents can be uploaded on the appointment form.
The preferred type of document to upload is a Word document
- Submissions are limited to a maximum of 6 pages and must be 2MB or less. If you have a lengthy paper, we recommend that you schedule more than one appointment during the week.
- Click “Create Appointment.”

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 **This schedule supports file attachments.** To attach a file to this appointment, use the options below. If making a repeating appointment, files will only be attached to the first (this) appointment. **File attachments must be 1MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.**

File #1 Choose File No fil...hosen	Document Title [Text Field]	Notify Client? ⓘ No ▾
File #2 Choose File No fil...hosen	Document Title [Text Field]	Notify Client? ⓘ No ▾
File #3 Choose File No fil...hosen	Document Title [Text Field]	Notify Client? ⓘ No ▾

ADMINISTRATIVE OPTIONS
Walk-In/Drop-In | Missed | Placeholder ⓘ | Email Client? ⓘ

CREATE APPOINTMENT **CLOSE WINDOW**

Joining on Online Appointment

Online appointments take place through WOnline in real time, meaning you will join the appointment at the scheduled time and work with the Writing Associate through live chat, using some combination of video, audio, and text exchange. Be sure to have a digital version of your writing project on hand to upload into the system.

- A few minutes before your appointment, log into WOnline. Find your appointment and click on it to open the appointment form. Please know that you can click into the online consultation space any time after you schedule the appointment so that you can see how it is set up and test if your camera is working. You can also upload your document or copy text to the whiteboard at any time. See the instructions below for uploading.
- Scroll to “Meet Online?” and click “Start or Join Online Consultation.” This will open the consultation screen.

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View Existing Appointment

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

Client
Lyn Kelly

Appointment Date
Monday, May 18, 2020
12:00pm to 1:00pm [MARK MISSED]

Staff or Resource
Practice Online

Course
test

Instructor
O'Donnell Tennyson

Would you like an email sent to the instructor after your appointment?
no

Instructor's email
carolyn.kelly@trincoll.edu

ONLINE
CREATED: May 18, 2020 9:54am by Lyn Kelly

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

- Allow WOnline to use your camera and microphone.
- If the microphone and camera are not working, click the small lock icon by the web address. A menu will display, allowing you to enable both your camera and microphone.

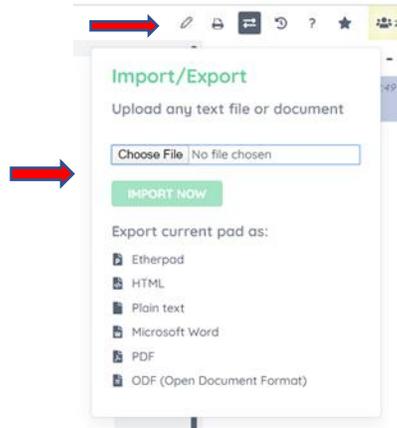
  trincoll.mywonline.com/schedule.php?scheduleid=sc5ec2c4da70c94

- The consultation screen has video on the left side, a document collaboration space or “whiteboard” area in the middle, a live chat area on the right side, and a toolbar at the top. There are instructions in the whiteboard space for how to use each section.

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- To upload your paper, you can either copy and paste your paper directly into the whiteboard space or upload a file. Either method may impact the formatting of your document as WOnline converts the document to simple text. To upload a file, click the “two arrows” button in the upper right-hand corner of the screen above the chat box.



- A message will appear giving the option to import or export a file. To import a file, click “Choose File” and use the file navigator to select and open the file you want to upload. Once the paper is selected, click “Import Now.” When asked to confirm the import, click “OK,” and your paper will populate the whiteboard space.
- You can talk with a Writing Associate using the live audio and video capabilities if available or use the chat box on the right. To change the color of your typing, click the colored icon in the top right corner. Both you and the Writing Associate will have different distinguishing text colors.
- You and the Writing Associate can also type directly into the document on the whiteboard space making comments and revising as you go. Your comments will also be color coded.
- Close the window to exit the session.
- Check your email for a reply from the Writing Associate with a summary of your appointment.
- You can return to your document in WOnline at any time to refer to the comments or use the import/export function to download a copy. Any time after your meeting, you can open your appointment, click the link to go into your meeting, and then use the "timeslider" clock icon in the row of symbols at the top right to "play back" the session, seeing text changes in the order they happened.

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To Create An eTutoring Appointment Utilizing the Document Upload Function

With an eTutoring appointment, the review and editing process will be conducted asynchronously, utilizing only the document upload feature for your appointment.

- Log on to trincoll.mywconline.com to make your appointment.
- A white box on the schedule indicates an open appointment, while a blue box indicates a scheduled appointment.
- When you click on a white box, you will be prompted to submit information about your session. Be sure to fill out the appointment form completely.
- Upload your paper for review and include the assignment instructions or prompt. Up to three documents can be uploaded. Click “Create Appointment.”
- Submissions are limited to a maximum of 6 pages and must be 2MB or less. If you have a lengthy paper, we recommend that you schedule more than one appointment during the week.
- You will receive an email when the Writing Associate has finished commenting on your paper, providing feedback in approximately 24 hours.

 This schedule supports file attachments. To attach a file to this appointment, use the options below. If making a repeating appointment, files will only be attached to the first (this) appointment. File attachments must be 1MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.

File #1 Choose File No fil...hosen	Document Title 	Notify Client? ⓘ No ▾
File #2 Choose File No fil...hosen	Document Title 	Notify Client? ⓘ No ▾
File #3 Choose File No fil...hosen	Document Title 	Notify Client? ⓘ No ▾

ADMINISTRATIVE OPTIONS
Walk-In/Drop-In | Missed | Placeholder ⓘ | Email Client? ⓘ

 CREATE APPOINTMENT CLOSE WINDOW

Viewing Comments and Receiving an Edited Document

Check your email for a reply from one of our Writing Associates which will include your attached annotated or edited document. Alternatively, you can follow the steps below to retrieve your document from the WConline system.

- Log on to trincoll.mywconline.com and click on your appointment.

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- Under “Post Session Client Report Forms,” click “View Existing.”

View Existing Appointment

Client
Carolyn Kelly

Appointment Date
Monday, March 23, 2020
SLOT 4 [MARK MISSED]

Staff or Resource
Lyn Kelly

ETUTORING

CREATED: Mar. 18, 2020 7:27am by Carolyn Kelly



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

MEET ONLINE? ETUTORING

If you choose an eTutoring appointment, upload your paper after making this appointment. Then, watch your email for notification that your appointment has been modified or that someone has responded to your paper.

- Scroll to the bottom of the report and click “Download Attached File” under “File Attachment.”



FILE ATTACHMENT

[Download Attached File](#) | Uploaded: March 16, 2020 3:12pm by Lyn Kelly [X]

EMAIL LOG

March 16, 2020 3:12pm: Sent by Lyn Kelly to carolyn.kelly@trincoll.edu
March 16, 2020 3:12pm: Sent by Lyn Kelly to tennyson.odonnell@trincoll.edu
March 16, 2020 3:12pm: Sent by Lyn Kelly to carolyn.kelly@trincoll.edu