



Using eTutoring Through the USF Writing Center

Step-by-step instructions for using the USF Writing Center's eTutoring capabilities are provided below. Please note that these steps are likely to be most helpful if you have already viewed the video that walks you through that process. A link to the video is available on the USF Writing Center's website: https://www.usiouxfalls.edu/writing_center.

1. eTutoring is made available through the USF Writing Center's online scheduling platform (WC Online). To access this platform, one may either click on the "Schedule an Appointment" button on the USF Writing Center's website, or go directly to the following URL: <https://usiouxfalls.mywconline.com>.
2. Upon your first visit to WC Online, you will need to register. Look for the "Register for an account" link. The registration process is straightforward for anyone with experience in online environments. In subsequent visits, you will not have to go through this registration process. You will merely need to sign in with your email address and password.
3. Once you have logged in, you will be presented with a calendar for the current week. You may navigate to future days/weeks by using the navigation links toward the top of the page. Any white-colored blocks on the calendar represent available time slots. Find a time that works for you given your point in the writing process and the due date of your assignment. (Please see the section on page three, titled "Making Effective Use of eTutoring," for some important considerations about scheduling.) Click on the block that represents the time for which you would like to make an appointment.
4. Clicking on an open time slot will generate a pop-up window labeled "Create New Appointment." You should respond to the questions provided as follows:
 - a. Meet Online? Select "Yes. Schedule eTutoring appointment."
 - b. Course: Type the course abbreviation, number, and title, if possible. (Ex. LAR 111: Writing and Intellectual Traditions I)
 - c. Instructor: Type in the name of your instructor. (Ex. Dr. Jane Smith)
 - d. Due Date of Assignment: Type in the date on which your assignment is due.
 - e. Do you have 30 minutes to spend in this visit? This question doesn't really apply very well to eTutoring, but please select the checkbox next to "Yes."



- f. Do you give permission for the USF Writing Center to discuss your visit with your instructor, should he or she ask? The policy of the USF Writing Center is to protect the privacy of student writers. However, there are sometimes advantages to constructive conversation between writers, their instructors, and the USF Writing Center. If you would like to give permission for Dr. Dyer to share information with your instructors, select “Yes.” Otherwise, select “No.”
 - g. Will you have the assignment sheet and any other relevant materials with you? We strongly encourage writers to provide a copy of any assignment sheet related to the draft being discussed. Such information provides peer consultants in the writing center with a greater context for the rhetorical situation the draft is intended to address. If you have a copy of the assignment sheet that can be uploaded, select “Yes.” If you do not, select “No.”
 - h. What would you like to work on today? The USF Writing Center focuses on engaging with writers in ways that will help them to develop their own writing process, rather than taking over a paper and dictating a process to them. Given that goal, and given the limitations regarding the amount of time that can be dedicated to any given paper, we ask that writers set the initial agenda by identifying aspects of the paper to which they would like us to direct our attention. While we may also comment on other elements of the draft, your articulation of your own goals will shape the initial focus of the conversation. This is particularly true in eTutoring, where the opportunity for collaboratively adjusting the focus of a session is practically impossible.
 - i. At the bottom of the form are three (3) boxes for uploading documents. Use “File #1” to upload the draft on which you would like feedback. Use “File #2” to upload the assignment sheet, if available.
 - j. Click the “Create Appointment” button. The open pop-up window will change to “View Existing Appointment” and include confirmation of a successfully made appointment. Additionally, you will receive confirmation via email.
5. The peer consultant with whom you have made your appointment will use that thirty-minute time slot to read and respond to your draft, given the goals you have specified. When the feedback is complete, the peer consultant will upload a file that contains his or her observations and questions. The writer will be notified via email that a new file has been uploaded. This file should also appear as an attachment within that email. However, the file can also be accessed by returning to the calendar at WC Online and clicking on the appointment in question.



Making Effective Use of eTutoring

Size and Scope of Documents: Given the thirty (30) minutes allocated for appointments at the USF Writing Center and the goals and purposes of the writing center, please recognize that limitations exist regarding the amount of text to which our peer consultants can productively respond. Uploading an eight-page paper and expecting thoughtful feedback on every element of composition—from rhetorical effectiveness to grammar and syntax to effective documentation of sources—simply is not realistic. It is for this reason that we ask writers to identify the more specific topics they would like the peer consultant to address. In situations where peer consultants receive a substantial amount of text and a vague articulation of the writer’s goals, they have been instructed to (a) prioritize higher-order concerns over later-order concerns, and (b) perhaps select a portion of the text to focus on, rather than attempting to meaningfully address the entire text.

Nature of Feedback: Given the goals and purposes of the writing center, we avoid serving as a “fix-it shop” for papers. Were we to simply take a paper and edit it, we would gain practice in becoming better editors ourselves, but we would do little to serve the ongoing development of the writer. We will strive to assist writers in recognizing patterns of error or concern within their writing and to offer advice for identifying and addressing those issues, but we do not simply go in and “correct” a paper. You can expect that the feedback you receive will tend to ask questions, offer strategies, and provide feedback related to the concerns you specify when making an appointment. Most commonly, this feedback will be provided through margin comments, highlighting, and “track changes” features within Microsoft Word. For this reason, we strongly encourage that students upload documents in Microsoft Word, rather than, say, PDFs, as it is more difficult to integrate feedback into a PDF document. Students uploading a PDF document are most likely to receive a separate text consisting of the feedback described above.

Scheduling and Timing: As you make an appointment for eTutoring, please keep in mind the nature of the process when choosing the timing of an appointment. The time slot of your appointment is the designated time at which a peer consultant will focus on your paper in order to provide feedback. (It is possible that a peer consultant might be able to address the paper ahead of a scheduled appointment, but this should not be the expectation.) Additionally, your feedback will arrive in the form of comments and questions embedded into the text of your draft. Given the nature of that feedback (see above), you will need time to read and consider that feedback and to implement any suggestions or revisions. The bottom line, then, is that eTutoring probably requires a greater cushion between appointment and due date than most of us are used to planning for. We encourage you to make appointments at least a couple of days prior to any due date that might be associated with the text being discussed.