

# MARSHALL UNIVERSITY WRITING CENTER



**Dr. Kelli M. Prejean, Director**

<b>Location:</b> 1 <sup>st</sup> Floor of Drinko Library	<b>Fall 2009 Hours:</b> M 10-8; T 10-8; W 10-4; Th 10-8; F 10-2
<b>Phone:</b> 304-696-6254 <b>Email:</b> <a href="mailto:writing@marshall.edu">writing@marshall.edu</a>	<b>To make appointments, visit</b> <a href="http://www.rich16.com/mu/">http://www.rich16.com/mu/</a>  <b>For general information and links to writing resources, visit</b> <a href="http://www.marshall.edu/english/writingcenter">http://www.marshall.edu/english/writingcenter</a>

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## POLICIES, PROCEDURES, and FAQs for STUDENTS

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### **What can I expect from a tutoring session?**

Tutors are here to serve all Marshall University students who want help with their writing. Tutors will help with all stages of the writing process, from brainstorming and outlining to research documentation and revising. Most important, tutors are trained to help students become more aware of their own writing processes and to build confidence in student writers.

### **Are there any limitations to what tutors can do in a session?**

Yes. Since tutors are only here to guide students through the process of writing, students should view tutors as peers or coaches, not teachers who can guarantee certain grades or error-free papers. With this in mind, tutors will not

- “Fix” your paper for you. Tutors are only here to help you to identify and address your errors yourself.
- Discuss grades with you. It is your professor’s and your responsibility to identify course/assignment expectations and objectives. We try to work with professors as much as possible to understand their assignments, and tutors are trained in writing theory and practice, but they are not responsible for assigning grades.
- Be expected to side with either the client or the professor. Tutors are neutral parties who are here to help with writing only.

### **Can I get help with papers from other classes besides English?**

Yes. Most of our tutors are English majors, but many of them have experience writing in a variety of other disciplines, so discipline-specific papers are welcome. However, if your paper is discipline-specific, please bring in all supporting material in order to help the tutor better understand the parameters of the assignment, including information regarding discipline-specific conventions.

## What are my responsibilities?

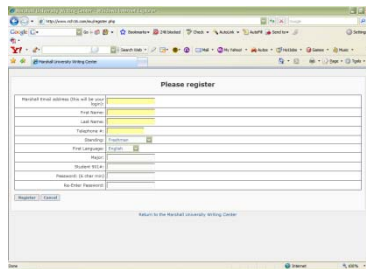
Students are not required to have a complete draft in order to have a tutoring session, but it is crucial for students to bring all relevant course documents to the session, particularly a description of the assignment. The more information tutors have about your writing task, the more effective they can be in guiding you through the writing process. Students are also required to be active participators in their own sessions by remaining engaged and open to dialogue with the tutor.

## What is the timeframe of a typical tutoring session?

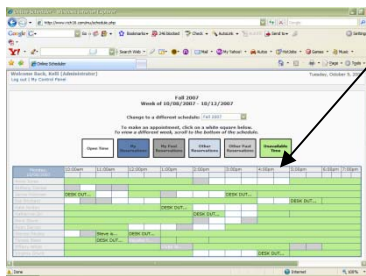
The length of a tutoring session depends on the complexity of the writing task and the length of your paper. In general, the *minimum time for appointments is 30 minutes*, and the *maximum time is 60 minutes*. If your paper is longer than 8 typed pages, it is advised that you make 2 or more appointments in order to work through the entire paper.

## How do I make an appointment?

1. Go to <http://www.rich16.com/mu/> or to our Writing Center's main home page, <http://www.marshall.edu/english/writingcenter>, which provides a link to the appointment page.
2. First-time users must register by choosing "Click here to register" at the bottom of the screen and filling out brief demographic data and creating a user name (Marshall University email address) and a password.



3. Once you have registered, you may log in to make an appointment. The white boxes indicate tutor availability, designated as "Open Time."



4. When you click on a white box, you will be prompted to submit information regarding your agenda for the tutoring session. Be sure to fill out the appointment form completely before "saving" the session.



**You will receive an email notification with your session information.**

5. You may also make an appointment over the phone (if you are already registered in the online system) or by stopping by the Writing Center and speaking to the tutor at the desk. Walk-ins are welcome when tutors do not have appointments.
6. All appointments are scheduled on the half hour beginning at 10 am (Monday through Friday). Please arrive a few minutes before your appointment time. Appointments should be made at least 24 hours in advance.

### **How many appointments can I make per week?**

No more than three, one-hour appointments per week may be scheduled. In addition, two or more visits should not occur within the same day.

### **What if I have to change or cancel my appointment?**

If you must cancel an appointment, log into the scheduling system and click on “Go to the Control Panel” in the top left corner. Your appointments will be listed under “My Reservations,” where you have the choice to modify or to cancel your appointment. You will receive an email notification with updated information regarding your appointment. If you have trouble with this procedure, call the Writing Center at (304) 696-6254 or email us at [writing@marshall.edu](mailto:writing@marshall.edu).

### **What if I am late for my appointment?**

If you arrive more than 10 minutes late for your appointment, your appointment may be cancelled so the tutor can serve a walk-in student. If you are late but the tutor is still available, you will have your remaining appointment time.

### **What if I miss my appointment?**

If you miss your appointment, the tutor will mark you as a “No Show” in our scheduling system. If you receive more than 3 “No Show” reports, you will no longer be allowed to make appointments for the duration of the semester and will have to rely on walk-in availability if you would like to be tutored.

### **How do I get a session report for my professor?**

A tutoring session of 30-minutes or more is required in order to receive a session report for your professor. Please ask your tutor to fill out a session report at the end of your session.

### **Is Online Tutoring Available?**

Yes. The Writing Center provides both asynchronous and synchronous online tutoring. Asynchronous online tutoring is for those students who cannot be on campus during Writing Center hours. The asynchronous online tutoring module allows students to email their papers to our online writing tutor. Please allow a 48-

hour turnaround (M-F) for tutor feedback. For access to the asynchronous module, go to the following web address: <http://www.marshall.edu/english/writingcenter/owc>.

The Writing Center also offers synchronous online tutoring for students who would like to discuss their papers in “real-time” with a tutor but who cannot make it to campus or who would prefer to work from the comfort of home. The synchronous online tutoring module is available during regular Writing Center hours. To make an appointment for a synchronous tutoring session, log into the scheduling system following the steps outlined in “How do I make an appointment.” If a tutor is available for online tutoring, you will see the following option in the appointment form:

This center offers both face to face and online appointments. **If you would like to meet with this consultant online, please check the box below.** *Then, approximately five to ten minutes before the start of your appointment, log back in to this schedule, click on the Control Panel, and click "Meet Consultant Online".*

: I would like an online consultation.

**If you have any questions about our services, please email the Director, Dr. Kelli Prejean, at [writing@marshall.edu](mailto:writing@marshall.edu).**