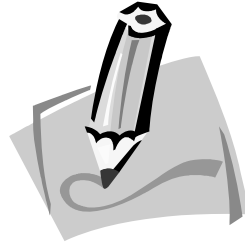


# **MARSHALL UNIVERSITY WRITING CENTER**

## **Handbook for Tutors**



**Fall 2008**

Dr. Kelli M. Prejean, Director

Cody Mullins, Assistant Director and Online Writing Tutor

**Location:** Corbly Hall 353

**Phone:** 304-696-6254

**Email:** [writing@marshall.edu](mailto:writing@marshall.edu)

**Fall 2008 Hours:** Monday and Wednesday 10-6; Tuesday and Thursday 10-8; Friday 10-2

**On the web:** <http://www.marshall.edu/english/writingcenter/>

**Online Writing Center:**  
<http://www.marshall.edu/english/writingcenter/owc/>

**To make appointments online, visit:** <http://www.rich16.com/mu/>

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Staff Contact Information—Fall 2008**

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## ***POLICIES and PROCEDURES for TUTORS***

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***Setting Up Your Employment.*** NOTE: This information does not refer to Graduate Teaching Assistants, as the English Department processes their payroll. This information refers only to hired, hourly tutors.

To begin the process of your employment, you will have to provide the Director with a copy of a new, completed tutor application form before the start of the semester or soon after the semester begins. This ensures that the Director will have and use current information. From this information, the Director generates a form [Personnel Action Request, PAR] for you that will go to the Payroll office. After this, the Director will receive a printed timesheet, which you must sign for each pay period, following the steps noted below in "Timesheets and Payroll Procedure."

If you are a new university employee, you must also complete an I-9 form for tax purposes. Please visit <http://www.marshall.edu/human-resources/forms/CIS19link.asp> to access an online version of the form and to find out specifics about what kinds of identification you will need in order to process your employment. You should take the form to the Human Resources office in Old Main, Room 207. Also, you will be asked for a blank check to process for Direct Deposit of your paycheck.

***Timesheets and Payroll Procedure.*** Hourly tutors are responsible for keeping track of their hours each pay period (approximately every two weeks). At the end of each pay period, complete your pay sheet and place in the Director's mailbox in the main English Department office.

As with most jobs, you will receive pay in arrears for work completed during the prior pay period. You will be paid approximately one month to a month and a half after your first pay sheet is submitted. Paydays are bi-monthly, which means the actual dates shift depending on the length of the month. During 28- to 30- day months, the payday will be the 28<sup>th</sup> or 29<sup>th</sup> and the 15<sup>th</sup>, unless those dates fall on a weekend; in that case, the Friday before payday will be payday. Thirty-one day months have paydays on the 31<sup>st</sup> and the 16<sup>th</sup>, and have the same provisos when those dates fall on the weekend. Marshall University directly deposits paychecks into a bank account unless you specify otherwise. Payroll will give instructions on receiving your checks if you refuse Direct Deposit.

Once you have designated a certain number of hours, you must not work above your assigned hours. A fixed budget amount is encumbered for each tutor at the beginning of every semester and going over this amount will affect the Writing Center budget.

***Opening Each Day.*** If you open in the morning, get the WC key from the English Department's Administrative Assistant. After unlocking and opening the door, relock it so that those who leave at night—when the English Department office is closed and they therefore cannot get the key—can simply lock the door by shutting it. Return the key to the Admin. Assistant after you open the door.

***Keeping the Center Open and Staffed.*** The Writing Center should never be left open and unstaffed for any length of time. If a tutor fails to show up at his/her scheduled time and you have to leave the WC empty, post a note on the door apologizing and citing staffing problems. Close the door and make sure it is locked. The tutor who arrives thereafter must again get the key from the Department Secretary. If you have to shut the door after 4:30 pm, the Writing Center will be closed for the rest of the day, since the key is not available. This not only deprives the other tutors of their hours, but also the students of tutoring help. The Point: **Do not miss your scheduled tutoring hours or arrive late.** If you think you will be late, please call the Writing Center at 304-696-6254, the Director at 304-696-2711, and/or someone on your shift.

***Desk Duty.*** Since we do not have a regular receptionist, all staff members must share in desk duty. If you are scheduled to work the desk, it is your job to greet students, answer the telephone, take appointments, help students with the computers and the printer, keep the Writing Center looking neat, and make sure everyone maintains a professional (and relatively quiet) tone. The person at the desk should make sure the

online scheduling module is accessible from the front desk computer at all times and should not take appointments unless he or she chooses to. The tutor at the desk is also responsible for the key to the multimedia room and should remind faculty and staff who take the key to return it after they retrieve the equipment they have reserved.

***When it is your time at the desk, please remain at the desk at all times.***

***Telephones.*** If you are the first person to arrive in the morning, be sure to check voicemail messages and to return any calls for appointments or questions. To check messages, dial 66245 (Audix extension), and when prompted for the extension, dial 66254 and #, and then enter the WC password (66540) followed by the #. Follow the remaining prompts to listen to messages.

You should always answer the phone professionally and with a greeting along the following lines: "Writing Center. This is Kelli. How may I help you?" If you happen to miss a call that gets picked up by voicemail, return it as soon as you can. Occasionally, you'll get someone calling with a "grammar question." If that happens, offer your polite expertise, plead ignorance, or refer the question to someone else.

***Mailboxes and Email.*** Writing Center correspondence will be circulated through email and your Writing Center mailbox. Please make every effort to check both on a daily basis.

***Missing Hours.*** If you must miss any of your scheduled hours, you are required to call the Writing Center (696-6254) and leave a message or email the Assistant Director and/or the Director. You are also responsible for "blacking out" your time in the online scheduling system following these procedures:

1. Log on to the online scheduler at <http://www.rich16.com/mu/>.
2. Go to "My Control Panel" at the top left of your screen and then choose "Manage Blackout Times."
3. Go to the date you will be absent and click on your name.
4. When the screen below appears, choose the starting and ending times you will be absent. For example, if you are missing your 10-1 shift, choose your start time as 10am and your end time as 1pm. These are your "blackout times." Write a brief note in the dialog box explaining why you are out and choose "Save."

5. Your blackout time should appear in the schedule.

This procedure will keep students from scheduling appointments with you when you will not be available and will let other tutors know why you are not there.

If you have a tutoring appointment during the time you need to blackout, click on the appointment, choose "Move Appt. to Another Resource?" and select another tutor to take your appointment. You should then email both the student and the tutor to inform him or her about the changes. You can find the student's email address in the appointment form. If another tutor is not available, email the student to ask if the appointment may be rescheduled for another day/time.

See example below.

Move Appt. to Another Resource

The screenshot shows a web browser window titled 'Modify Reservation - Windows Internet Explorer provided by Marsh...'. The URL is 'http://www.rich16.com/mu/reserve.php?type=m&machid=&ts=&resid=sc148ac441'. The page content is for a reservation for 'Justin Matney'. It includes a 'Location' field set to 'Writing Center', 'Notes' with 'Specialty Areas: Philosophy, Religious Studies, Creative Writing', and a 'Move Appt. to Another Resource?' section with a dropdown menu and a note: 'Note: This will only change the reservation to another available resource on the same day.' Below this is a section to 'Please change the starting and ending times:' with a date of '08/20/2008', a start time of '10:00am', and an end time of '10:30am'. The 'Maximum Reservation Length' is '1 hours'. There is also a 'Will be reserved for:' section with fields for Name, Phone, and Email. An 'Administrator-Only' section includes a checkbox for 'Was this appointment missed?' and links for 'ADD a Report' and 'VIEW Client's Reports'. At the bottom, there are 'Created:' and 'Modified:' fields.

Please do this as soon as you know you are going to be absent. If your absence is urgent and you do not have time to black out your hours, call or email the Writing Center and the Director to inform someone about your situation.

***Making Up Missed Hours.*** All TAs are required to work a certain number of hours per week, so missed hours must be made up. If you must miss any hours, you are required to inform the Assistant Director within 48 hours after your absence when you will make up your time. There will also be a spreadsheet posted on the bulletin board in the WC for posting missed and rescheduled hours. Those hours will be updated in the online system as soon as they are posted. Please record your missed hours and the times you plan to make them up as soon as possible so that the Assistant Director can keep an accurate record and add tutors to the scheduler for make-up hours prior to that time.

***Computer Use.*** The computers in the Writing Center are for general student use and are not strictly for Writing Center use. However, in order to keep out some unnecessary student traffic, it is okay to direct students to the computer lab in 331 when we are busy.

Both tutors and students should use the computers primarily for school-related tasks. Please limit recreational use of the computers and ask that students to do the same.

***Printer Use.*** The printer is networked to all of the Writing Center computers and printing is \$.10 per page with the use of Herd Points.

***Computer and Printer Problems.*** Please report computer problems to the Director, to Sandee Lloyd in the English Department, and/or fill out an "Incident Report Form" on the web: <http://www.marshall.edu/ucs/compfac/form.asp>.

***Cell Phone Use.*** Cell phones should not be used in the Writing Center under any circumstances, and this policy applies to both tutors and students. Your phone should be turned off during your shift. If you must make a phone call, please step outside the Writing Center and speak quietly.

Before a session begins, please ask students to turn off or silence their cell phones to prevent interruptions during the session. If a student resists, please direct him or her to our policies and explain that other sessions are in progress and that the policy is required for others' consideration.

***Breaks.*** If you do not have an appointment, you may occasionally leave the Writing Center for short periods (5 minutes), but be sure someone else is present to cover the Writing Center while you are gone. If you are on the schedule for two or more consecutive hours, you may take a 15-minute break.

***Keeping the Writing Center Presentable.*** The Writing Center should be kept neat and presentable at all times. Food and drinks are allowed, but they must be kept away from the computers. Do not make others

clean after you. Please throw away all trash in proper receptacles and clean up any food or drink messes you create. Do your part by keeping chairs pushed in and tables clear of unnecessary items.

***Setting a Professional Tone.*** Again, the Writing Center should be a fun, enjoyable work environment, but it is also a place of learning and tutors should act in a professional manner at all times. Please keep your voices down while working so as not to disturb other people in the Writing Center and classes that are going on nearby. It is very awkward for your fellow tutors to have to “shush” others during tutoring sessions, so please avoid the situation by maintaining an unobtrusive tone.

***Session Reports for Instructors.*** Session report slips are provided in the Writing Center. A tutoring session of 30-minutes or more is required in order for a student to receive a session report for his/her instructor.

***Discipline Procedures and Conditions for Dismissal.*** Teaching Assistants are contractually obligated to the Department and Marshall University, and as such, are required to follow Departmental and University guidelines for employee conduct. The first time a TA misses hours, arrives late, or fails to meet any other obligations outlined above, the Writing Center Director will speak to the TA in attempt to resolve the situation. If a second incident occurs, the TA will be required to meet with the Director of Writing and the Chair of the Department to discuss the situation and to make a plan of action to prevent future incidents. If a third incident occurs, the Department will dismiss the TA, and the TA will permanently lose his or her assistantship. Hourly employees should abide by the same standards as TAs, as they are also contractually obligated to Marshall University. Because hourly employees are not employed through the Department, however, the Writing Center Director will handle all disciplinary actions as needed.

***Staff Meetings.*** Approximately once per month, we will meet for staff meetings to discuss your WC work, to brush up on effective tutoring practices, and to go over any new policies and procedures. Attendance at staff meetings is required for continued employment.

***Listserv.*** All tutors are subscribed to the Writing Tutor listserv. To send messages to everyone, compose an email to [writingtutor-list@lists.marshall.edu](mailto:writingtutor-list@lists.marshall.edu).

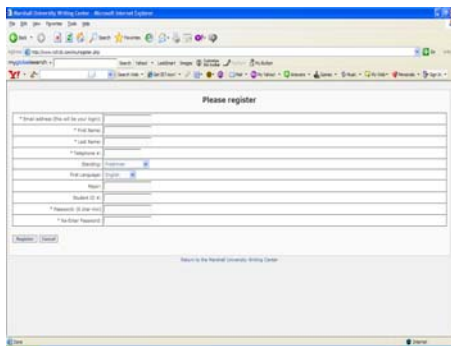
## WCOOnline: Our Scheduling and Tracking System

The Online Scheduling System (OSS) is an internet-accessible program we use for tutor scheduling and student appointments. All tutors must utilize the OSS to track appointments. If possible, check your schedule before you are on duty in order to forecast your workload for the day or week. While you are on duty, you should check the scheduling system often or check with the tutor on desk duty so you can be aware of any new appointments.

**System Terminology.** The OSS utilizes system-specific terminology that is important to know in order to navigate the system.

- User: Everyone who has created an account in the system is considered a “user.”
- Types of User Accounts:
  - a. Administrator: All tutors will have full administrator privileges, which allow them to modify the schedule, create reports, etc. See p. 11 of the system manual.
  - b. Basic Administrator: Students and faculty will have basic administrator privileges, which only allow them to make and modify their own appointments.
  - c. Client: Those who schedule tutoring sessions are referred to as “clients.”
- Resources: Resources are the tutors with whom clients can make appointments.
- Location: We currently have two locations, CH 353 and “online.” Tutors who wish to work with students in an online synchronous environment may select their location as online.
- Blackout Times: Instead of highlighting the times in which tutors are available to tutor, the OSS is designed to manage “blackout times,” or times when tutors are unavailable. The entire schedule is created by inputting times tutors WILL NOT be in rather than times they will be.

**First-Time Users.** All tutors must be registered in the scheduling system in order to be able to log in and to view appointments. To do this, go to <http://www.rich16.com/mu/> and click on “Click here to register” below the password box. You will be prompted to enter the following information. Use the email address I have for you.

A screenshot of a web browser displaying a registration form titled "Please register". The form is part of the "Richmond Community Writing Center - Manual Scheduling System". It contains several input fields: "First Name", "Last Name", "Username", "Password", and "Confirm Password". There are also radio buttons for "Basic Administrator" and "Administrator". At the bottom of the form, there are "Register" and "Cancel" buttons. The browser's address bar shows the URL "http://www.rich16.com/mu/".

Once you register, log in and make sure your schedule times are correct.

**Logging Appointments.** When students come in without an appointment or are not registered in the system, have them register, and once they're logged in, get them to create an appointment so we can have a log of the session.

Last, check to make sure that the student has completely filled out the appointment form, as we use this information to generate usability reports. If the student has not completely filled out the form, you should edit the information yourself by clicking on the appointment, making the necessary changes/additions, and choosing “modify,” or have the student do it before or after the session.

**Post-Session Reports.** Like the appointment form, the post-session reports are crucial for keeping records of our tutoring sessions. Session reports allow tutors to record the actual time spent in a tutoring session (versus time scheduled) and to record any notes about the client or session that might be useful for future session.

Session report links are located in the "Administrator-Only" box in the appointment form. From here, you can "ADD a Report," view past reports, or mark the client as a "no show." Post-session reports are required. If you do not get a chance to complete one immediately after a session, please complete the report by the end of your shift.

### Adding a Post-Session Report

The screenshot shows a web browser window titled "View Reservation - Windows Internet Expl...". The URL is "http://www.rich16.com/mu/reserve.php?type=v&machid". The form is for "Joe Fincham" and includes the following sections:

- Location:** Writing Center
- Notes:** Specialty Areas: Philosophy, Religious Studies, Linguistics
- Reserved time:** 08/06/2008, Start Time: 12:30pm, End Time: 1:00pm
- Reserved for:** Name: Yun Ki Dong, Phone: 3044170985, Email: sonysylar@gmail.com
- Administrator-Only:** Was this appointment missed? . Click to ADD a Report or Click to VIEW Client's Reports
- Created:** 06/15/2008 @ 07:17:19 pm
- Modified:** 08/04/2008 @ 11:30:32 pm
- Major:** English
- Instructor's Name:** Kathy Duke

### Sample Report Form

The screenshot shows a web browser window titled "http://www.rich16.com - WCOOnline: Client Report...". The form is titled "Add a New Client Report Form" and includes the following fields:

- Client:** saxton, joseph
- Resource:** Teresa Bean
- Appt. Date:** 11/06/2006
- Scheduled Start:** 12:00pm
- Scheduled End:** 12:30pm
- Actual Length of Appointment:** 30 minutes
- Instructor:** [Empty field]
- Course:** [Empty field]
- Notes and Comments:** [Large text area]

Buttons at the bottom include "Save Report" and "Cancel & Close Window".

**No Show Reports.** If a client does not show up for an appointment, click on the appointment and mark the box next to "Was this appointment missed?" Save the modified appointment. Students with three "no show" reports will not be allowed to make appointments.

## ONLINE TUTORING

The Writing Center's online tutoring services are virtual extensions of the work we do in face-to-face consultations. Online tutoring allows us to work with Marshall University students who are taking distance education courses and students who cannot be on campus during normal Writing Center hours.

The Writing Center offers two types of online tutoring: **Synchronous** (at the same time) and **Asynchronous** (not at the same time).

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### Synchronous Online Tutoring

The synchronous tutoring module allows students to chat with a tutor in real-time and to look at a text simultaneously. Synchronous online tutoring is available during regular Writing Center hours. Students should make an appointment with a tutor just as they would if they were actually visiting the Writing Center. In the appointment form, select **"I would like an online consultation."**

Shortly before the appointment begins, tutors should log in to the OSS, choose "Control Panel," and click on the "Start Session" link.

Further instructions are provided in subsequent pages following the Quick Start Guide for the OSS.

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### Asynchronous Online Tutoring

The asynchronous online tutoring module allows students to email papers for review by one of our trained tutors. Tutors comment on larger issues, such as organization, paragraph development, thesis statements, conclusions, and a variety of other areas. Although students are not as involved in the asynchronous tutoring process, tutors still attempt to emulate the same process and practices as followed in face-to-face consultations by identifying patterns of error and higher order revision needs rather than correcting every error for the student. Therefore, it should be noted that this is not an editing service.

Here are the instructions students must follow:

1. Please submit your writing well in advance. Last minute submissions cannot be accepted. Papers should be no longer than 10 typed, double-spaced pages.
2. Open the [online log form](#), fill it out completely, and save it to your computer.
3. Compose an email to [writing@marshall.edu](mailto:writing@marshall.edu). Attach your paper, the online log form, and the assignment (if you have an electronic version available) to your email.

#### PLEASE NOTE:

1. Your papers must be saved as a MS Word doc. or in Rich Text Format.
  2. Allow for a 48-hour (M-F) turnaround for tutor feedback.
  3. You must be a student enrolled in Marshall University courses to work with an online tutor.
- 

**The following pages contain published instructions for the OSS and the Online Module.**

# MARSHALL UNIVERSITY WRITING CENTER

Fall 2008



Dr. Kelli M. Prejean, Director  
Cody Mullins, Assistant Director

**Location:** Corbly Hall 353 **Phone:** 304-696-6254 **Email:** [writing@marshall.edu](mailto:writing@marshall.edu)

**Website:** <http://www.marshall.edu/english/writingcenter>

**Appointments:** <http://www.rich16.com/mu/>

**Online Tutoring:** <http://www.marshall.edu/english/writingcenter/owc>

**Fall 2008 Hours:** Monday 10-6; Tuesday, Wednesday, Thursday 10-8; Friday 10-2

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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 process 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?**

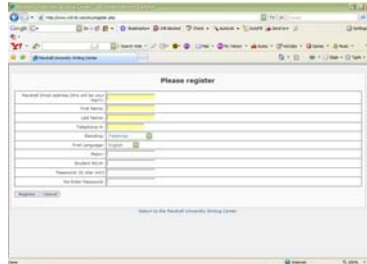
Students are not required to have a complete draft in order to have a tutoring session, but it is crucial for students to bring all relevant course documents to the session, particularly a description of the assignment. The more information tutors have about your writing task, the more effective they 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?**

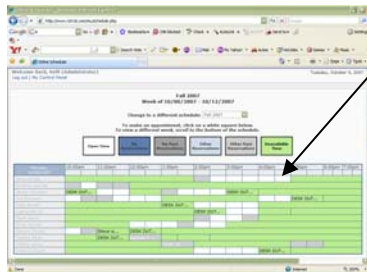
The length of a tutoring session depends on the complexity of the writing task and the length of your paper. In general, the minimum time for appointments is 30 minutes, and the maximum time is 60 minutes. If your paper is longer than 8 typed pages, it is advised that you make 2 or more appointments 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" and filling out brief demographic data and creating a user name (Marshall University email address) and a password.

A screenshot of a web browser showing a registration form titled "Please register". The form contains several input fields for personal information, including name, email, and password. There are also checkboxes and a "Register" button at the bottom.

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

A screenshot of a web browser showing a calendar interface for making an appointment. The calendar displays a grid of days and times. A black arrow points to a white box on the calendar, indicating a tutor's "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.

A screenshot of a web browser showing an appointment form for "Katherine Orr". The form includes fields for "Please select the starting and ending times:", "Will be reserved for:" (with a dropdown menu showing "Payson, Kelli"), "What do you want to work on during your visit?" (with checkboxes for "Proofreading", "Selecting a topic", "Generating ideas", and "Determining audience"), and a "Save" button.

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 (3) visits 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 "My 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.

### **May I work on and print my papers in the Writing Center?**

Yes. The Writing Center is equipped with seven internet capable computers and one printer for Writing Center patrons' use. Printing is \$.10 per page with the use of Herd Points. We do ask that students work only on course-related tasks when using Writing Center computers.

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

*: I would like an online consultation.*