Candler Writing Center

Student Guide to
ONLINE TUTORING

Spring 2020

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Introduction

Transition to Online Tutoring

As the Emory community responds to the impact of COVID-19, more commonly known as coronavirus, the Candler Office of Student Programming is taking necessary steps to ensure that students continue to have access to the academic support they need for the remainder of the semester—even as students will not be physically present on campus. As such, the Writing Center is transitioning our tutoring to a purely online format. While there will no doubt be a "learning curve" in this process, especially during a student's first session, we are confident that this process will continue to allow students access to our skilled tutors in order to address academic and writing needs. This guide is designed to introduce students to the tools that will be used in this new format, to prepare students for their upcoming appointment, and to describe how these sessions will be carried out. If questions remain after reading this guide, you can address them with your tutor during your first session or email Zane McGee with any questions.

Some Things Stay the Same...

Despite some of the changes that are occurring, several elements of the Writing Center will remain the same. **Booking a session** will still occur through candler.mywconline.com, just as before. We will continue to discuss your **writing projects at all phrases of development**, from inception to final drafts. Professional documents such as **resumes and cover letters** will still be reviewed by our staff. If you are a **TESL student**, required tutoring hours remain the same. And most importantly we are still striving to make better writers, not just better papers—which also means that **we are not offering distance proof-reading services but constructive feedback for the writing process via live sessions**.

Resources

All of the resources mentioned here are freely available to students, either through your Emory login credentials or online.

Conferencing and Screensharing

All Emory students have a free Zoom account that can be used for video-conferencing and which also allows screensharing. This will be the primary mode of communication used in our tutoring sessions. You can log in to the Zoom website at emory.zoom.us. Alternatively, if you already have the Zoom software installed on your computer, tablet, or phone, you can click the Sign In with SSO button on the login screen, enter "emory" into the input box on the next screen and you will be redirected to the Emory login screen.

Once logged in, you can join your tutoring session by clicking the Join button from the main Zoom page and then inputting the "Meeting ID" for your tutor (see p. 5 below). Please note that these IDs are specific to each tutor, therefore you will need to use the appropriate ID for your scheduled meeting. When you attempt to join the meeting you will first be placed into a "waiting room" until the tutor is ready to meet with you. When the tutor has finished with any prior sessions, they will admit you into the Zoom meeting. Until then, please be patient as they finish their earlier session. More information on the format of your tutoring session will be discussed below.

If you have questions or difficulty logging into Zoom, please see the technical support provided by Emory's LITS department at this page.

Collaboration (Live Editing)

In addition to the Zoom conference room, we will also be utilizing "live collaboration" in which multiple people (yourself and the tutor) can edit a document together and can each see the actions of the other person as they are input. This can be achieved through two programs. Our preference is for these

sessions to utilize Microsoft 365 because it is a platform that is accessible to all Emory students for free. If this is not possible, then Google Docs can also be used.

Microsoft 365

To share a document via Microsoft 365, the easiest method is first to open the document in Microsoft Word on your computer. Then you click the `Share` button that is located on the top right. If you have not logged into Microsoft 365 previously with your Emory credentials, then you will be prompted to so. If your document is stored locally (on your computer), you will then be prompted to "move" or "copy" a version of the document to OneDrive, Microsoft's online cloud storage. After doing these steps, you again will need to click the `Share` button. On the share dialogue, click the `People you specify can view >` button, check the `Allow Editing` checkbox, and then click `Apply`. This step will allow your tutor to view the document live alongside you and to make edits as you work together. Next, add your tutors email address (see p. 5 below) to the email field and then click send. You do not need to input any information in the message box.

More information on collaborating via Microsoft Word is available in [this document](#) provided by Microsoft.

Google Docs

If for some reason you cannot share a document via Microsoft, we can use Google Docs as well. To share a document via Google, first open the document in Google. The click the `Share` button in the top righthand corner. From here, share the document with the email address candlerwriting@gmail.com and then click `Send`. Your tutor will now be able to access your document and collaborate with you online.

Information on sharing documents via Google Drive can be found [here](#).

Accessibility and Alternatives

The Writing Center wants to ensure that our services are accessible to all Candler students. As such, if you do not have access to a steady internet connection or are otherwise unable to use the online services outlined above, we have an alternative process that can be used. In such a case, we request that you share your Word document via email with your tutor (see email addresses below) and then request a phone number from your tutor by which you can call in to talk with them via Zoom. This method will not require an active internet connection and will allow you and the tutor to talk in person about your assignment while both viewing the document. If this method is used, **it is the responsibility of the student to write down the feedback** given by the tutor as the tutor will not be sharing a "marked up" version of the document afterwards.

If this alternative process does not meet your needs, don't hesitate to contact the Writing Center director at zane.mcgee@emory.edu to discuss your specific needs and options.

To join a Zoom meeting or invite your tutor to edit a document, use the following information (for sharing a Google Doc, use the email candlerwriting@gmail.com for all tutors):

TUTOR	EMORY EMAIL	ZOOM MEETING ID
Andy Blakemore	andrew.thomas.blakemore@emory.edu	### ### ###
Cameron Garrett	cameron.timothy.garrett@emory.edu	### ### ###
Cassie Hawkins	cassandra.elizabeth.hawkins@emory.edu	### ### ###
Danielle Campbell	danielle.lanice.michelle.campbell@emory.edu	741-576-821
Hannah Kelly	hannah.jane.kelly@emory.edu	### ### ###
Jazzy Johnson	jasmine.symone.johnson@emory.edu	### ### ###
Seulbin Lee	seul-bin.lee@emory.edu	### ### ###
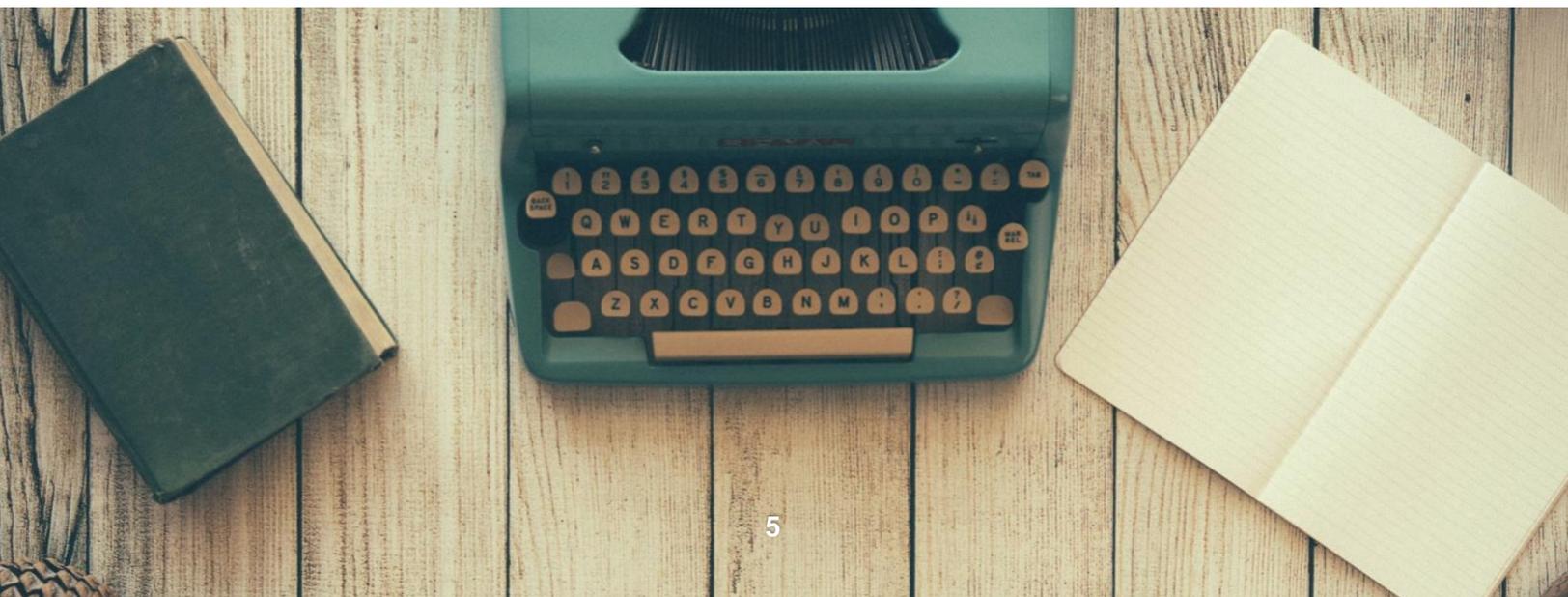
ONLINE TUTORING: WHAT TO EXPECT

Our goal with online tutoring is for these sessions to function as closely as possible to the in-person sessions we previously hosted at the Writing Center. This means that your time with the tutor will be spent discussing your current project and any questions or concerns you have regarding the work. Sessions will last for 30 minutes and because other students will be in the online "waiting room" it is important that your session begin promptly as our tutors will have to end the session at the scheduled time.

Preparing For Your Session

To ensure that you get the most time out of your scheduled session as possible, please be sure to complete the steps below *before* your session's scheduled start time:

- ☐ Download and Log In to Zoom
- ☐ Have the Meeting ID number provided on p. 5
- ☐ Share your document via Microsoft 365 or Google Docs
- ☐ Join the Zoom meeting and wait until your session starts
- ☐ Be sure you have a stable Wi-Fi connection and sufficient battery power

During Your Session

Once your tutor is finished with any prior sessions, they will admit you into the Zoom meeting. Once they have accessed your document, the two of you can use Zoom to discuss the shared document that you are editing together. You can also share your screen with the tutor so that they can see your computer screen as you work, highlight, or point out features of the document you might have questions on. If you do not yet have a document written, you can use the audio to

discuss your work on the project. Although Zoom provides the capability for video conferencing, neither student nor tutor are required to share live video during a session. As the standard "etiquette" for these meetings, if a participant is comfortable sharing their video they may do so. However, if either party does not initiate video sharing then this should be taken as their preference for the meeting. **We ask that all participants respect this preference of others and not ask for the other party to share their live video**.

During the meeting, the student will need to initiate screensharing from their computer while having the document to be discussed open on their computer screen. This allows the student to be the one primarily editing and saving the document, ensuring that no unexpected changes occur to the document. While collaborating via Microsoft 365 or Google Docs, the student will be able to see the tutors cursor and any changes made to the document.

At the end of the session, students should make sure to save all changes to the document so they have a record of all of the edits made during the session. Students will be asked to complete a short survey at the end of their session. While this has always been a priority for the Writing Center to help us evaluate our services, it is especially important at this time while we transition to a new model for the remaded of this semester. Any feedback, suggestions, or ideas will be greatly appreciated and used to evaluate and modify our approach in the coming weeks.

We look forward to joining you online for tutoring this semester!

Technical Support

We understand that this time of transition to digital tutoring may raise questions concerning technology and the applications used during our sessions. While we would like to be able to provide assistance with these issues, **please be aware that our tutors and staff are not trained in working with difficulties related to Zoom, Microsoft 365, or Google Docs**. Students should test these applications before their tutoring session begins because additional time cannot be allotted due to technical delays so that tutors can maintain their other scheduled meetings. If students have questions or difficulty using technology provided by Candler or Emory University, they can use the following information to gain technical support.

The easiest one-stop shop for tech support is the Information Technology portal which can be accessed at it.emory.edu/help. Here you can find information related to various technologies provided by Emory and submit support requests.

The University Service Desk can also be contacted by phone at 404-727-7777.

Information has been provided at lifeatcandler.com that will also be helpful for getting technology help with these tools.