



Hendrix College Writing Center Online Operations

To ensure the best service, we will use two applications: our usual scheduling app (Setmore) and Teams. That means you can make appointments in the exact same way we used to before we went remote. After that, we will take care of the rest! Just check your email for our messages to determine the best way to communicate with you.

Below is how the process of booking and participating in an appointment will work:

1. If you would like to meet with us, go to hendrix.edu/writingcenter. You will see a link that says “Book Appointment.” Click on it and follow the instructions. The page will show you who is available and at what times. You will also see that every service we provide has a **synchronous** (meaning it happens in real time) and **asynchronous** (meaning each participant works in their own time) option. Choose the one that best suits you.

(NOTE: you can make appointments in advance, but you can also make an appointment when you need it, as if you were dropping in at our office. As long as the scheduling page shows slots are active, you can book them. The procedure below will apply, only in a much shorter time).

2. When you are done, you will receive an appointment notification.

3. The Writing Associate you booked will contact you shortly after in one of two ways:

- a) if you chose **synchronous assistance**, you will receive a Teams Meeting request. That message will contain the date and time you booked, buttons to respond whether you will attend the meeting (“Yes,” “No” and “Maybe”) and a link that says “Join Teams Meeting.” There will also be a message requesting that you send your paper in advance, although you do not have to do it to have your appointment, or
- b) if you chose **asynchronous assistance**, you will receive an email requesting you send the work you want to discuss, if you have not already. Please send the file as a .docx or .pdf document, or as a Google Doc link, so that we can better utilize the comments tools to make notes on your writing. After you send the document, you will receive our comments back within 24 hours of our receipt of the file. Please keep this in mind when you book. Also, let us know if there’s a specific date by which you’d like to have feedback.

Next, we will go through what happens in each of those options:

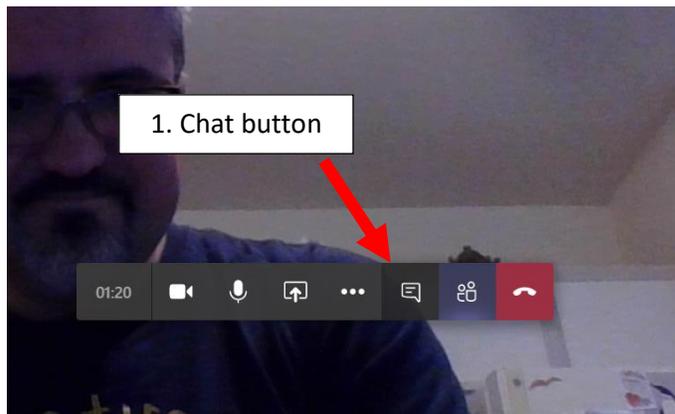
a) Teams Meeting for Synchronous Assistance

4a. When the time of the meeting comes, click on the “Join Teams Meeting” link in your email or Outlook calendar and you will be directed to a chat room. You will first see a screen that

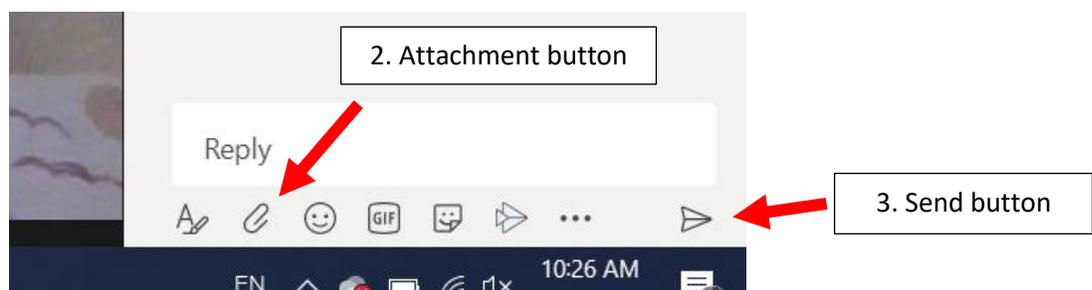
shows you the image from your camera, and a button to “Join Now” below it. Click on that button and the meeting will begin (the Writing Associate should have joined already, but if not, hang in there a little longer).

5a. Once you are in the call, there are two possibilities:

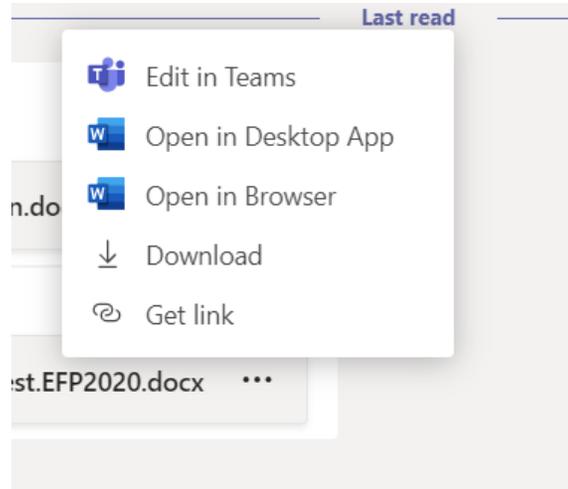
5a.1) if you did NOT send your paper in advance, the Writing Associate will instruct you to share it with them through the Chat function of the video call. First, make sure it is a .docx file. On the video window, you will see a toolbar when you hover your mouse over it. The dialogue box picture is the Chat button, as in the image below:



Then, at the bottom of the Chat column, you’ll see the “Attachment” button (the one that looks like a paper clip). It should prompt you to choose a file to share. Select it, then, click “Send:”



Now, the next bit is important. After you’ve sent the file, you will see three dots next to its name. Click on them to open a menu that includes the option “Edit in Teams.” Choose that. The Writing Associate will do the same:



If you did this right, you both should be able to see the same document.

5a.2) if you sent the file in advance, the Writing Associate will be the one to share it on the Chat, and then remember to choose Edit in Teams once you see it (see above).

You are also free to share your writing with a link to a Google Doc.

From there, the meeting will proceed as it would if you were both in the same space: by talking about what you wrote, what it seems to be saying, and what you want it to say. The Writing Associate will NOT do edits directly on your paper. They will highlight or underline areas that need revision. If you decide to edit in the moment, they will comment on the changes you make. Remember that YOU are the writer, and our assistance is meant to facilitate the development of your skills rather than do any writing for you.

b) Asynchronous Assistance

4b. You will respond to the Associate's email by attaching your file in .docx or .pdf format, or sending its Google Doc link. Should the Associate not hear from you within 24 hours, they will send a follow-up email.

5b. Within 24 hours of your sending your file, you will receive a response with a document with your text and added feedback. The feedback will consist of questions about what you mean in certain sections, comments suggesting a rethink of wording or structure, and highlights on segments where spelling and grammatical corrections are necessary. There will be a final note summarizing the Associate's general impressions of your work and what they believe requires most attention.

Again, all the specific revisions and corrections are up to you, but our comments will always be clear, applicable, and pertinent to your project. By collaborating with you rather than directing you, we are committed to helping you produce your best writing!

Again, at all times, you can email Felipe Pruneda Sentfies, Director, at pruneda@hendrix.edu if you have any questions and concerns. If these methods of communication don't work for you, email us and we're happy to discuss alternatives that our principles of academic integrity and confidentiality. We are particularly interested in hearing how it is all working, so keep in touch to tell us if we need to troubleshoot.

Best of luck to all!

In solidarity,

The Writing Center

August 2020