



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 set up a video chat or to find an alternative method of communication.

(NOTE: you can always get in touch at pruneda@hendrix.edu if you have questions, concerns, and if you would like to discuss your work in ways other than the video chat. That is the default because our usual appointments happen face-to-face, but in these strange times, don't hesitate to tell us what works best for you, and we will do exactly that).

Below is how the process of making and having an appointment will go:

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.

(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).

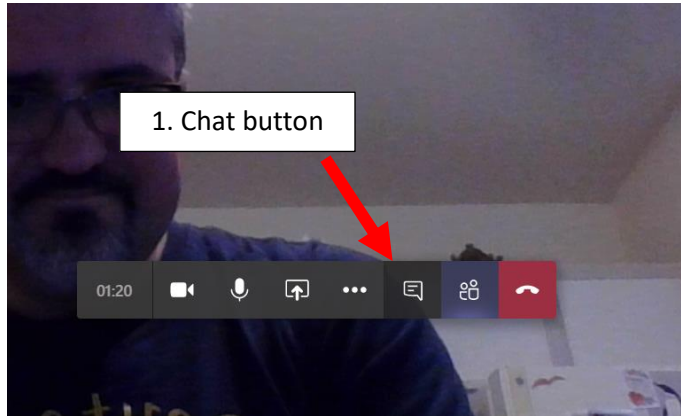
2. When you are done, you will receive an appointment notification.

3. The Writing Associate you booked will contact you shortly after with a Meeting Request message. That message will contain the date and time you requested, 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 in order to have your appointment.

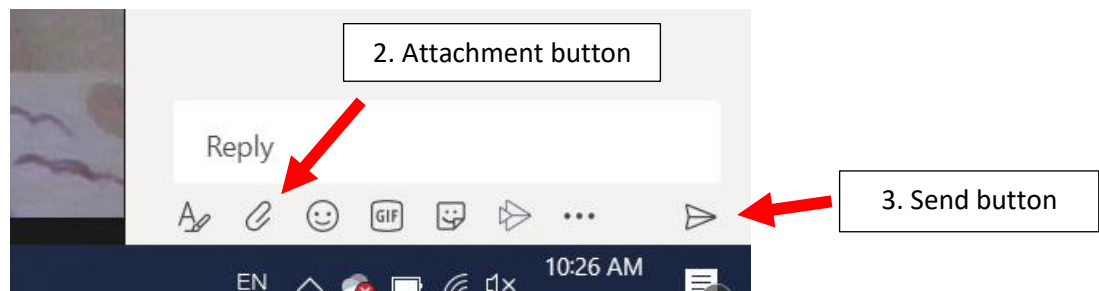
4. When the time of the meeting comes, click on the "Join Teams Meeting" link and you will be directed to a video chat. You will first see a screen that shows you the image from your camera, and a button to "Join Now" below it. Click on that button and the meeting will begin (the Writing Associate should have joined already, but if not, hang in there a little longer).

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

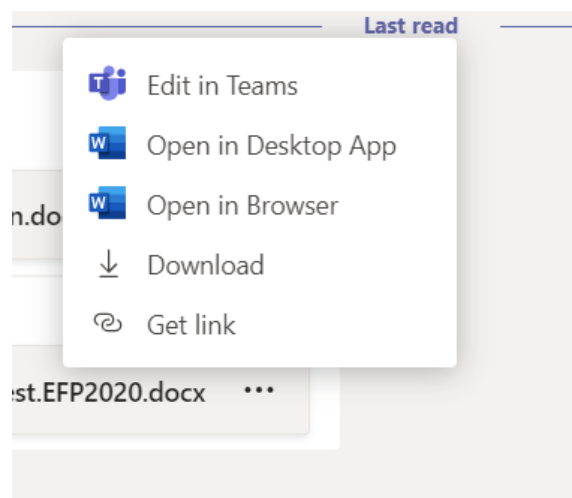
a) if you did NOT send your paper in advance, the Writing Associate will instruct you to share it with them through the Chat function of the video call. On the video window, you will see a toolbar when you hover your mouse over it. The dialogue box picture is the Chat button, as in the image below:



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 "Open in Desktop App." Choose that. The Writing Associate will do the same:



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

b) if you sent the file in advance, the Writing Associate will be the one to share it on the Chat, and then remember to open the file in the desktop app once you see it (see above).

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.

Bear in mind that you will need to minimize the video window and the document window to see both at the same time. Just arrange them on the screen in a way that works for you (like, say, side by side).

Again, at all times, you can email Felipe Pruneda Sentías pruneda@hendrix.edu if you have any questions and concerns. 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

March 31st, 2020