

GRAND VIEW WRITING CENTER

Online Tutoring
Instructions

Please note that in normal circumstances, we have reserved online tutoring through the Grand View Writing Center for online-only students. Given the current situation, ALL Writing Center appointments are online only. To make and access your online appointment, you will need to go here:

<https://grandview.mywconline.com>.

Welcome to Grand View University Writing Center’s online tutoring! Before getting started with your first online appointment, the Grand View Writing Center staff would like to give you a tour of our program to help you get the most out of your experience. Any further questions regarding the online tutoring process can be directed towards Writing Center Director Dr. Bobbi Olson or Student Success Program Manager Jade Horning.

Bobbi Olson
Writing Center Director
bolson@grandview.edu

Jade Horning
Student Success Program Manager
jhorning@grandview.edu

SETTING UP THE APPOINTMENT

To set up an appointment with one of our tutors, go to MyView at <https://myview.grandview.edu/Pages/Home.aspx>. Once there, go to “Quick Links” on the right side of the page and click on “ALT Center.”

Quick Links

- Got a Question?**
Your central location to ask any question.
- Maintenance Direct**
Visit Maintenance Direct for maintenance assistance.
- Ellucian Go Mobile App for GV**
Stay connected with the GV mobile app.
- ALT Center**
Academic Learning & Teaching Center
- Student Health101**
Grand View's on-line student health magazine.
- Job Listings**
Career Center Services and Resources
- Campus Services**
Printing, copying, shipping and much more.
- SALT--Financial Literacy**
Become more financially savvy with SALT.
- Campus Bookstore**
GV merchandise, hours and book buy back information.
- SSC Training and Resources**
Information site for the Student Success Collaborative.
- GV Cares Emergency Fund**
Information on GV Cares

Once on the ALT Center page, select “Writing Center” from the menu on the left. This will take you to the ALT Center’s MyView page, where you can find more information about all tutoring services at Grand View.

ALT Center Home

- About
- Meet the Staff
- Student Support**
 - Learning Support
 - English as a Second Language
 - Math Lab
 - Tutoring by Discipline
 - Writing Center
- Faculty and Staff Support

When you click on an available appointment, a box will pop up asking for more information regarding your appointment. After the box appears, fill in the name of your class, the professor, and answer the other questions to give us some details about what you would like help with and what you want the focus on the appointment to be. Note that since all appointments are online for the remainder of the semester, you should see “Yes, Schedule Online appointment” selected under “Meet Online.”

Create New Appointment

Client

To select a different client, begin typing a name or email above and then select from the resulting list.

Appointment Date

Monday, March 23, 2020: to [Show REPEAT Options](#)

Staff or Resource

Arijana Online (Spring 2020 Online)

APPOINTMENT LIMITS: Appointments must be between 30 minutes and 1 hour in length.

Meet Online?

Yes. Schedule **Online** appointment.

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

Questions marked with a * are required. Questions marked with **ADMIN ONLY** are only available to and shown to administrators. (As an administrator, you can save an appointment without filling in required fields--except if those required fields are also tagged as administrator-only questions.)

Course (please include prefix and course number; for example: LIBA 300) *

Instructor (please include first name and last name; capitalize both) *

What stage in the writing process are you? Select one (check all that apply) *

- just got the assignment sheet and need help understanding what I am supposed to do
- just got the assignment sheet and want help brainstorming what to write about
- have tried to start but feel stuck
- have an idea but need help finding outside sources to include
- have a draft but need help with organization or development or making focus more clear
- have a draft but need help integrating outside sources
- have an almost-done draft and want outside eyes for editing/proofreading/checking citations help
- I am here for weekly appointments attached to a course I am taking
- Other (please specify below)

If not listed above, please specify what stage in the writing process you are

What would you like to work on today? Please tell what type of writing you're working on (research essay, literacy narrative, etc.) and your top two concerns or questions you have with your essay *

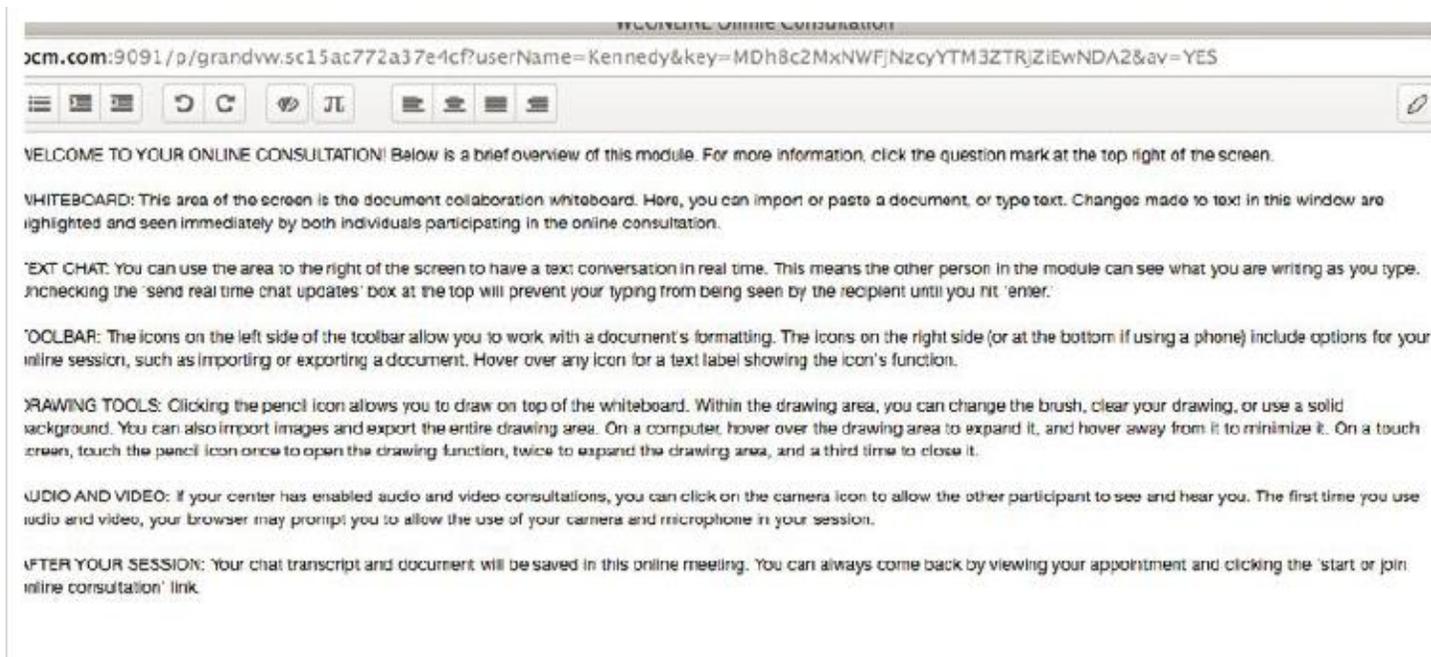
Once you have completed the appointment reservation form, click the “Save Appointment” button found on the bottom of the window to secure your appointment time. Be sure to write down your appointment time and date and remember to be ready at the designated time to meet with your Writing Center tutor. You should also get an email confirmation and reminder with this information included.

When it is time for your appointment, log on to WOnline following the steps above. Click on your appointment box, and then select “Start or Join Online Consultation” to begin the session. The information below provides more details about the features you can utilize during your online Writing Center appointment.

ONLINE APPOINTMENT FEATURES

The Grand View Writing Center’s online tutoring program has some online-only features that will allow you as a writer to get the benefits of in-person tutoring in an online format. At the time your appointment starts, you will be brought to a screen that has all of these features readily available to you.

SHARING YOUR DOCUMENT FOR ONLINE TUTORING: The center of the page (shown below) will be where you and the tutor can edit and view your writing throughout your appointment. This area is called the Whiteboard. Here, you can import or paste a document or type text in real-time. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation. The icons on the toolbar allow you to change a document’s formatting.



The screenshot shows a web browser window with the URL: `ocm.com:9091/p/grandvw.sc15ac772a37e4cf?userName=Kennedy&key=MDh8c2MxNWFJNzcyYTM3ZTRjZiEwNDA2&av=YES`. Below the address bar is a toolbar with icons for document management, navigation, and editing. The main content area contains the following text:

WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information, click the question mark at the top right of the screen.

WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste a document, or type text. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation.

TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time. This means the other person in the module can see what you are writing as you type. In checking the 'send real time chat updates' box at the top will prevent your typing from being seen by the recipient until you hit 'enter'.

TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on the right side (or at the bottom if using a phone) include options for your online session, such as importing or exporting a document. Hover over any icon for a text label showing the icon's function.

DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from it to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the drawing area, and a third time to close it.

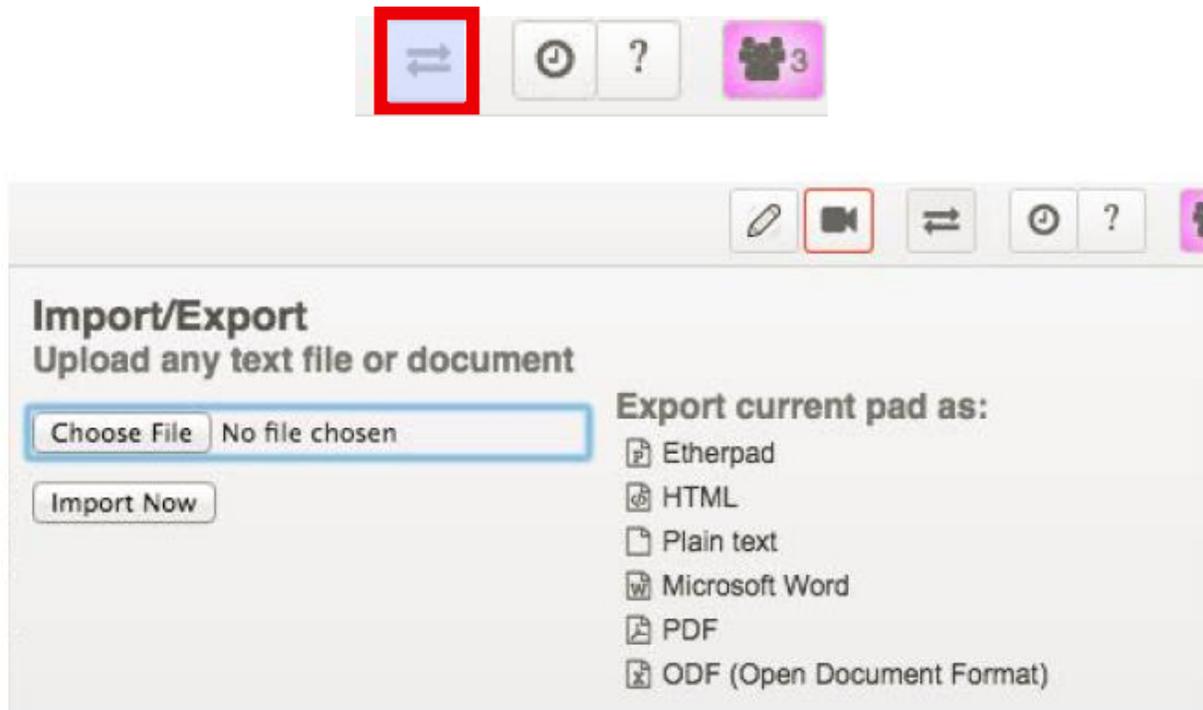
AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon to allow the other participant to see and hear you. The first time you use audio and video, your browser may prompt you to allow the use of your camera and microphone in your session.

AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always come back by viewing your appointment and clicking the 'start or join online consultation' link.

The icons on the top right side of your screen in the online appointment window (or in the bottom left if using a phone) include options for your online session, such as the pencil tool, print option, and import/export feature. Hover over any icon for a text label showing the icon’s function. Clicking the pencil icon allows you to draw on top of the Whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area.



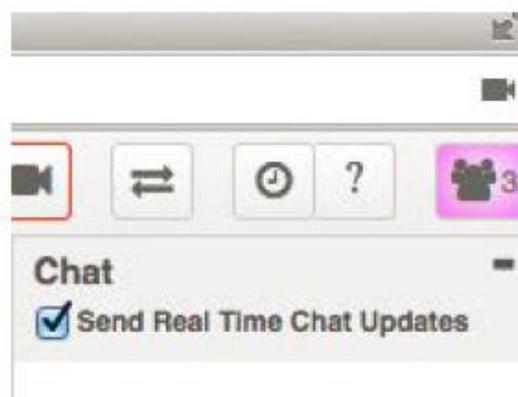
To import a document—such as a Microsoft Word file of your writing—click on the double arrow icon and upload your document onto the document-sharing area. Follow the directions for importing as seen in the pop up box below.



From here, click on the “Choose File” button to upload your document from your computer. Click on “Import Now” when ready. You can also export your document including the changes and comments made during the appointment in this area. Choose a way to export the document from the menu so you can consult yours and the tutor’s discussion of your writing later as you work on making revisions after your appointment.

COMMUNICATING WITH YOUR TUTOR DURING YOUR APPOINTMENT: There are two ways to communicate with the tutor in real time during your session. Both of them are described in what follows.

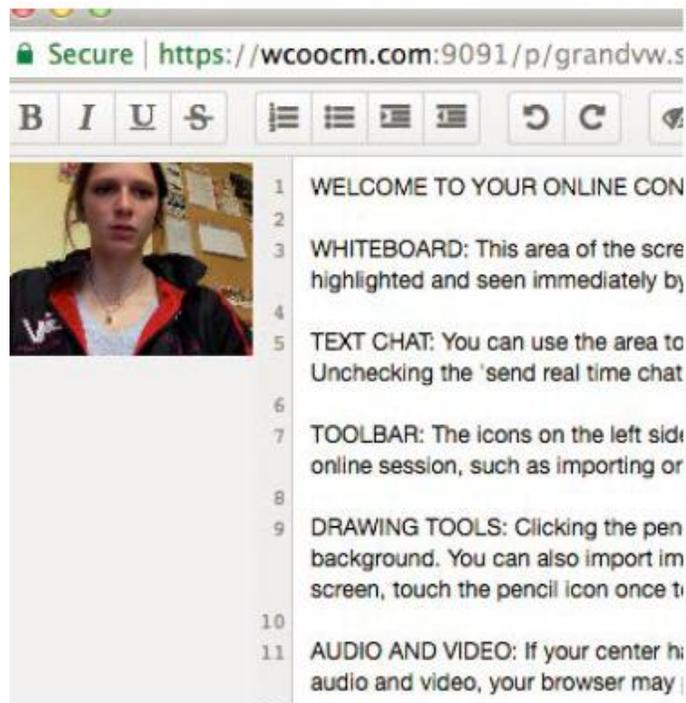
The first way is to use the [chat function](#) found on the right side of the screen (or bottom of the screen if on a phone). This means the other person in the appointment can see what you are writing as you type. Unchecking the “Send Real Time Chat Updates” box at the top will prevent your typing from being seen by the recipient until you hit “Enter.”



The other way to communicate with the tutor during your appointment is through **video chat**. You do not need any special equipment, as long as your computer has a webcam and microphone built-in (most do). Whether you are accessing your online appointment via computer or phone, the video and audio options are on the left side. They must be “open” as shown below for you to have video and audio capabilities during your appointment. If you would like to turn these off, simply click on them and you should see a line go through them. This means the tutor cannot hear or see you. Note that your individual computer may have certain settings that you have to navigate to allow camera and microphone access.



When your audio and video chat is enabled you should see yourself in the window as below. The tutor will also be visible during your session if you are both using the video chat function.



When your appointment is done, you can exit out of the page and log out of WCOOnline. Your chat transcript and document will be saved in this online meeting, which you can always access by viewing your appointment and clicking the “Start or Join Online Consultation” link. Also, remember to export your file if you would like to see the comments and suggestions made to your paper during the session (see the previous page for a reminder on how to export files).

We look forward to working with you! If you have any further questions, please contact our Writing Center Director, Dr. Bobbi Olson by email at bolson@grandview.edu.

Happy writing!