



## UNT DALLAS ONLINE WRITING CENTER TUTORING FAQ

- **Why should I use Online tutoring?**

Online tutoring is useful for students who cannot make face to face Writing Center appointment. It is also helpful to students taking online classes who do most of their work from home and would prefer not to have to come to campus.

- **What types of help can I get online?**

You can get two kinds of help from UNT Dallas Online Writing Center tutoring:

***eTutoring (Asynchronous):*** The tutor will review your essay for the 45 minutes of your scheduled appointment. The comments on your paper and a proof of visit will be uploaded within 15 minutes of the end of your appointment.

***Online (Synchronous):*** Open your appointment, and click “Start or Join Online Consultation.” The tutor will communicate with you via live chat or videoconference through WOnline for 45 minutes. Any notes from the session and a proof of visit will be uploaded within 15 minutes of the end of your appointment.

- **Do I have to schedule an appointment?**

Yes. Scheduling an appointment assures that a tutor is available to help you at a specific time. There are no “walk-in” appointments for Online or eTutoring.

- **How do I schedule an appointment?**

Log on to WC Online at [UntDallas.mywconline.com](http://UntDallas.mywconline.com) to schedule, change, and cancel your appointments. Once you log in, click on any white box to indicate the day and time of your choice. Then, choose whether you want an Online appointment or an eTutoring appointment. If you have trouble figuring out how to book your appointments, we have an easy-to-follow guide that walks you through the scheduling process.



- **What happens if I miss or skip an appointment?**

We ask that students cancel their appointments on WC Online as early as possible if they know they can't make it to an appointment. There is no penalty or punishment if you can cancel appointments in advance; however, if you miss or skip more than 3 appointments during the semester, you will be blocked from making any future appointments. In order to unblock the system, you will have to stop by the Writing Center and talk to the administrative assistant or the coordinator.

- **How should I prepare for an appointment?**

The more information you attach to your appointment, the more thoroughly your consultant will be able to help you. Items you should attach include:

1. A copy of the instructor's assignment sheet and grading rubrics
2. A copy of the draft that you'd like to discuss
3. Previous drafts of the assignment with any instructor feedback (margin notes and comments) or previously graded papers from the class—this gives your consultant a more complete picture of your development as a writer and can help him/her understand what your professor is looking for in the assignment
4. If your appointment is synchronous, have on hand any textbooks or research material you referenced in your paper in case you need help with citations

- **What if I need tutoring when the Writing Center is closed?**

If you need help after hours or on the weekends when the physical Writing Center is closed, you can still get all the help you need by logging onto Smarthinking, an online tutoring program that the college subscribes to. Smarthinking is accessible 24 hours/day, 7 days/week—just know that when you submit a paper, it may take 24 hours to receive the tutor's critique. Smarthinking is online tutoring software produced by Pearson, the world's largest educational publisher. Using Smarthinking, a student can choose to ask a tutor a question in real-time, post a question to be answered within 24 hours, submit a paper for review, or schedule a virtual tutoring session. Smarthinking also offers content tutoring in other disciplines such as accounting, math, science, economics, and the social sciences. You can even use Smarthinking to improve your familiarity with Microsoft Word. For more information and to access Smarthinking, visit [www.untDallas.edu/smart](http://www.untDallas.edu/smart).