

Asynchronous Tutoring Policies & Protocols

To meet the growing needs of our student body, the Mary Beth O'Brien Tutoring Center is announcing a new tutoring service: asynchronous tutoring. Unlike online tutoring, asynchronous tutoring does not require tutors and clients to meet simultaneously; rather, clients submit their work and receive feedback from a tutor within 72 hours. Synchronous tutor favors writing assignments: drafts are submitted via WOnline and returned with the tutor's feedback using Microsoft Track Changes and Comment tools.

Eligibility for Asynchronous Tutoring

Asynchronous tutor is available to all clients, assuming that they have demonstrated competency in the required technology and appropriate assignments.

Asynchronous Tutoring Assignments

Asynchronous tutoring works best with written assignments. Because tutors are providing feedback with Track Changes and Comment Tools, only Word documents can be reviewed. Clients should also include instructions or other guidelines for their assignments, which can be provided in PDFs or links. An assignment does not need to be complete, but the more complete the draft, the more opportunity for feedback.


Making Asynchronous Tutoring Appointments

At this time, only the professional tutors are qualified to tutor asynchronous tutoring. When a client makes an appointment on WOnline, the Appointment Form opens as usual. There will be an option to select "eTutoring," which is the asynchronous tutoring option. (See Table 1 below.) All synchronous tutoring appointments are scheduled for one hour.

<p>Meet Online?</p> <p><input type="radio"/> No. Meet face-to-face at the center.</p> <p><input checked="" type="radio"/> Yes. Schedule eTutoring appointment. If you choose an eTutoring appointment, upload your paper after making this appointment. Then, watch your email for notification that your appointment has been modified or that someone has responded to your paper.</p> <p><input type="radio"/> 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."</p>

Table 1. Selecting eTutoring (asynchronous tutoring) on the Appointment Form.

Assignments are uploaded in Word only to the Appointment form on WOnline. Other information can be uploaded as PDFs, but only Word documents will be returned with feedback. (See Table 2 below.)

 **This schedule supports file attachments.** To attach a file to this appointment, use the options below. If making a repeating appointment, files will only be attached to the first (this) appointment. **File attachments must be 1MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.**

File #1 <input type="button" value="Choose File"/> Testing.docx	Document Title Testing	Notify Client? ⓘ No ▼
File #2 <input type="button" value="Choose File"/> No fil...hosen	Document Title 	Notify Client? ⓘ No ▼
File #3 <input type="button" value="Choose File"/> No fil...hosen	Document Title 	Notify Client? ⓘ No ▼

Table 2. Upload Word documents to the WOnline Appointment Form.

Once the appointment is made, the client will see the below message (Table 3) on the Appointment Form.

MEET ONLINE? ETUTORING

If you choose an eTutoring appointment, upload your paper after making this appointment. Then, watch your email for notification that your appointment has been modified or that someone has responded to your paper.

Table 3. eTutoring message.

Tutors will return the reviewed Word document via WOnline. Tutors upload the reviewed file via the Client Report (See Table 4 below). Tutors need to also select “Clients & Administrators (via Appointment Form & Emailed to the Client)” to ensure the student is notified that the reviewed draft has been returned.

FILE ATTACHMENT OPTIONS

Attach a 1mb or less file that is in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.

Select File: <input type="button" value="Choose File"/> Testing.docx	File Visibility Clients & Administrators (via Appointment Form & Emailed to the Client) ▼
<input type="button" value="SAVE REPORT"/>	<input type="button" value="CLOSE WINDOW"/>

Table 4. Returned reviewed document via the Client Report.

Asynchronous Tutoring Expectations

Clients can expect a response within 72 hours after uploading a Word document (and appropriate instructions) to the Appointment Form on WOnline. The tutor spends approximately 50-60 minutes reviewing the Word file, and then the final ten minutes to upload the file to WOnline and complete a Client Report. Clients will be notified by email via WOnline. The client will also

receive a link to the One-on-One Tutoring Survey, which should be completed and returned via WCOOnline. Failure to return the completed survey may disqualify clients from using the asynchronous tutoring in the future.

Since the appointment is only an hour, the tutor will focus on global issues, such as thesis statements and paragraph development, first, followed by local issues, such as grammar and language usage. Here are the types of comments a client can expect from asynchronous tutoring:

- Extent to which the paper or response meets the assignment requirements
- Missing elements
- Where to find them
- How to draft them
- Suggestions for further research
- Suggestions for additional support
- Transition concerns
- Formatting concerns
- APA concerns

Conclusion

Asynchronous tutoring can be effective for specific writing assignments but require more technical know-how on the part of the client. All tutors and students wishing to use asynchronous tutoring must demonstrate competency in the WCOOnline software and Word's Track Changes and Comment tools.

If there are any questions, such as how to use these tools in Word, please reach out to a professional tutor or contact Dr Jason Coley at jcoley@mariacollege.edu.