

Graduate Student Writing Center Online Consultation

Client Start-Up Guide

The Texas Tech University Graduate Student Writing Center (GSWC) offers writing assistance to all graduate students and postdoctoral fellows. Our experienced writing consultants provide feedback on any writing project at any stage of the writing process. For more information, visit our website, www.grad.writingcenter.ttu.edu, or call us at 806.742.2476, ext. 1.

Scheduling the Session

If you prefer to schedule an appointment by phone, please call 806.742.2476, ext. 1 during business hours. The remainder of this section will describe scheduling an appointment through our online tutoring and scheduling system, WOnline.

1. Visit our online tutoring and scheduling system, [WOnline](https://appserv.itts.ttu.edu/wonline/eraider/login) (<https://appserv.itts.ttu.edu/wonline/eraider/login>).
2. Click on an open appointment (indicated by a white rectangle; see Figure 1) to schedule it. A pop-up window will appear with a form asking for more details.

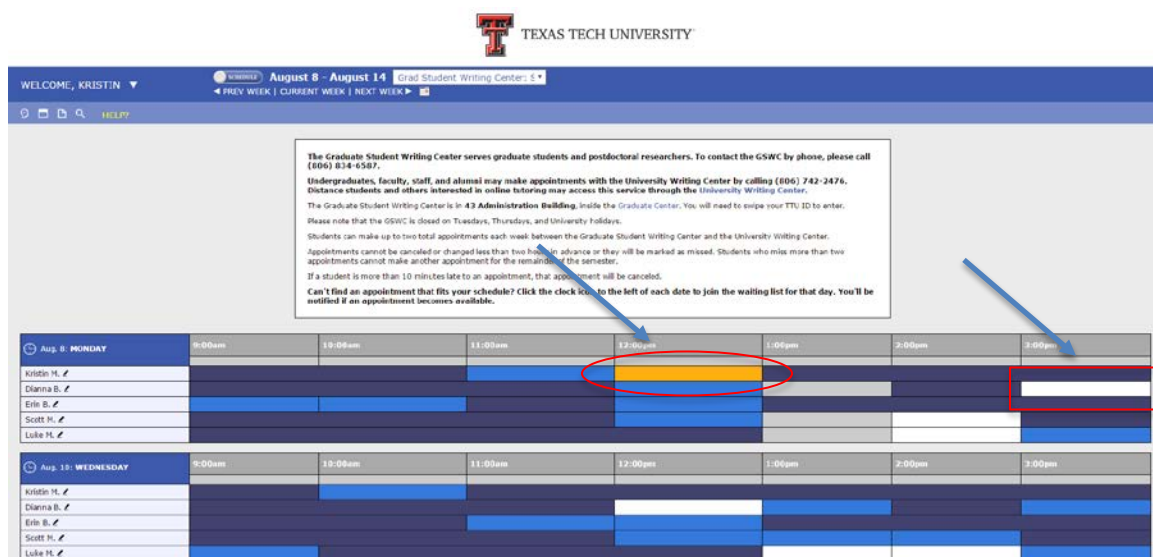


Fig. 1: The WOnline scheduling interface; an available appointment (white rectangle) is indicated by a red box; a client's successfully scheduled appointment (yellow rectangle) is circled in red.

3. In the appointment form pop-up window, choose **"Yes-schedule online appointment"** from the drop-down menu in response to the question, "Meet Online"? (see Figure 2).
 - Complete the rest of the details about your appointment and click the **"Save Appointment"** button at the bottom of the window (see Figure 2). If the appointment has been scheduled successfully, a pop-up window labeled "Success!" will appear.

Tutor Training

Fill out the form below in order to save this appointment. Questions marked with a * are required.

Appointment Limits: Appointments must be 1 hour in length.

Time: **REPEAT APPT.** Thursday, July 20: 11:00am to 12:00pm

Client: Student, Graduate (gradwritingcenter@ttu.edu)

Meet Online? Yes - Schedule Online Appointment

Both Online and face-to-face appointments are available. 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."

Course:

Professor/Advisor:

What would you like to work on today?

Admin Options: Walk-In/Drop-In: ☐ | Missed: ☐ | Placeholder: ☐ | Email Client? ☒

SAVE APPOINTMENT **CLOSE WINDOW**

Fig. 2: Appointment form pop-up window. The drop-down menu with the option to schedule an online appointment is circled in red. The "Save Appointment" button is indicated by a box. Please note that "Admin Options" will not appear in the client view.

4. In the "Success!" pop-up window, **attach a file, especially if you plan to discuss document design with the consultant** (see Figure 3). (Our online consultation interface changes the formatting of imported documents.) Then, close out of the window.
 - **Consultants will not read documents in advance; they will read and discuss the document with the client during the appointment.**
 - If you do not wish to attach a document, simply close out of the window.

Success!

Your appointment was successfully added on the following date: July 19, 2017.

If you would like to **attach a file** to this appointment, [click here.](#)

CLOSE WINDOW

Fig. 3: "Success!" pop-up window with the link to attach a file circled in red

Beginning the Session

1. **About 10 minutes prior to the start of your appointment, use Chrome or Firefox to log on to our [scheduling system](#).**
 - Edge and Safari are not compatible with the online platform.
 - **If your browser is out of date, it may not support videoconferencing. Please use the latest version of the browser.**
2. **Click on your appointment** (indicated by a yellow rectangle; see Figure 1). A pop-up window displaying the details of your appointment will appear.
3. In the pop-up window, **click on the red link that says, “Start or Join Online Consultation”** (see Figure 4). The online consultation interface will load in a separate window.

Tutor Training

Use the form below to modify, view, or cancel this appointment. Questions marked with a * are required.

Appointment Limits: Appointments must be 1 hour in length.


Time: Monday, June 19: 12:00pm to 1:00pm
Created: Jun. 19, 2017 (11:55 am) by Kristin Messuri.

Client: Kathleen Gillis
kathleen.gillis@ttu.edu

Meet Online? Yes - Schedule Online Appointment
Start or Join Online Consultation

Course:

Fig. 4: Appointment pop-up window with link to start or join online consultation circled.

4. **Enable videoconferencing.** The “videoconferencing” tool  should be outlined in red (video camera icon; see Figure 5). If the icon is not outlined in red, click on it to enable video and audio.
 - The first time you do so, you should receive a message asking for permission to use your computer’s webcam and microphone.
 - If you do not receive this message, look for a video camera icon in the address bar of your browser, which will allow you to enable videoconferencing. If you cannot enable your webcam and microphone, switch to a different browser.
 - **If your browser is out of date, it may not support videoconferencing. Please use the latest version of the browser.**
 - If you cannot enable videoconferencing using any browser, you may use the chat function to communicate with the consultant without audio or video (see section titled “During the Session”). If you prefer, you can use the chat function to ask the

consultant to use Skype instead (see section titled “Alternative Online Platform: Skype”).

- If it seems that videoconferencing has been enabled, but the audio does not seem to work, check your audio and microphone settings.

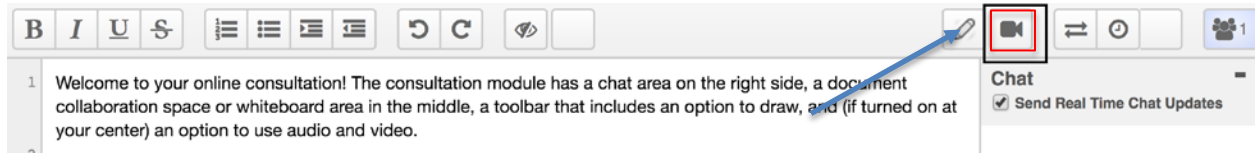



Fig. 5: Online consultation interface with video and audio enabled. The “videoconferencing” tool is indicated by a black box.

5. If you wish to discuss a specific document, import it by clicking on the “import/export” tool  (parallel arrows icon; see Figure 4) and selecting your document. The document will appear in the **whiteboard space** (see Figure 6).
 - **Importing documents changes their formatting.** If you have not done so already, we recommend attaching a file to your appointment on WOnline in addition to importing it so that the tutor can see the original formatting (see the section titled “Scheduling the Session,” step 4).
 - The interface only imports/exports word or text files, such as PDF, MS Word, ODF, and plain text. Documents in other file formats such as Pages, Excel, PowerPoint, etc. must be saved as text files before being imported or must be copy/pasted into the whiteboard space.
 - We recommend using the **PDF file format**, as it is easiest to read when imported.

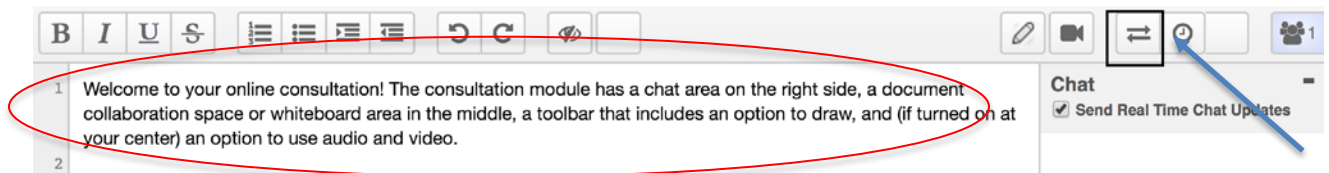




Fig. 6: Online consultation interface with “import/export” tool indicated by a black square. The whiteboard space is circled in red.

Communicating During the Session

You can communicate with the writing consultant in three ways:

1. Verbal communication (speaking)
2. Chat (typing messages in the chat sidebar; see Figure 7)
3. Text (changes or comments) typed directly in the document

Please note the following regarding text you or the consultant type in the document:

- The online consultation interface uses “**authorship colors**”; your typed text and the consultant’s typed text are highlighted in different colors.
- If you find these colors distracting, the “**clear authorship colors**” tool  (crossed-eye icon; see Figure 7) can be used to remove the highlights from the document. **Note that these highlights, once removed, cannot be retrieved.**
- When working within the document, **your tutor will format comments as follows:** <<<**Tutor Comment**>>>. This notation system enables you to more clearly differentiate tutor comments from your own notes within the document if the highlights are removed and after exporting the text from the WOnline platform.
- Refer to line numbers (on the left margin of the whiteboard space; see Figure 7) to refer to specific parts of the document.
- **Avoid the “drawing” tool**  (pencil icon; see Figure 7) on the right side of the tool bar because it is difficult to use and will prevent you from typing in the document.

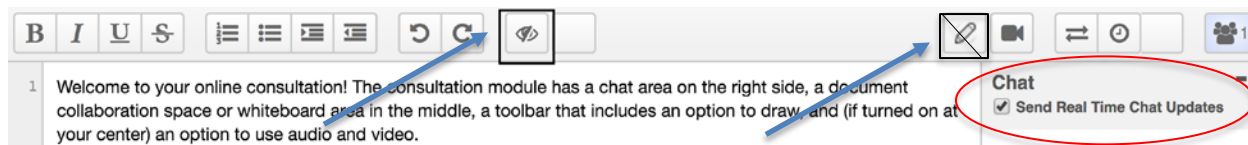




Fig. 7: Online consultation interface with chat sidebar circled in red. The “clear authorship colors” tool is indicated by a black square. The “drawing” tool is indicated by a crossed-out box; we recommend avoiding this tool.

Exporting and Reviewing Your Work

1. **Export your document** at any time using the “**import/export**” tool  (the parallel arrows icon in the top right corner of the online consultation interface; see Figure 6). The exported document will have all of the changes and notes from session but **not** the highlights from the session or the original document’s formatting.
2. **You can review chat and past versions of the document through the “Timeslider” tool**  (clock icon; see Figure 6), which records every modification and keystroke added to the document and allows you to export the document at any stage.
 - To access this tool after your session, log in to the scheduler, select the appointment (see Figure 1), click “Start or Join Online Consultation in the pop-up window (see Figure 2), and click the Timeslider icon in the online consultation interface.
 - **You may access this tool during a session, but note that it will open a new window and disable videoconferencing abilities.**

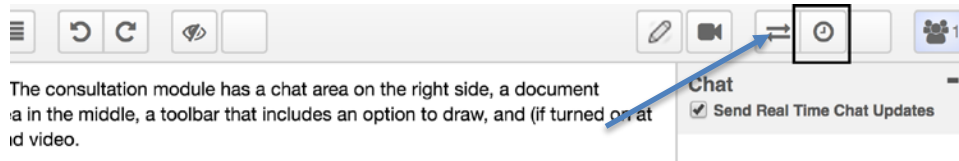


Fig. 8: Close-up of online consultation interface with “Timeslider” tool indicated by a box.

3. **To exit the session**, close the online consultation platform window.

Alternative Online Platform: Skype

If you or the consultant has technical difficulties with WOnline or if you wish to speak with a consultant about document design, you may do so via Skype.

1. **Communicate with your consultant about using the Skype platform.**
 - If you or the tutor are having technical difficulties with WOnline, you may either call the writing center at 806.742.2476, ext. 1 or wait for the consultant to call or email you using the contact information provided when you registered.
 - If you wish to discuss document design, please log in to WOnline to inform your consultant. Since WOnline is our default platform, the consultant will expect to communicate with you there.
2. [Download Skype](#) to your device, if you have not done so already.
3. **Add the Graduate Student Writing Center to your contact list (user name: ttu.gswc).**
4. **Call the consultant.**
 - If the video and audio are running slowly, you may turn off the video to limit bandwidth use. The consultant will do the same.
5. Either upload the document to the chat or open the document and share the screen using the “+” icon at the bottom of the Skype interface.