



**Video Chat: Writing Centre Directors' & Managers' Roundtable:  
Programming, technology, and resource development during the COVID-19  
disruption feedback**

**Video Chat text-chat transcript**

**NB: The transcript is in reverse order.**

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- marymccaffery\_24/7/2020, 2:22:03 PM  
thank you so much for organizing this!
  - clare\_bermingham4/7/2020, 2:02:05 PM  
We re-designed our website to highlight the virtual services on offer. And we've been as explicit as possible on WCOonline instructions, etc.
  - guest:4/7/2020, 2:26:09 PM  
Bye! Thanks again!
  - guest:/7/2020, 2:25:44 PM  
Thanks again. Bye!
  - sdkingutsc4/7/2020, 2:22:53 PM  
Thanks for organizing and running this so beautifully Clare, Brian, and Steph. Very helpful and a reminder of the amazing community of creative writing centre professionals in our Canadian writing centre community!
  - sbell.yorku4/7/2020, 2:24:59 PM  
THANK YOU!!!
  - sbell.yorku4/7/2020, 2:25:15 PM

@CWCASSOC

- jodielynnosalter4/7/2020, 2:23:18 PM  
Thank you Brian, Clare, and Steph!!!
- guest:4/7/2020, 2:22:50 PM  
This has been fantastic. I only started with our writing centre in September, so it's nice to be part of a community rather than working alone! Thanks!
- kathy.block44/7/2020, 2:22:11 PM  
Thank you so much. Tons of food for thought.
- guest:/7/2020, 2:22:14 PM  
Many thanks. This has been so helpful.
- thainion4/7/2020, 2:22:25 PM  
Thanks everyone, helpful! Thanks for moderating
- clare\_bermingham4/7/2020, 2:22:58 PM  
Thanks, everyone!! <ss type="heart"><3</ss>
- guest:4/7/2020, 2:22:04 PM  
Thank you so so so much!! More of this throughout the summer would be great--right now we're in rapid response and rapid learning mode. Deer in headlights. this is helpful
- sbell.yorku4/7/2020, 2:22:27 PM  
<ss type="heart"><3</ss>
- sbell.yorku4/7/2020, 2:22:20 PM  
Thanks all! I'm so glad to hear your voices and see some of your faces <ss type="smile">:)</ss>
- sdkingutsc4/7/2020, 2:21:15 PM  
Should we send ideas to Stephanie--for the blog post?
- tbellrru4/7/2020, 2:19:14 PM  
I'm trying to remember that it's a stressful time for everyone - certainly for students, but for me too. It's really helpful to have opportunities to connect with colleagues to find out that other people are experiencing the same thing, which

normalizes my experience. This conversation has been great for that and I'm grateful for the opportunity.

- sbell.yorku4/7/2020, 2:20:21 PM  
Thanks, Liz! We shouldn't set up expectation for tutors to be
- guest:4/7/2020, 2:19:28 PM  
We have a minimum of 48 hours for asynchronous.
- sbell.yorku4/7/2020, 2:18:37 PM  
follow-up dialogue after giving asynchronous feedback on student paper can result in dialogical asynchronous tutoring of the sort we tend to value
- sddkingutsc4/7/2020, 2:18:24 PM  
Note that one concern here is overwork, and overload. Best practice in online instruction is to say when you'll be online and also when you are offline.
- sbell.yorku4/7/2020, 2:17:50 PM  
What is time, anymore?
- sbell.yorku4/7/2020, 2:17:35 PM  
asynchronous format leading to peers thinking about their work a bit differently -  
<at id="8:clare\_bermingham">Clare</at>
- sbell.yorku4/7/2020, 2:17:10 PM  
change in hours of work because of this, especially peer tutors who are more interested in working late and weekends than before  
  
guest:4/7/2020, 2:16:13 PM  
  
Have to leave but this has been so helpful!
- sbell.yorku4/7/2020, 2:16:26 PM  
Thanks, Susan!
- guest:4/7/2020, 2:14:51 PM  
All of our staff were trained (writing and learning) by one of our coordinators, who did the WCOonline pilot. We have a manual, as well. She is able to do refreshers on training and likely full-on training online; the peers will need training for fall
- sbell.yorku4/7/2020, 2:14:56 PM  
I recommend using slack for your team's communications. Slack is so great.

- jodielynnosalter4/7/2020, 2:14:27 PM  
We also have a D2L site that is used for our on-going student staff training.
- jodielynnosalter4/7/2020, 2:13:42 PM  
When our Peers return in the Fall, we will have them shadow Grad TA consultations on WC Online, and then we will debrief in our weekly group meetings.
- sbell.yorku4/7/2020, 2:14:11 PM  
Fall training for new tutors may need to be done online.
- thainion4/7/2020, 2:12:05 PM  
this summer we have asked that everyone be able to do synchronous
- sbell.yorku4/7/2020, 2:12:38 PM  
How are you mobilizing the expertise amongst your staff to train the rest of your team?
- brian.hotson4/7/2020, 2:12:03 PM  
Q2: What tutor training have implemented in this switch to online tutoring?
- sbell.yorku4/7/2020, 2:11:17 PM  
thanks, <at id="8:thainion">Jon</at>!
- sbell.yorku4/7/2020, 2:11:09 PM  
Jon reports that some tutors unable to transition to synchronous were given option to shift to asynchronous tutoring
- sbell.yorku4/7/2020, 2:10:34 PM  
Thanks for clarifying, Jodie!
- jodielynnosalter4/7/2020, 2:08:13 PM  
Only basic admin can join into a room together.
- jodielynnosalter4/7/2020, 2:09:12 PM  
WC Online: You can have one student and two tutors in a room at once, so one tutor can shadow a senior tutor.
- sbell.yorku4/7/2020, 2:09:42 PM  
ASYNCHRONOUS SESSIONS: DON'T USE CAPSLOCK
- sddkingutsc4/7/2020, 2:07:54 PM

breakout rooms in WOnline--that's interesting!

- sbell.yorku4/7/2020, 2:07:49 PM  
Interesting - I thought WOnline restricted the number of people in synchronous chat to two, the tutor and the student. It must have been updated.
- guest:/7/2020, 2:07:01 PM  
Thx
- brian.hotson4/7/2020, 2:06:40 PM  
Nope - this one - WOnline demo for etutoring and online tutoring <a href="https://www.youtube.com/watch?v=-\_e8shOn17Y">https://www.youtube.com/watch?v=-\_e8shOn17Y</a>
- thainion4/7/2020, 2:05:14 PM  
Lots of PPTS and phone calls

e>extensions more on science classes. many deadlines extended by two weeks. 1/5 cancelled final assignments. about 1/6 classes due dates in mid to late April. really, just spread things out more

- guest:4/7/2020, 2:05:37 PM  
Not training so much as maintaining community--very important. Some of our pros are grad students and are really anxious about the next few months, plus financial concerns.
- thainion4/7/2020, 2:05:24 PM  
I've got a really good coordinator
- guest:4/7/2020, 2:04:45 PM  
We've also had writing consultants be as flexible as possible in terms of students being unfocused, distracted, dressed weirdly, unprepared, no-showing, etc. because of the unprecedented situation. However, we need to tighten up our expectations for online appt etiquette once things calm down.
- sbell.yorku4/7/2020, 2:04:33 PM  
Training issues may break down along the lines of peer tutors, unionized part- and full-time tutors...
- guest:/7/2020, 2:04:20 PM

Thx

- brian.hotson4/7/2020, 2:03:42 PM

Training and staffing

Q1: How have you changed or adjusted your staff?

- sbell.yorku4/7/2020, 2:03:26 PM

I used a wordpress form to survey faculty to assess need (assignments in place of exams, cancelled assign, extensions) --- helped me plan through April. We're staying open 3 weeks longer

The results of this survey would be very interesting. Are you willing to share, even in summary form?

- guest:4/7/2020, 2:01:34 PM

I used a wordpress form to survey faculty to assess need (assignments in place of exams, cancelled assign, extensions) --- helped me plan through April. We're staying open 3 weeks longer

- sbell.yorku4/7/2020, 2:02:31 PM

Saying out loud: Please modify your document as we chat...

- guest:/7/2020, 2:02:07 PM

Could you put link to that in chat?

- sbell.yorku4/7/2020, 2:02:13 PM

Students also need to be directed in terms of engagement and pedagogy

- sbell.yorku4/7/2020, 2:01:54 PM

Doesn't WOnline have these videos for students?

- guest:4/7/2020, 2:01:31 PM

I used it as well to let them know all booked appts would be shifted to online. Some students till showed up in person, but overall seemed to work.

- guest:/7/2020, 2:00:49 PM

Yes, I used the mass email tool in WOnline.

- guest:4/7/2020, 2:00:37 PM

Removed limit on appointments (usually 6 per year, except with director's permission for additional). Removed limit on 1 per week.

- guest:4/7/2020, 2:00:21 PM  
Have to head out now; thank you so much, Brian, Clare and Stephanie for hosting and to all of you for your fabulous input!! Much appreciated!
- thainion4/7/2020, 1:59:48 PM  
can book a second meeting in a week - helped a number of the more anxious students. Also extended &quot;ESL Open Learning Centre&quot;
- thainion4/7/2020, 2:00:07 PM  
We can add additional hours next week (when we are officially closed) but not sure about demand
- mrleeming4/7/2020, 1:59:53 PM  
Thanks all
- tbellrru4/7/2020, 1:54:45 PM  
Student Services at RRU are offering a weekly drop in session focused just on students and supporting them with anxiety and stress. It's intended to be just for students, not staff or faculty, I think with the hope that students will feel safe participating and talking about their experiences.
- sbell.yorku4/7/2020, 1:59:08 PM  
it's also interesting if we haven't thought about supporting students during the transition
- sbell.yorku4/7/2020, 1:58:26 PM  
Brian forced to lay off his tutors. How do we ensure that admin understands the value and importance of our services? <at id="8:brian.hotson">Brian</at>
- brian.hotson4/7/2020, 1:57:06 PM  
Q3: What have you put in place to support students' transition to virtual-only support?
- sbell.yorku4/7/2020, 1:56:58 PM  
UW writing hashtags on Twitter support grad writers well
- thainion4/7/2020, 1:56:52 PM  
we're doing an online workshop for grad writers, of a sort

- sbell.yorku4/7/2020, 1:56:22 PM  
asynchronous and synchronous are fluid and can be used at the same time; not an either/or!

- sbell.yorku4/7/2020, 1:55:24 PM  
Videos need to be SHORT -

- sbell.yorku4/7/2020, 1:55:53 PM  
content delivered asynchronously leading up to a synchronous chat. –

sbell.yorku4/7/2020, 1:54:31 PM

Simple engagement with students can continue community with students! Polls, etc.

sbell.yorku4/7/2020, 1:53:21 PM

Personal connections, just enough, just in time, are critical to help Ss experiencing anxiety...

it would be useful to have a system of drop-in or live chat for this

- guest:4/7/2020, 1:52:48 PM  
Personal connections, just enough, just in time, are critical to help Ss experiencing anxiety...

- sbell.yorku4/7/2020, 1:52:28 PM  
How can we pool our resources rather than recreate the wheel?

We can make use of the CWCR/RCCR blog and the CWCA website for this!!

- sbell.yorku4/7/2020, 1:49:43 PM  
Zoom bombing can be prevented by changing the settings in zoom. The best way to prevent this is to:

Click on “Settings” in the left-hand menu

Scroll down to “Screen sharing” and under “Who can share?” click “Host Only”

Click on “Save”

Once you save your settings, future meetings that you start will have sharing disabled by default.

If you forget to change the setting before you start your meeting, there’s a way to modify your settings after it starts:

Once your Zoom meeting is running, click the caret to the right of the green “Share Screen” button in the center of the bottom row of icons

Click “Advanced Sharing Options...”

A dialog box will pop up allowing you to switch screen sharing availability from all participants to the host only.

To disable screen sharing after you’ve started your meeting:

Tap the More (...) button at the bottom right corner of the screen

Tap “Meeting Settings”

If you’re using an iPhone, scroll down to “Allow Participants to Share” and switch the toggle off. If you’re using an Android phone, find “Lock Share” and switch the toggle on.

- [sbell.yorku4/7/2020, 1:51:32 PM](#)  
How are we supporting students contending with mental health issues being exacerbated by the current situation?
- [guest:/7/2020, 1:52:04 PM](#)  
Exactly
- [tbellrru4/7/2020, 1:51:21 PM](#)  
Continuing Studies at RRU offers “Facilitating Learning Online” as a five week online course with a focus on faculty/participants developing teaching skills for asynchronous online learning: <https://secure.royalroads.ca/cscourses/facilitating-learning-online-fundame>

ntals"><https://secure.royalroads.ca/cscourses/facilitating-learning-online-fundamentals></a>. Maybe a PD option for folks who are new to online instruction?

- guest:4/7/2020, 1:51:17 PM  
How can we pool our resources rather than recreate the wheel? <ss type="smile">:)
- sbell.yorku4/7/2020, 1:48:07 PM  
combining video with interactive chat could be done on YouTube!
- thainion4/7/2020, 1:46:19 PM  
We've planned to put an in-person workshop series online in an asynchronous format. Long term, I think we'll need to better than that though
- brian.hotson4/7/2020, 1:47:10 PM  
Here's our Writing Help Online tool <a href="https://studio.smu.ca/who"><https://studio.smu.ca/who></a>
- guest:4/7/2020, 1:48:09 PM  
These are word-press blogs we can create through the UVic Online Academic Community.
- sbell.yorku4/7/2020, 1:48:53 PM  
Moderating asynchronous chat takes resources...
- • guest:4/7/2020, 1:46:09 PM  
Thanks, everyone! This has been a VERY helpful discussion! Much appreciated. I'm off to tutor...online... <ss type="smile">:)</ss>
- sbell.yorku4/7/2020, 1:46:12 PM  
Chrisa: One concern I have is the huge amount of resources being produced and whether students will actually have the capacity to access/use them.

The blog is working on a post (for next week) asking writing centres to send us links to their most popular online resources. Hoping to create something of a curated list that will mobilize the best/most useful resources across institutions.

- guest:4/7/2020, 1:43:38 PM

Will also support an bridging programs that are developed (high school students who need additional transition support), plus EAL resources and programming (and unclear if int'l students will be on campus or if we'll support in home country, etc. Everything is up in the air).

- [guest:4/7/2020, 1:45:16 PM](#)  
We're sharing resources via our OAC blogs.
- [guest:4/7/2020, 1:44:58 PM](#)  
Online resources (on our website) have to comply with accessibility standards.
- [thainion4/7/2020, 1:44:22 PM](#)  
Captioning online workshops. But that's as far as we've gotten
- [brian.hotson4/7/2020, 1:44:51 PM](#)  
Pedagogy and practice

Q1: What are you finding are the best strategies for mirroring the experiential learning opportunities of face-to-face workshop activities within asynchronous online delivery platforms?

- [sbell.yorku4/7/2020, 1:44:42 PM](#)  
What is AODA?

<https://www.aoda.ca/>

- [guest:4/7/2020, 1:44:11 PM](#)  
Good question, Jodie! TBD! I'm going to bring this up at our next department meeting.
- [sbell.yorku4/7/2020, 1:44:06 PM](#)  
Q from Jodie: How is everyone ensuring that everything is accessible?
- [guest:4/7/2020, 1:44:04 PM](#)  
What is AODA?
- [brian.hotson4/7/2020, 1:43:13 PM](#)  
Here's our How to be an Online Student page <a href="https://smustudio.squarespace.com/how-to-be-an-online-student">https://smustudio.squarespace.com/how-to-be-an-online-student</a>

- guest:/7/2020, 1:43:39 PM  
One concern I have is the huge amount of resources being produced and whether students will actually have the capacity to access/use them.
- sbell.yorku4/7/2020, 1:43:31 PM  
issue with AODA standards for all online resources...
- guest:4/7/2020, 1:42:43 PM  
Same. Nothing official, but we're going to plan for Scenario A and Scenario B--&quot;normal&quot; and &quot;online-only&quot;. Looking at training for our peers (writing and learning strategies), how to deliver online workshops that are interactive/engaging, etc. Writing appointments can continue to be delivered online if needed.
- guest:4/7/2020, 1:42:44 PM  
We're about to start our tutor interview process...we're hiring with &quot;online&quot; in mind. We're not quite sure how tutor training will happen. We have a pretty intensive initial training program.
- guest:/7/2020, 1:42:05 PM  
Not sure how much uptake we'll have spring/summer. Enrollment is down.
- thainion4/7/2020, 1:42:32 PM  
Synchronous tutoring + drop-in via WOnline + workshops (captioned) and maybe a video chat
- clare\_bermingham4/7/2020, 1:42:11 PM  
Nothing official for fall, either, but we're contingency planning anyway. We're a three-term school, so we'll have a large cohort for the spring term.
- guest:4/7/2020, 1:42:06 PM  
Not sure if we'll be online in the fall, but I am certainly planning on adding synchronous online tutoring in addition to our regular in-person tutoring if we are back on campus.
- guest:4/7/2020, 1:41:21 PM  
we're planning for fall to be online (contingency). but there's a fairly clear certainty that much instruction will be online in the fall because many of our in't students will be unable to travel back to TO.
- guest:/7/2020, 1:41:26 PM

As mentioned, we'll try out synchronous tutoring through WOnline this spring/summer.

- tbellrru4/7/2020, 1:40:40 PM  
We haven't had anything official either but I'm mentally preparing for online in the fall
- thainion4/7/2020, 1:41:09 PM  
York hasn't said officially, but almost certainly we'll start online
- • guest:4/7/2020, 1:40:31 PM  
I'm assuming we'll be online in the fall, too.
- sbell.yorku4/7/2020, 1:38:35 PM  
Laurier Writing 4: that I can curate into one webpage.

Sounds like a very useful blog post!!!

- mrleeming4/7/2020, 1:38:14 PM  
Worth pointing out that many faculty have been unsure if the centre is still open. Multiple reminders have been useful
- • guest:4/7/2020, 1:40:03 PM  
M Leeming: Worth pointing out that many faculty have been unsure if the centre is still open. Multiple reminders have been useful

We are using Twitter/Facebook/webpages to get the word out about online appointment offerings.

- sbell.yorku4/7/2020, 1:39:59 PM  
Laurier Writing 4: We have Zoom embedded in there

Looks like zoom was incredibly proactive with institutional licenses. For better or worse, given the issues with personal data.


- brian.hotson4/7/2020, 1:39:58 PM

Q3: What are your plans for spring and summer sessions? Are you planning to be an online-only writing centre for the fall?

- • guest:4/7/2020, 1:39:39 PM  
Teaching writing online podcast by Roger Graves:  
[https://www.podomatic.com/podcasts/rogergraves/episodes/2020-03-23T11\\_47\\_01](https://www.podomatic.com/podcasts/rogergraves/episodes/2020-03-23T11_47_01)
- guest:4/7/2020, 1:39:44 PM  
We have checked in by email to update faculty on our support for Ss; we are hoping to offer asynchronous workshop materials to faculty and then offer synchronous online &quot;Q & A&quot; follow up in an online format (via Blackboard or Bluejeans).
- tbellrru4/7/2020, 1:35:00 PM  
Developing online resources to replace standard and repetitive f2f introductions to services and aiming to take a flipped approach for online synchronous instruction - happy to say more if people are interested.
- • guest:4/7/2020, 1:36:45 PM  
Hi Sarah. All through Desire to Learn's My Learning Space (our management system). We have Zoom embedded in there, so we can share video/ppt/screen/etc.
- • guest:4/7/2020, 1:37:55 PM  
I'm also the lead on the development of a resource about embedding writing in an online environment. That was a request from above. <ss type="smile">:)</ss>  
There's a lot of valuable information online that I can curate into one webpage.  
FYI - Roger Graves did a recent podcast about teaching writing online.
- brian.hotson4/7/2020, 1:37:16 PM  
the blog is working on this curated resource!
- guest:4/7/2020, 1:36:36 PM  
have you always run the faculty writing group? sounds interesting...
- mrleeming4/7/2020, 1:35:54 PM  
Seeing faculty reaching out even more than before to refer students for writing help, though
- sbell.yorku4/7/2020, 1:36:27 PM

Theresa Bell: Developing online resources to replace standard and repetitive f2f introductions to services and aiming to take a flipped approach for online synchronous instruction - happy to say more if people are interested.

This is interesting. How does this work?

- [sdkingutsc4/7/2020, 1:36:08 PM](#)  
HOw are you doing the in-class workshops Jordana?
- [guest:4/7/2020, 1:34:39 PM](#)  
Wondering if people could also write in their favourite/most useful source book/article on online pedagogy. Would be great to have curated list
- [guest:4/7/2020, 1:35:45 PM](#)  
We're being proactive in terms of faculty, Boot Camps, etc. Approach is to ensure they know we're responsive and flexible and can work with them to provide support in whatever way works.
- [mrleeming4/7/2020, 1:35:10 PM](#)  
I asked faculty to reach out because of an expected increase in requests for help with take-home exams - little response
- [• guest:4/7/2020, 1:28:48 PM](#)  
We are trying to survive and manage our existing demands with tutors and appointments!  In-class workshops will continue online in the spring term.
- [clare\\_bermingham4/7/2020, 1:33:57 PM](#)  
In the final one of the term, there were 20-25 students who popped in, and a core of 3-4 students who stayed for the whole time and were chatting with the host and with each other.
- [brian.hotson4/7/2020, 1:34:27 PM](#)  
Q2: How are you continuing your partnerships with faculty online?
- [• guest:4/7/2020, 1:27:03 PM](#)  
I'm developing a resource about online writing instruction to help faculty. I can share the link with CWCA once it is complete.
- [sbell.yorku4/7/2020, 1:33:16 PM](#)

Instagram Live - Clare, how have those sessions been going?

- sbell.yorku4/7/2020, 1:34:23 PM  
Q2: How are you continuing your partnerships with faculty online?
- guest:4/7/2020, 1:31:47 PM  
Thanks for all the great resources folks are posting in the chat
- sbell.yorku4/7/2020, 1:24:59 PM  
Training isn't just about how to use tech, but also how to engage with students pedagogically
- mrleeming4/7/2020, 1:24:44 PM  
Honestly, it is much the same as in-person, as far as the ethics of consultation
- thainion4/7/2020, 1:33:37 PM  
I think we'd like to try that or something like it. It was an intriguing idea
- sdkingutsc4/7/2020, 1:22:09 PM  
We're seeing late cancellations rather than no-shows--people cancelling the morning of or the day before.
- thainion4/7/2020, 1:33:07 PM  
It sounds like a good idea.
- jodielynnosalter4/7/2020, 1:20:46 PM  
We've had a huge uptake with over 300 consultations in the past two weeks. But we did extend our no-show policy from 5 minutes to 20 minutes to accommodate tech difficulties.
- clare\_bermingham4/7/2020, 1:32:53 PM  
Jon, it went very well in the second week. We're going to bring it back in the last 5 weeks of spring term to try it again.
- guest:4/7/2020, 1:30:58 PM  
Pre-COVID-19, we had planned on holding a writing retreat for grads. Is anyone doing such a thing online?
- thainion4/7/2020, 1:31:47 PM  
How popular was the YouTube live chat?
- clare\_bermingham4/7/2020, 1:32:08 PM

Jon

- guest:4/7/2020, 1:32:05 PM  
Just noticed Nancy's message about online groups. <ss type="smile">:</ss>
- guest:4/7/2020, 1:30:08 PM  
We're offering a &quot;virtual writing space&quot; for grad students via Blackboard three times/week, 2 hrs/session. Facilitators share resources, respond to queries, and encourage Ss while they're engaged in their writing. We start the session with quick goal-sharing and then end session with a check-in on the extent to which they achieved their goal for that session.
- kathy.block44/7/2020, 1:30:02 PM  
Is anyone using WCO for workshops?
- guest:4/7/2020, 1:31:43 PM  
Our Queen's resource is meant to be downloadable as a PDF but the links currently do NOT work (working on it).
- sbell.yorku4/7/2020, 1:31:32 PM  
Platforms for group working/workshops people are mentioning: bb collab, canvas, Blackboard, Moodle, hashtags on Twitter...
- guest:4/7/2020, 1:30:04 PM  
I'd love to see the student work-from-home resource.
- guest:4/7/2020, 1:30:58 PM  
<a href="https://sass.queensu.ca/working-at-home/">https://sass.queensu.ca/working-at-home/</a>
- guest:4/7/2020, 1:29:17 PM  
we set up our group drop-in meeting via bb collab. starting to think about how to integrate our teaching in courses on canvas come summer
- tbellrru4/7/2020, 1:29:49 PM  
There's a section on giving written feedback on student writing on the RRU Writing Centre website that is geared toward faculty but all information is open and available if people might find the resources helpful:  
<https://library.royalroads.ca/writing-centre/instructor-resources/giving-feedback-student-writing>

- guest:4/7/2020, 1:29:22 PM  
Here's another link to the article I mentioned:  
[www.sciencedirect.com/science/article/pii/S8755461500000347](http://www.sciencedirect.com/science/article/pii/S8755461500000347)
- guest:4/7/2020, 1:29:23 PM  
Q&A sessions around studying/working remotely (our Centre includes a learning strategies unit). We delivered a couple of online workshops (shifted from the in-person focus originally committed to). Developed a student-focused work-from-home resource
- sdkingutsc4/7/2020, 1:29:22 PM  
what do you mean by tutorial groups?
- clare\_bermingham4/7/2020, 1:29:14 PM  
We also have virtual writing groups for grad students, postdocs and faculty 3x / week - we're using the LMS for these
- sbell.yorku4/7/2020, 1:29:06 PM  
I've been thinking about the ways in which a move to entirely online means that we don't just duplicate our regular programming online. We have to go back to thinking about our goals, and then think about how to achieve them in the different context.
- guest:4/7/2020, 1:28:31 PM  
Honestly, I'm still in reactive mode. Haven't moved to proactive quite yet.
- • guest:4/7/2020, 1:27:24 PM  
Thanks Carolyn & Brian!
- mrleeming4/7/2020, 1:28:22 PM  
Online tutorial groups set up for academic departments, and set up an online connection for 1-on-1 tutors
- brian.hotson4/7/2020, 1:27:22 PM  
Planning and programming  
  
Q1: What programming are you offering other other than tutoring?
- guest:4/7/2020, 1:26:45 PM

Here's our drop-in form -- pretty straightforward: <a href="http://www.newcollege.utoronto.ca/drop-in-writing-centre-appointments/">http://www.newcollege.utoronto.ca/drop-in-writing-centre-appointments/</a>

- brian.hotson4/7/2020, 1:26:50 PM  
<https://lsa.umich.edu/content/dam/rll-assets/rll-docs/Study%20Habits.pdf>
- brian.hotson4/7/2020, 1:26:49 PM  
Here's a good doc I found
- sbell.yorku4/7/2020, 1:26:48 PM  
found it
- sbell.yorku4/7/2020, 1:26:45 PM  
[http://eng5317wctheory.weebly.com/uploads/1/9/8/6/1986010/developing\\_sound\\_tutor\\_training.pdf](http://eng5317wctheory.weebly.com/uploads/1/9/8/6/1986010/developing_sound_tutor_training.pdf)
- • guest:4/7/2020, 1:26:07 PM  
Carolyn - could you send the PDF again? I can't get that link to work.
- guest:4/7/2020, 1:25:16 PM  
This is an older article, but it does have some ideas to think about with online tutoring:  
<file:///P:/-WC/A/Articles/Online-Tutoring/Developing-Sound-Tutor-Training.pdf>
- sbell.yorku4/7/2020, 1:25:41 PM  
Nancy: We've shared samples of staff feedback on student papers (confidentially). We learn much from "close reading"; the phrasing/querying reflecting a less directive, student-centred approach.

tutor training/PD can be asynchronous as well.

- guest:4/7/2020, 1:25:03 PM  
We've shared samples of staff feedback on student papers (confidentially). We learn much from "close reading"; the phrasing/querying reflecting a less directive, student-centred approach.
- guest:4/7/2020, 1:24:56 PM  
We also suspended our peer writing program as this broke; shifted all appointments to the pros.

- guest:4/7/2020, 1:24:38 PM  
We're holding weekly meetings for the professional writing consultants--share strategies, observed themes, etc. Also social connection.
- guest:4/7/2020, 1:22:24 PM  
Sarah -- I set up a last minute drop in list that's really working -- can talk later if you want
- jodielynnosalter4/7/2020, 1:23:38 PM  
We've created a space on our WC Online schedule for our tutors to meet as groups and chat informally about strategies and support. If only one person signs up, then an unlimited number of basic admin can join into the meeting.
- brian.hotson4/7/2020, 1:23:54 PM  
Interesting how the same tutoring still applies
- sdkingutsc4/7/2020, 1:23:54 PM  
I agree that training and preparation to maintain some of the techniques of F2F is important. I think this is a transition issue
- sbell.yorku4/7/2020, 1:23:22 PM  
Kathy mentions that pedagogy shifts in response to modality shifts. For instance, from non-directive to directive tutoring approaches when tutoring moves to asynchronous, etc.
- brian.hotson4/7/2020, 1:22:55 PM  
Q2: What are your expectations for the ethics of support asynchronously?
- sbell.yorku4/7/2020, 1:22:28 PM  
Liz: We offer asynch, synch and phone appts -- increase number of options, so increases accessibility a bit

Yes! Flexibility is important to accessibility and inclusion right now.

- guest:4/7/2020, 1:21:16 PM  
We offer asynch, synch and phone appts -- increase number of options, so increases accessibility a bit
- • guest:4/7/2020, 1:21:41 PM

Similar to Jodie - We've been busier than usual. Not so many no-shows. No-shows generally come about because of tech issues on the tutee's end.

- [sbell.yorku4/7/2020, 1:21:16 PM](#)  
wow, Jodie! That's great.
- [sbell.yorku4/7/2020, 1:20:43 PM](#)  
Susan Korba: We definitely saw a lot of cancellations/no shows during the first two weeks of the shift. Currently not penalizing for no-shows (we have a 6-hr cancellation policy and we charge students for missed appointments).

One way writing centres can be flexible and empathetic now

- [marymccaffery\\_24/7/2020, 1:20:22 PM](#)  
what complaints did students have about WCONline?
- [sbell.yorku4/7/2020, 1:19:55 PM](#)  
Nancy: At UVic, we're using both synchronous and asynchronous methods. We're using the asynchronous offered through wconline. We're also using Blackboard collaborate for face-to-face meetings with Ss. We have been asking Ss to email if accessibility is a problem.

Why the preference for blackboard for synchronous sessions?

- [sbell.yorku4/7/2020, 1:19:15 PM](#)  
Susan Korba: We're seeing some shift from final exams to a final writing assignment.

How many other people are observing this? Thumbs up on this post to indicate.

- [guest:4/7/2020, 1:19:25 PM](#)  
We definitely saw a lot of cancellations/no shows during the first two weeks of the shift. Currently not penalizing for no-shows (we have a 6-hr cancellation policy and we charge students for missed appointments).
- [guest:4/7/2020, 1:18:14 PM](#)  
At UVic, we're using both synchronous and asynchronous methods. We're using the asynchronous offered through wconline. We're also using Blackboard

collaborate for face-to-face meetings with Ss. We have been asking Ss to email if accessibility is a problem.

- guest:4/7/2020, 1:18:08 PM  
We're seeing some shift from final exams to a final writing assignment.
- sbell.yorku4/7/2020, 1:18:07 PM  
High rate of cancellations and no shows at UTSC according to Sarah. Click thumbs up on this chat to indicate that this is true for you too
- .cid.d950d9eba3be72864/7/2020, 1:18:03 PM  
At Vanier, we are using Teams for tutoring sessions
- guest:4/7/2020, 1:17:52 PM  
Yes, lower uptake and some cancellations, but not as many as might be expected.
- clare\_bermingham4/7/2020, 1:17:25 PM  
We're using Teams for staff meetings, projects, etc. and it's been working great!
- guest:4/7/2020, 1:17:23 PM  
At Laurier - we use MS Teams and Zoom for staff meetings but not for tutoring appointments. We'll use MS Teams for tutor interviews this month.
- mrleeming4/7/2020, 1:16:55 PM  
MS Teams is very good
- brian.hotson4/7/2020, 1:16:57 PM  
Technology  
  
Q1: What technology are you using, and which one is working best?
- sbell.yorku4/7/2020, 1:16:46 PM  
What platforms are being used for team/staff communications? I know Brian is using Slack for his team.
- guest:4/7/2020, 1:16:03 PM  
Yes, WOnline tech service is fast and efficient.
- marymccaffery\_24/7/2020, 1:14:14 PM  
We use zoom, but this adds another step as students need to be sent their links ahead of time

- brian.hotson4/7/2020, 1:15:35 PM  
WOnline's tech service is excellent, as well
- guest:4/7/2020, 1:14:50 PM  
We are currently using an in-house asynchronous platform.
- sbell.yorku4/7/2020, 1:15:21 PM  
how many people have moved to asynchronous only?
- sbell.yorku4/7/2020, 1:14:19 PM  
Are other people using BlueJeans and LibCal or alternatives to WOnline?
- brian.hotson4/7/2020, 1:13:57 PM  
<https://www.nytimes.com/2020/04/06/us/coronavirus-schools-attendance-absent.html>
- brian.hotson4/7/2020, 1:13:56 PM  
Here's an interesting piece from NYTimes
- sbell.yorku4/7/2020, 1:13:44 PM  
That is fortunate, Theresa!
- tbellrru4/7/2020, 1:13:16 PM  
LibCal to schedule appointments and BlueJeans for online meetings. Most RRU students are in blended programs and even those in on-campus f2f programs are very accustomed to working online as part of their courses so we were fortunate that we had all the tech in place so we just shifted to doing everything online.
- sbell.yorku4/7/2020, 1:13:08 PM  
being flexible and switching between platforms as we troubleshoot - a suggestion from Susan!
- brian.hotson4/7/2020, 1:12:46 PM  
sorry Catherine
- .cid.496fe406df4bd7fc4/7/2020, 1:07:40 PM  
Mount Royal University is in Calgary
- sbell.yorku4/7/2020, 1:10:26 PM  
These questions came from the registration form everyone filled out
- sbell.yorku4/7/2020, 1:08:51 PM

Thanks, Catharine!

- sbell.yorku4/7/2020, 1:06:55 PM  
I will clip into the spreadsheet anything relevant here in the chat, so you don't have to do double duty
- sbell.yorku4/7/2020, 1:06:13 PM  
Please use this spreadsheet as an additional and/or alternate method of participating today
- brian.hotson4/7/2020, 1:04:59 PM  
[https://docs.google.com/spreadsheets/d/1sFIJjTo\\_BjMwzqO0JSMrcgESEP1yqKeEH3zKTj41tQ/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1sFIJjTo_BjMwzqO0JSMrcgESEP1yqKeEH3zKTj41tQ/edit?usp=sharing)
- sbell.yorku4/7/2020, 1:04:35 PM  
Thanks, Clare!
- guest:4/7/2020, 1:02:33 PM  
Thanks, Stephanie, for moderating the chat!
- sdkingutsc4/7/2020, 1:03:01 PM  
Hi all
- mrleeming4/7/2020, 1:02:24 PM  
Hi Stephanie
- sbell.yorku4/7/2020, 1:02:04 PM  
hello!
- sbell.yorku4/7/2020, 12:59:36 PM  
check your settings?
- sbell.yorku4/7/2020, 1:01:11 PM  
Hi Sarah! Hi everyone!
- sbell.yorku4/7/2020, 12:59:21 PM  
oh... no you should have heard him
- guest:4/7/2020, 12:59:11 PM  
I could see Brian speaking earlier and thought it was something wrong on my end!

- sbell.yorku4/7/2020, 12:58:54 PM  
everyone's mic is on mute
- guest:4/7/2020, 12:58:46 PM  
Is there any sound at this point?
- sbell.yorku4/7/2020, 12:58:35 PM  
I feel like we need some waiting room music
- sbell.yorku4/7/2020, 12:57:03 PM  
Feel free to use the chat!
- guest:4/7/2020, 12:54:48 PM  
Will you guys be recording the session?
- guest:4/7/2020, 12:55:06 PM  
Thx
- sbell.yorku4/7/2020, 12:55:09 PM  
yes - brian will announce that
- guest:4/7/2020, 12:54:58 PM  
Would love to share with my team.
- guest:d23e8868-3894-4f13-936b-d7850d9823e14/7/2020, 12:49:39 PM  
Hello
- sbell.yorku4/7/2020, 12:49:42 PM  
Thanks for joining us
- sbell.yorku4/7/2020, 12:49:39 PM  
Hi everyone!
- brian.hotson4/7/2020, 12:49:34 PM  
Hello everyone!
- brian.hotson4/7/2020, 12:43:30 PM  
i'll start the call in a few minutes
- clare\_bermingham4/7/2020, 12:42:42 PM  
Hello, everyone. Good to see you all here.

- brian.hotson4/7/2020, 12:37:16 PM  
Hello all - I'm one of the moderators - I'll be on shortly. Need to make tea!
- mrleeming4/7/2020, 11:53:08 AM  
Hello to all
- marymccaffery\_24/7/2020, 11:52:49 AM  
Hi!
- guest:4/7/2020, 11:48:04 AM  
Hello everyone!