Client's Quick Guide to Online Writing Consultations

Wheaton College Writing Center | 2020-2021

Accessibility Note: Click here to listen to this document read aloud as a captioned audio file on YouTube.

For online writing consultations, the Writing Center uses Google Meet for audio/video conferencing. We use Google Docs to share and discuss your writing. Check out the sections below for instructions and watch our video tutorial.

Scheduling an Online Writing Consultation

1. Log in to wheaton.mywconline.com.
2. Select the appropriate schedule:
   a. Undergraduate Schedule
   b. Graduate/ESL Schedule
3. Click on an available timeslot (a white box).
4. Fill out the appointment form.

A Note on Time Zones

- **All consultation appointments are listed in Central Time.** If you are not living in the Central Time zone, you will need to add or subtract from the listed time before adding the conference to your personal schedule.

The Online Writing Consultation Process

Sharing Your Writing

1. A few minutes **before** your scheduled appointment time, open the email appointment confirmation.
2. Share your writing (and/or assignment instructions) as a Google Doc with your consultant at the email address listed in the confirmation email.

What if my consultant does not show up?

- If you have not received a Google Meet invitation from your consultant **1-2 minutes** after your scheduled appointment time, double check your appointment time and your own time zone.

- If you still have not heard from your consultant **after 5 minutes**, email them to inquire if they are on their way.

- If your consultant has not contacted you **10 minutes after your scheduled appointment time**, email the Online Consultations Manager at abby.long@wheaton.edu for assistance.

Joining the Video Consultation

1. At the time of your scheduled appointment, open a new (separate) browser window. In this window, check your my.wheaton.edu email account for a Google Meet invitation from your consultant. The subject line will read "Happening now: [your consultant] is inviting you to a video meeting."
2. Click "Join Meeting."
3. Click "Allow" to allow microphone and camera access; then click "dismiss" on the pop-up from Google Meet.
4. Click "Join now." Your consultant will meet you in this session.
5. Re-size the video-conferencing window to make it smaller and drag it to one side of the screen.
6. Keep your shared Google Doc open in a separate window.

What if I experience audio problems?

- If you cannot hear your consultant (or they say they cannot hear you), first check your volume and/or headphone connection.

- If the issue persists, open the "chat" box in Google Meet and let them know you will leave and re-join the meeting. Click "Leave" and then "Re-join."

- If this does not resolve the issue, your consultant can leave and re-join as well. If this removes you from the meeting, go back to your email and click the link to re-join.

- These steps usually resolve audio issues with Google Meet.

Conducting an Online Writing Consultation

1. Once your document is shared, your consultant will partner with you to create an agenda for the session either verbally or by making a comment at the top of the document.
2. We use Google Docs because it allows you to see what word/sentence your consultant is highlighting in real time as you discuss your writing. Feel free to use your cursor and the text highlighting features to bring your consultant's attention to the portion you are discussing as well.

What if my document is NOT a Google Doc?

If your document is saved as a Word document, you can easily transfer it to Google Docs by following these steps:

1. Go to drive.google.com.
2. Log in to your my.wheaton.edu account. (email: first.last@my.wheaton.edu, password: your Wheaton password.)
3. Click "New" in the upper left corner.
4. Click "File Upload" from the list.
5. Select your Word Document and click "choose."
6. Once it's uploaded, click the new file to preview it.
7. Click "Open with Google Docs" at the top of the page.

Ending Your Consultation

1. End the audio/video portion of your conference by closing out the Google Meet browser window.
2. After ending your consultation, un-share your Google Doc:
   a. Click the blue "share" button.
   b. In the pop-up, click the gray name(s) after the "Shared with" text under the email bar.
   c. Click the "X" on the right side of the consultant's name. This removes your consultant's access to the document.

Will my professor know I had a writing consultation?

Your consultant can easily notify your professor that you had an online consultation—simply ask!

How can I give feedback?

After your session, you will receive a client feedback form via email (exactly as you would for an in-person consultation).

Tips for Successful Online Consultations

- **As the client, you will retain control of your document and the session.** Your consultant will not make direct changes to your document.

- To indicate where you are in the document, **click and drag your curser to block/highlight sections of text.** This will show up as highlighted text on your consultant's screen.

- Remember that when you scroll down the document, your consultant's screen will not scroll. **Use page numbers, blocking the text, and/or comments** to indicate where you are looking.

- While it can at first feel strange to have a writing consultation remotely, **your consultant is here to assist you through the process.** No question is too trivial! By asking questions—whether about writing or issues with technology—you open up an opportunity for understanding and learning.

Thank you for your patience during this transition.

Questions or Problems?

Check out the Writing Center homepage at https://www.wheaton.edu/academics/services/writing-center/ for further resources.

Watch our online consultation video tutorial at https://youtu.be/jtg3TKaCMSQ (captions available).

Email the Online Consultations Manager, Abby Long, at abby.long@wheaton.edu.