



As the Walk-In Center moves to online tutoring for the next few weeks, the following guide will help you navigate the appointment system and Google Hangout. All questions about this system should be forwarded to Pierce Lockett, Assistant Director of the Writing Center ([piercelockett@muhlenberg.edu](mailto:piercelockett@muhlenberg.edu)).

## Appointment System

All remote appointments will be recorded using a SignupGenius form (<https://www.signupgenius.com/go/9040849adaa2ba5fa7-writing>). Appointments will be held in 30 min blocks, with each tutor being available for each block. Below is an example of what the form looks like:

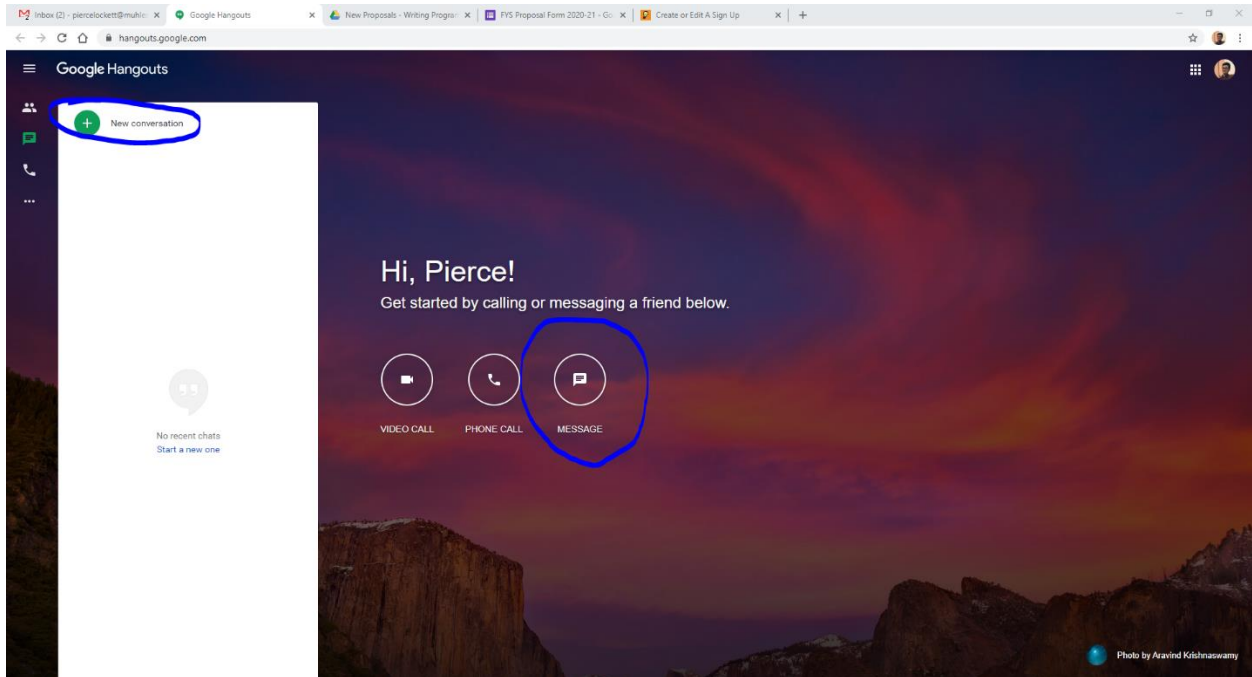
Date (mm/dd/yyyy)	Location	Time (EDT)	Requested Tutor	<a href="#">Calendar View</a>		
03/15/2020 (Sun.)		3:30pm - 4:00pm	Emily Hamme	<input type="button" value="Sign Up"/>		
			Will Wamser	<input type="button" value="Sign Up"/>		
			Ryan Dimmick	<input type="button" value="Sign Up"/>		
		4:00pm - 4:30pm		4:00pm - 4:30pm	Emily Hamme	<input type="button" value="Sign Up"/>
					Will Wamser	<input type="button" value="Sign Up"/>
					Ryan Dimmick	<input type="button" value="Sign Up"/>
		4:30pm - 5:00pm		4:30pm - 5:00pm	Emily Hamme	<input type="button" value="Sign Up"/>
					Will Wamser	<input type="button" value="Sign Up"/>
					Ryan Dimmick	<input type="button" value="Sign Up"/>
		5:00pm - 5:30pm		5:00pm - 5:30pm	Emily Hamme	<input type="button" value="Sign Up"/>
					Will Wamser	<input type="button" value="Sign Up"/>
					Ryan Dimmick	<input type="button" value="Sign Up"/>

Once you've signed up, your tutor will confirm the appointment with you before your session. In order to give tutors adequate time to prepare for the session, **you are encouraged to sign up 24 hours before your tutoring slot**. If you need to cancel your appointment, please let your tutor know as soon as you can so that those slots can be made available for other tutees.

## Getting in touch with your tutor

To get in contact with your tutor, use **Google Hangout** to get in touch with them directly. To access Google Hangout, log in to your Muhlenberg College email and go to Google Apps (the nine grey dots in the top-right part of your screen). Open the apps and scroll down

until you find Google Hangout. **\*NOTE\*: Google Hangout does not work with Safari, only Chrome, Firefox, and Edge.** The page should look something like this:

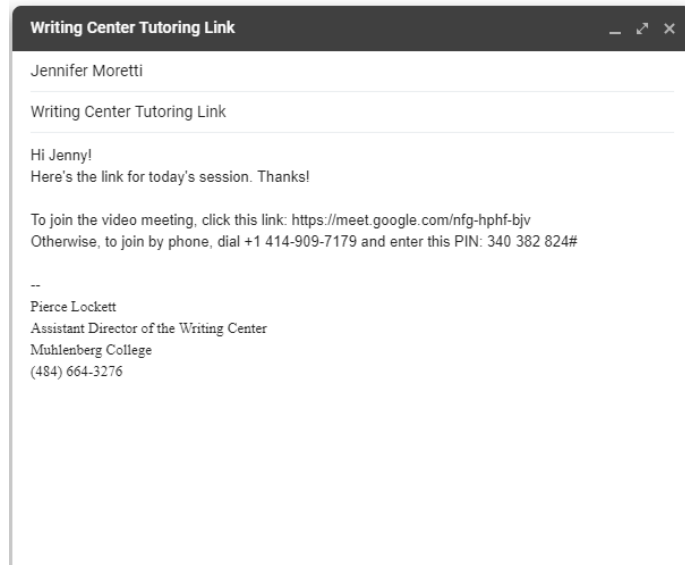


Once you are here, click the “New conversation” tab or the “Message” tab to confirm your appointment with the tutor. If you can’t reach them through this message, send them an email. Please try to contact the tutor **at least 10 minutes before the start of the session** to account for any technical issues.

## Setting up the session

As with a typical tutoring session, you will be asked to fill out an Information Sheet before the start of the session. An online form has been made available and will be sent to you by your tutor: <https://forms.gle/TeiQDokwbyt57iDw6>. Please complete this sheet prior to the session.

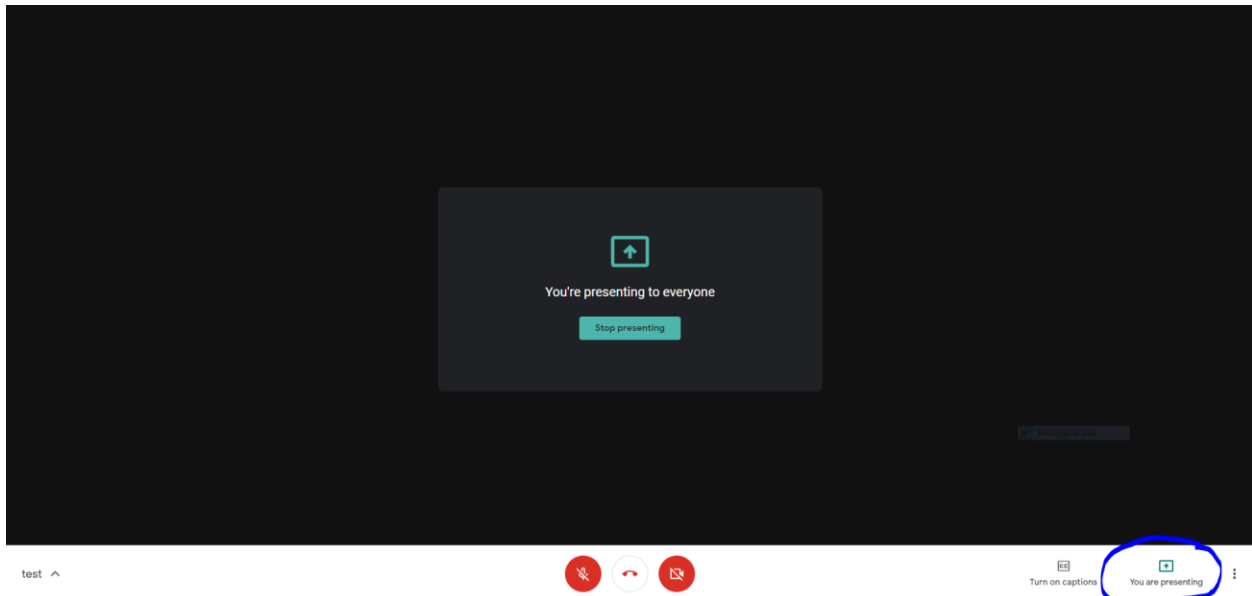
Once you've confirmed your appointment, you will receive a link inviting you to the session from your tutor. The link should look something like this:



Once you've received the link, please click and join the session, at which point you will be connected to your tutor.

## How to be tutored online

It's always best to **share your paper with the tutor**, either through screensharing or through a Google Docs link. To screenshare during a videocall, click on the button on the bottom right corner of the screen titled "Present Now" and select the window that you would like to share within the session. The screen should look like this:



## **FAQ**

### **I don't have a working webcam or reliable internet. Can I still be tutored?**

If you're experiencing technical difficulties, please reach out to Pierce Lockett ([piercelockett@muhlenberg.edu](mailto:piercelockett@muhlenberg.edu)) about alternative arrangements. While everything is still being transitioned, we will do our best to provide writing help through an asynchronous platform down the line. We appreciate your patience.

### **What if I have a question that the tutor can't answer?**

For questions related to common writing concerns (citations, formats, etc.), a comprehensive guide can be found on the Writing Center webpage (<https://www.muhlenberg.edu/academics/writingcenter/>) or the Purdue OWL ([https://owl.purdue.edu/owl/purdue\\_owl.html](https://owl.purdue.edu/owl/purdue_owl.html)). For other questions related to the Writing Center, feel free to email Pierce. For other questions, Google is your friend!

### **Will tutors edit my paper?**

The Writing Center's goal is to collaborate with tutees about their writing. While we do not edit papers, our tutors are trained to enable you to arrive at your own ideas and clarify your own writing *on your own terms*. Our tutors are more than happy to help you identify common writing errors and provide you the tools to correct those errors on your own.