

## ENG 3430 Student Guide to Academic Center Services

The Academic Center provides a variety of services to UHV students, including face-to-face and online writing assistance (tutoring), subject-area assistance, testing services, and instructional resources. Below is a compilation of frequently asked questions about the Center's writing assistance services for ENG 3430 students.

Additional questions about writing assistance services can be sent to [tutor@uhv.edu](mailto:tutor@uhv.edu). We look forward to working with you this semester.

### Quick Facts about the Academic Center

**Location:** University West, Suite 129 in Victoria; room 200 GB in Sugar Land

**Phone Number:** 361-570-4288 or 1-877-970-4848 ext. 288; no phone available in Sugar Land

**Email:** [tutor@uhv.edu](mailto:tutor@uhv.edu)

**Web address:** <http://www.uhv.edu/ac>

### What do writing tutors do?

Tutors help writers **at all levels**, and their primary task is to provide you with an objective reader who will help you *look at your own writing more critically and carefully*. Tutors will not “fix” your paper or write any part of your paper for you. Instead, they will give you feedback as a reader, letting you know if your meaning is getting across. They may also help you identify and correct grammar and style problems or issues. Tutoring does not ensure that you will receive a specific grade on your assignment but instead encourages you to think about your writing in a more analytical and critical way.

### Who are the tutors?

Academic Center tutors are your peers who have successfully completed ENG 3430 with an A or B, or have demonstrated exceptional writing ability, or have earned a bachelor's degree; maintain a high GPA; possess good written and oral communication skills; and have been recommended by instructors.

**They receive training and must attend continuing meetings/training sessions during the semester. The Academic Center Manager and Coordinator review their work.**

### Will the tutors know exactly what my instructor wants? Will every tutor provide the same advice?

You are the only one who can really know what your instructor wants because you are enrolled in the class and have the opportunity to ask your instructor questions. So, the tutors will expect you to give them an idea of what your instructor is looking for. The tutors do have access to many reference manuals and style guides, and they will offer suggestions on the paper. **You, however, make the final decisions regarding changes to the paper.**

Different tutors will provide different feedback for several reasons. First, there is not just one effective way to write a document. Many different approaches could work. Second, they are giving you alternate perspectives on your work. Your task is to listen to what they say, ask questions of them, and evaluate their comments to determine what changes you want to make in your paper, if any.

### How does the process work for ENG 3430 students?

You have two options for tutoring: you can attend a face-to-face session or you can submit to the Academic Center online. Pages two and three of this handout provide additional information about face-to-face tutoring; page four and five of this handout provide additional information about online tutoring.

# Face-to-Face Tutoring

## What are the hours of the Center?

The Academic Center's hours for spring 2012 are

	Victoria	Sugar Land
Monday	TBD	TBD
Tuesday		
Wednesday		
Thursday		
Friday		

Please note the last day for tutoring for spring 2012 is May 4. **All documents submitted for online tutoring should be submitted by May 2, 5:00 p.m.**

## Do I need to schedule an appointment for tutoring?

We schedule 30-minute and 1-hour appointments throughout the day. If you have a paper fewer than ten pages, you should sign up for a 30-minute session. If you have a paper longer than ten pages, we recommend signing up for a one hour session. If you plan in advance and schedule appointments as soon as you know due dates, you will find many available appointment times. Typically, though, as due dates approach, appointment slots fill faster.

To allow everyone a chance to get in and to allow you a chance to adequately review and revise your paper before you bring it in again, you can schedule 1 appointment per day (including online tutoring sessions). However, you are not limited to a certain number of tutorials during the semester. You may attend as many as you wish.

## How do I sign up for an appointment?

To sign up for an appointment, you must first register in WOnline, our appointment system. You will register only one time during the semester, so you'll just need to remember the email and password you used when you sign up.

Registration is easy. Just go to <http://uhv.mywconline.com/> and choose "Click here" to register.

**Academic Center**  
University of Houston Victoria

**WCONLINE: Academic Center - University of Houston-Victoria**

- 08/21/2008 : Welcome to WOnline. If this is your first time visiting WOnline, begin by registering. If you've logged into the system before, log in to sign up for a face-to-face tutoring appointment or to submit a document online. Have questions? Email [tutor@uhv.edu](mailto:tutor@uhv.edu).

If this is your first visit, [click here](#) to register.  
If you have used the system before, log-in below to continue.

Email address:

Password:


Choose a schedule:

First time here? [Click here to register.](#) | Having trouble logging in? [Click here to retrieve your password.](#)

Once you've registered, you'll be able to log into the system using your email address and password. You can choose the schedule for the location where you want to be tutored (Victoria or Sugar Land). (We'll describe how to submit documents for online tutoring a little later in this document.)



Writing Tutoring, Victoria: 07/21/2008 - 07/25/2008

To view a different schedule, select from the following choices: Writing Tutoring, Victoria 

To make an appointment, click on a white square below.

Looking for Online Writing Tutoring? [Click here!](#)

Choose the schedule here.

[« Prev Week](#)

[Jump to Current Week](#)

[Next Week »](#)

Monday, 07/21/2008	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm
Elizabeth Bennet										
Fitzwilliam Darcy										

*Looking for Online Writing Tutoring? Click here!*

To sign up for an appointment, look through the schedule and choose an open time (open time slot boxes will be white) by clicking on the box. Fill in the form that pops up on your screen. After you save the form (“Save Reservation”), the time period you wanted to sign up for should be colored blue, which indicates that it’s your reservation.

You should always make an appointment to make sure a tutor is available.

### How do I prepare for my face-to-face tutorial?

You can prepare for your tutoring session in several ways: 1) make sure you have an appointment, 2) make sure you thoroughly understand your assignment, 3) type a rough draft for easier readability, and 4) make a list of questions you have for the tutor.

### Can I request a particular tutor?

We recommend that if you want to request a particular tutor, you schedule a face-to-face session. Because the tutors tutoring online may work on Tuesday and then not work again until Thursday, if you requested a particular tutor, you would have to wait quite some time for a response. To request a tutor in a face-to-face session, just look at the appointment schedule available at <http://uhv.mywconline.com/>. All tutors' hours for that day are listed. Make sure the tutor you are requesting is working and sign up for an appointment during that time.

### What do I do with the tutor's suggestions?

Once you have left a face-to-face tutorial, consider the tutoring sessions and the concerns you discussed and determine what, if any, changes you think you should make. You may take any or all of the tutor's suggestions, or you may take none. If you are unsure of a suggestion, you might take your paper to another tutor for a different perspective, take it to your instructor, or decide on your own what you want to do.

### Will my paper be ready for me to submit to my instructor after a tutoring session?

In face-to-face or online tutoring sessions, you assume sole responsibility for the final product. After you've made your revisions, review your paper before you submit the final copy to your instructor.

# Online Tutoring

## What are the hours of the online tutors?

The online tutors are typically available Monday through Friday morning to review papers emailed to the Center. Realize, therefore, that if you submit your paper Friday afternoon through Sunday night, we won't receive it until Monday. Papers are tutored on a first come, first served basis.

## How do I send my papers to the Center?

To send a paper for online tutoring, you must first register in WOnline, our appointment system. You will register only one time during the semester, although you'll return to WOnline each time you want to send a document for tutoring. Registration is easy. Just go to <http://uhv.mywconline.com/> and choose "Click here" to register.

Once you've registered, you'll be able to log into the system using your email address and password.

To submit a paper for online tutoring, choose a "Writing Tutoring" schedule (any location).

Then, select **Click here!** where prompted.

A form will appear in a pop up. Complete the fields in the form and attach your document at the end. (*Microsoft Word 95 or above* is the preferred program for tutoring.)

Finally, click “Send e-Tutoring Request.” You will receive a confirmation notice when we receive your email. **Also, we'd like to encourage you to add [tutor@uhv.edu](mailto:tutor@uhv.edu) to your address book or friends list to ensure that automatic reply messages and tutor responses are not inadvertently sent to a bulk mail or spam folder.**

Please note that you **cannot** send a document to us from within Blackboard.

### **When will the tutored version of my paper be returned to me?**

Generally, documents will be returned within two and three business days early in the semester (Jan./Feb., Aug./Sept.) and between four and five business days later in the semester (March/April/May, Oct./Nov./Dec.). For papers more than 50 pages, a tutor will contact you to set up a reasonable return schedule. You may need to allow extra time during peak periods of the semester, which generally occur when research papers are due. Please understand that occasionally papers may get lost in transmission. **If you do not receive a reply within the time period outlined above, please contact us at (361) 570-4291.**

### **What kind of response will I receive?**

When you submit a document for tutoring, you will receive constructive feedback from a tutor about both “higher order” concerns (such as whether you’ve clearly stated your thesis, whether new paragraphs or sections include clear topic sentences, and whether you have transitioned well between paragraphs) and “lower order” concerns (such as sentence-level issues and APA style). Again, tutors will not “fix” your paper, but they will help you identify areas of concern and offer suggestions or comments.

The tutors will send you an email with general comments about your paper. Your paper will be attached to the email. The tutored version of your paper will have words, phrases, or sentences highlighted that the tutors have questions or comments about. Upon highlighting a section, they will also insert a comment, telling you why they are concerned about the word(s) or sentence. We will send some additional information about how to view and print tutor comments with the confirmation email on your first submission, but you can also visit *A Mini-Tutorial for Viewing and Printing Tutor Comments* available at <http://www.uhv.edu/ac/tutoring/commenttutorial.aspx>.

### **Will every tutor provide the same advice? What do I do with the tutor's suggestions?**

Different tutors may provide different advice on the same paper or the same problem. That’s to your advantage. They offer you a wider perspective on your paper and represent how different readers might read or react to your paper differently. They may also be offering you different options for solving problems in your sentences or paper. More than one approach might work. It’s up to you to decide whether their comments fit with what you know about the requirements of your particular writing situation and the assignment. The final writing choices are up to you, and you are ultimately responsible for them. If you are unsure about a suggestion, you might ask for a different perspective or further explanation, consult with your instructor, or do some further research on your own.

### **What if I still have questions about a paper after it's been tutored and emailed back to me?**

If you have a quick or simple question (e.g. about a grammar or APA issue), you can email it to [tutor@uhv.edu](mailto:tutor@uhv.edu). The tutors will most likely be able to respond within one business day. If you have complex questions about a paper (e.g. incorporating source material or using topic sentences effectively) or if you’ve made substantial revisions to your document, you can submit it to us again. However, we ask that you limit your submissions to one per day. We want you to be able to have time to analyze tutor comments and revise effectively. We also want everyone to have the opportunity to receive prompt feedback.