Developing an Online Writing Advisory Service

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BACKGROUND

Until recently the ELTC....

...offered writing tutorials to international students at the university of Sheffield

...but no option for distance learning (DL) students

...began to see increased requests for writing help from DL students

INITIAL PILOT

Google+

Integrated
Google
Docs

Positive
Feedback

Some
limitations

SUMMER PILOT PROGRAMME

Stage One: Contacted Distance Learning Tutors

Stage Two: Set up Google Site for registering

Stage Three: Created help documentation

Stage Four: Sent out email instructions to DL tutors

And then we waited...

And waited...

And waited...

But noone signed up

	TITLE	OWNER	LAST MODIFIED
☆	▤ ▓▓▓ Writing Advisory Service Appointment, July 30th, 14.00	me	Jul 30 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 31st, 14.00 Sh	me	Jul 28 me
☆	▤ ▓▓▓ Writing Advisory Service Appointment, July 26th 14:00 Sha	me	Jul 26 Jihyun Choi
☆	▤ ▓▓▓ Writing Advisory Service Appointment 1st August 14.00 Sh	me	Jul 26 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 25t	me	Jul 25 me
☆	▤ ▓▓▓ Writing Advisory Service Appointment, July 24th 14:00 Shared	me	Jul 24 Mykhailo Galian
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 27th 14.00 Sl	me	Jul 24 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 18th 14:00 Shared	me	Jul 24 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 23rd 14:00 Sha	me	Jul 23 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 20th 14:00 Sh	me	Jul 19 me
☆	▤ ▓▓▓, Writing Advisory Service Appointment, July 17th 14:00	me	Jul 18 me

Sort

Google Docs proved versatile...

And Google+ Hangouts reliable..

FEEDBACK FROM STUDENTS

'it was very useful to me because i live in manchester. i would have wasted valuable time and limited resources by coming to sheffield, whilst the video conference felt like a face to face encounter and was interesting to take part in at the same time.'

'the most useful thing is it saving us to go to the ELTC, and can have the appointment at anywhere, and the result can be recorded.'

'Being an international student, sometimes face to face appointment gives me pressure because I will feel embarrassed due to the errors I made on my writing. I feel more comfortable if I simply submit a piece of my work and get comments on it.'

'It's more convenient to make and appointment online than by phone or in person.'

'the tutor is really very nice and explains everything in detail.'

'make it easier to access. i say this as a mature person who is not comfortable with computers and social networking interfaces. for instance without a link to my writing i would be at a loss to retrieve it once it had been commented on. so just clear steps about what you do each time you want to submit and retrieve comments.'

'As I would like to make another appointment after I got my essay back, the other appointments are fully booked. So it will be better to have more appointments available during summer, for most postgraduates need it. Thank you.'

'i think the way to submit the essay is a little confusing.'

CHALLENGES AND ISSUES

Some confusion using Google Docs

- Formatting lost when copying and pasting

- Students struggled with the idea of shared documents

Technical issues with Google Hangouts

- Issues with webcams and audio

- Accessing the Google Docs app from the Hangout

GOING FORWARD

Extending pilot to distance learning students

Training up two teachers to work on the programme

Teacher's Guide to Online WAS

Please use the table of contents below (in blue) to navigate to the section that is relevant to you.

FUTURE PLANS

Make it available as a permanent service

Train more teachers in how to use it

Set up a more robust sign-up procedure

THANK YOU.....

.......AND ANY QUESTIONS?