The Center for Writing at Keene State College
603-358-2412
81 Blake Street, across from the Science Center parking lot

Mission Statement

Keene State College's Center for Writing promotes an effective writing and thinking environment by offering a variety of services for both students and faculty. By working with students to improve their writing— in addition to working with staff to support their effectiveness as teachers—the Center acts as an advocate for strengthening the role of writing in our academic community.

The Keene State College Center for Writing is a campus Safe Space. Safe space is an organization at Keene State College that is dedicated to increasing awareness through education about issues related to sexual and gender minorities. Faculty, staff, students, and community members are given resources to be active voices for understanding and acceptance. All tutors will be asked to receive Safe Space training as representatives of the Center.

What Your Job at The Writing Center Looks Like:

- offer conversational tutoring sessions at any point during the writer's process (brainstorming, research, citation help, read through of a draft, grammar, organization)
- assist with development of writing skills in all subjects
- help students focus on the objectives of their assignments as well as assist writers with improving their clarity, organization, and development of ideas
- help students focus on personal writing goals
- encourage writers to reflect on audience, purpose, and voice
- facilitate improved grammar practices by explaining grammatical concepts and calling attention to error patterns
- provide instructional handouts and online writing guides
- assist students with understanding proper citations and documentation of resources
- help students understand when it is appropriate to incorporate personal knowledge and experience in an academic paper
- participate in campus outreach by offering extra writing focused activities outside of the Center.

What We DO NOT do at the Center

- drop-off or e-mail proofreading services
- predict a student's expected grade
- guarantee that your grade on a paper will improve
- offer judgments about professor's assignments

A Typical Shift at The Center

The first tutor to come in should complete the following list of tasks which can also be found on the clipboard to the left of the computer on the reception table:

1. Adjust the blinds.
2. Turn on the lights.
3. Adjust the thermostat or air conditioner (if necessary).
4. Wipe down the front room desks and tutoring tables.
5. Turn on all computers and monitors.
6. Log into WConline on the tutor computer.
7. Check phone messages, call students back, and record/delete old messages.
8. Unlock door at 9:50 am.
9. Check in on Facebook (if you are a person who likes to update their location, this is just a suggestion).

Making an Appointment

Whether someone calls to make an appointment or walks into the Center, follow the protocol below for scheduling an appointment.

- Open WC Online and ask the client if they have been to the Center before. If they have not, you must enter them into the system.
- To enter a student into the system you need to add them by clicking the "head" icon on the far left of the screen.
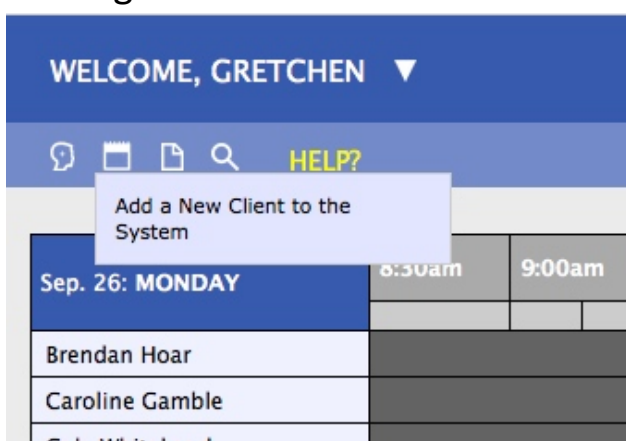
- Once you have clicked on this icon, fill out the following. Make sure under the "Notify Client?" tab you select "No" to prevent any possible confusion for the student.

- Once you know that your client is part of WC Online, go to the date that the client has requested for an appointment and schedule their appointment with whoever has the least sessions scheduled for that day.
- Be sure to accurately click the white box that correlates with the time and tutor you are scheduling the appointment with.

Oct. 5: WEDNESDAY	8:30am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm
Aidan Bolduc													
Brendan Hoar													
Caroline Gamble													
Cole Whitehead													
Dane Doormann													
James Spineti													
Liesl Miller													
Veronica Spadaro													

⬛	Unavailable Time
⬜	Available Time
🟦	Tutoring Appointments
🟧	My Appointments
🟪	Walk-In Appointments
🟫	In-Class visit
⬜	Other Center Business

Appointment Form

- Once you have selected a tutor with an available time slot, check and confirm that the name in blue at the top of the appointment form matches with the intended tutor for the session.
- Confirm that the time and date of the appointment is accurate.
- Fill in the client's e-mail.
- Choose the correct discipline.
- Indicate whether or not the scheduled appointment is a required visit by the professor.
- Fill in the given course title.
- Provide the instructors information.

- Conclude with a brief description on what the client would like to focus on during this session. This should be brief, but written in complete sentences.
- Once you have finished completing the appointment form make an appropriate judgment on how much time the scheduled session will last based on the feedback the client is looking for. Make sure to inform client the scheduled time length via telephone/in person.

Add a New Client

Fill out the form below in order to create a new account on this system. Questions marked with a * are required.

Email Address:	[ ] *
First Name:	[ ] *
Last Name:	[ ] *
Graduation Year:	-- please select -- ▾
Major:	[ ]
Phone Number :	[ ]
Password:	[ ] *
Passwords must be at least five characters long.
Notify Client?	Yes ▾
If set to "yes," the client will receive an "account created" email once the new account is created. This email contains a link to this WCONLINE system, as well as the client's email address and password as needed to log in.

CREATE ACCOUNT   CANCEL & CLOSE

To Schedule Other Center Business on WConline:

- Use the drop down 'Other Center Business' tab to indicate the following; if necessary:

    - Opening tutor: first tutor in, opening and setting up the center (checklist can be found to the left of the computer on the front desk).

    - Closing tutor: last tutor out, follow close-up procedures (checklist can be found to the right of the computer on the front desk).

    - Feedback time: scheduled time when tutor can complete feedback forms, especially useful when tutors have a class right after a shift or have had back to back tutoring sessions (need to be approved by Cyndi or Kate).

    - Meeting: time designated to meet with Cyndi or Kate about Center related business

    - Break: scheduled break (need to be approved by Cyndi or Kate).

    - Unable to come in: if tutor is sick unexpectedly/there is an emergency (refer to section on sick policy).

Tutor Session

When you come into work, after you have completed the opening procedure, check to see if you have any tutoring sessions scheduled. Read through the upcoming appointments in case there are any important notes or resources you should refer to before the session. For example, if the student has requested help with APA citations, prepare by rereading over the handout that explains APA citation guidelines.

When the client arrives for their meeting, be sure to pleasantly greet them by introducing yourself and offer them a glass of water. Lead them into the tutoring room and turn on the lights. Be sure that you sit side by side with your client. If someone comes into the Center while you are in a tutoring session and nobody is at the desk to help them, excuse yourself from your session to go tell the incoming client that they can take a bookmark and call back in X minutes to make an appointment. You can also ask them to leave their information so you may call them back after the session. Be brief so the tutee is not distracted from their current session.

In the beginning of your session, ask your tutee to describe his/her assignment to you. Ask clarifying questions when necessary. Understanding the assignment is essential to providing useful feedback during a tutor session. Do not be discouraged if you do not understand the subject matter.

Once the tutee has described the assignment, ask them to indicate what aspects

of the paper they need help to work on. Ask questions until you have a specific focus.

Next, choose the best approach to assist the tutee with this aspect of their paper. Refer to colored folders that offer particular approaches to tutoring at the various stages of the writing process.

End the tutoring session by asking whether the tutee has any further questions. Feel free to suggest that the student schedule his/her next appointment before he/she leaves the Center. Ask the student to complete the feedback form on the computer. Before exiting the room, inform the student that you will be in contact with their professor to let them know that they have stopped by.

Be sure to complete the feedback forms for your sessions yourself. You must send them to the tutee's professor if applicable. If you do not have that information readily available, send the feedback form to Cyndi so that the information is logged into WC Online.

Feedback Form Dos and Don'ts

Go to keene.mywconline.com
Click on the appointment box and click 'Add New Client Report Form' at
the bottom of the pop-up screen. Be sure to check that all of the
information in the feedback form is accurate, especially the actual length of the session. Add the course instructor so they will receive an e-mail with the feedback. Add the instructor to the system if their e-mail is not already there. If the session was about a cover letter, resume, or some other non-course related piece of writing, just forward the feedback form to Cyndi for the Center's record.

In the comments section, write a detailed reflection to the professor about what you and your client focused on in the session. You should format this as a formal e-mail to the professor by addressing them and

signing the message with your name. Be sure to review your note for grammar mistakes before clicking 'Save Report'.
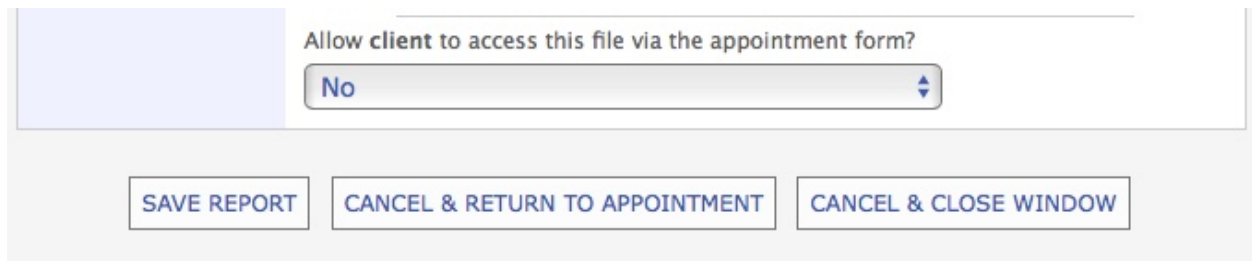
Allow **client** to access this file via the appointment form?

No

SAVE REPORT   CANCEL & RETURN TO APPOINTMENT   CANCEL & CLOSE WINDOW

Closing Procedure

1. Lock both the front and back doors.
2. Check that all windows are closed and locked.
3. Close the blinds.
4. Throw away trash, straighten couch cushions, clean off desks, tutoring room tables, and coffee table- leave the Center looking how you would like to see it on arrival to an opening shift.
5. Check phone messages, call students back, and delete old messages.
6. Turn off all computer monitors.
7. Turn down heat or air conditioner if necessary. Adjust the heat to 60 degrees in winter and turn it off in the spring.
8. Turn off the lights.

Phone Greeting

Answer the phone by saying, "Keene State College Center for Writing" and share your name if you would like. Continue by asking what you can help the caller with.

Finished with Appointments

Finished with all immediate tasks? Here is what you should do if you

have no appointments scheduled:

-tidy up the Center including desks, tutor rooms, waiting area, and kitchen
-work on projects for your individual work groups
-Prepare for workshops
-Complete assignments for next staff meeting
-Read *Writing Center Journal*, *Writing Lab Newsletter* (printed version or the online *WLN* News Roundup), the IWCA website,
-ask Cyndi and Kate if they need help completing any tasks
-If you have done all of the above, quietly work on homework.

No-Show

If you are scheduled for a shift with someone else and that person is 5 minutes late you should call them directly. If they do not answer, leave a voicemail and send them a text message. If they do not respond promptly, you should contact Cyndi, then Kate, and update them about the tutor who did not show up for their shift.

In the meantime, if you do not have an appointment, then cover any appointments for the absent tutor. If you are scheduled for tutor sessions at the same time as the missing tutor, then try to reschedule those shifts.

If the missing tutor has an appointment at the start of the shift- try to

reschedule it. If there is an appointment scheduled later in the shift, call the student 15 minutes in advance to cancel and reschedule.

Sick Policy

If you have a fever, do not come in, but be sure to contact Cyndi as soon as possible so she can cover your appointments. If you are not sure whether you should come in to the Center, you must use your judgment. Are your symptoms extreme or mild? Would you be disturbing to a tutee because of your illness? If your illness is preventing you from completing your responsibilities at the Center, you should not be working.

Workshops

There are various workshops hosted by tutors throughout the semester. It is crucial for tutors to prepare before the workshop so that presentations are professional and encourage students to come to the Center for an appointment. Refer to the workshop hand outs provided in your apprenticeship binder.

Dress Code

While you are at work here in the Center, you are representing our position on campus. Consider this while getting dressed before a shift. It is appropriate to dress casually; however you must keep in mind the image that you are creating for the Center. Whether in a tutoring session or at a workshop, you are representing the Center. Dress accordingly. If you are questioning the appropriateness of an outfit, your best bet is to change into something you feel represents the Center as a professional resource on campus.

Copy/Printing

Tutors will be assigned a copy code. After you have your code, you will need to set up printing from each computer. Use your own code! Also, if the paper runs out, refill the paper tray.

The Center pays for paper and printing, so limit printing to Center-related business only.

Social Media

Social media is an excellent source for attracting new clients. Follow the Center on Instagram, Twitter, and Facebook. Also, recommend your friends to like or follow our social media accounts whenever you see fits.

@KSC_C4W

The Center for Writing at Keene State College

ksc_centerforwriting

Getting Coverage for a Shift

As a tutor, you are responsible to find coverage for your own shift. As

soon as you know that you must miss a shift, you should notify Cyndi and Kate. Find coverage by writing an e-mail to the entire staff that includes the shifts you need covered and a reminder for people to "reply all". Copy the e-mail to Cyndi. Once another tutor has confirmed that they will cover your shift, write Cyndi an e-mail that says who will cover what shift.

Staff Meetings

Mandatory staff meetings are held bi-weekly. The semester schedule is provided in advance, so it is the tutor's responsibility to attend each meeting. If you are not going to attend a staff meeting you must notify Kate and Cyndi as soon as possible. If scheduling conflicts come up persistently, you should meet Kate and Cyndi for a conversation about this conflict. If you miss a staff meeting, schedule a half hour meeting with Kate or Cyndi within a week of the meeting to discuss what you missed.

Holidays/School Closures

The Center is considered a non-essential campus office. This is important to remember when notifications go out that all non-essential campus offices are closed. The Center closes on all dates that the college closes, including weather cancellations and observed breaks as listed on the academic calendar that can be found at http://www.keene.edu/news/events/categories/academic/ .

Additionally, the Center is closed on Easter Sunday. During opening and closing weeks of the semester, the Center has limited hours which can be found through http://keene.mywconline.com or written on the wipe board by the front door of the Center. If scheduled for a shift the night before we are closed, the closing tutor should put up a sign - there will be a copy of the sign on Cyndi's desk.

Paid Hours

When tracking your hours, it is important to know when you are working on the Center's time or your own. The following are hours that you should record for payment by the Center.

- o Scheduled hours (of course if you call out or get coverage, you forfeit payment for those hours)
- o Writing Fellow workshop hours
- o Attended staff meetings and training events
- o Campus outreach events, such as the Student Involvement Fair or Winter Celebration.
- o Assigned readings should be done during scheduled hours

All additional hours should be approved by the Director or Assistant Director in advance.

Read through the following scenarios that tutors have experienced and consider how you would approach it during your own session:

- Student comes for brainstorming session with no ideas of their own and does not respond to leading questions.

- Student is unengaged in session.

- You are unfamiliar with the content or subject that the tutee is writing about.

- Student is on the phone and eating.

Advice From Tutors

- Do not be afraid of silence; sometimes it is good to give a student time to really think through what they are trying to say. Also, ask questions, especially in a session!
- Learn as much info as you can on MLA and APA citations now, so you are not forced to look up this information when in session.
- Don't think you are not good enough or qualified to be in the position of tutor.
- Everyone is here to help, ask questions!
- Practice makes perfect, do not be afraid to mess up! The more experience you get now, the better you will be as a tutor.
- Think about what kinds of sessions would make you nervous (brainstorming etc.) and ask other tutors what they usually do in those sessions.
- For ITW students early in the semester, try to make a "bare bones" outline with them to break up the paper into sections, even if they do not know their argument, it helps to put them at ease.

Bring any additional questions to your mentor or Cyndi and Kate! Good luck and write on.

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