

WriteAway Online Writing Assistance

ACTIONS & ACHIEVEMENTS 2018



WriteAway

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MESSAGE FROM THE CHAIR

WriteAway is about human connections; students juggling busy lives get quick, direct help from experienced tutors. That said, without a stable technical infrastructure, these human connections simply wouldn't be possible.

Technical infrastructure was a point of focus for 2018 and I'm pleased to share that after careful consideration, Springshare's LibApps was selected as the new platform to support the WriteAway service as it moves forward. LibAnswers provides a streamlined experience for students submitting assignments, and allows for personal information to remain on Canadian servers. It is a highly cost-effective choice for the service.

The transition has been smooth, with participating members making the shift in early 2019. I look forward to this effective software being in place, and I am eager to see where the service will go from here!



Julie Mitchell,
WriteAway Advisory Committee Chair
Irving K. Barber Learning Centre,
University of British Columbia

VALUE FOR PARTICIPATING INSTITUTIONS



15 BC institutions, plus one external participate

Regional expertise is leveraged across the system; committee members are drawn from participating institutions; everyone has a say



\$406,831 saved

By working collaboratively instead of offering solo comparable services, institutions across BC collectively save hundreds of thousands of dollars



Central coordination saves institutions' time

Central coordination provides support for committee work, facilitates scheduling, and trains and monitors tutors

VALUE FOR WRITEAWAY USERS



Confidence in writing abilities

100% of survey respondents reported remaining confident or growing more confident in their writing skills as a result of their WriteAway session



All disciplines welcome

Students of all disciplines may need help with their writing; in 2018 students in 48 different subject areas submitted assignments to WriteAway



Students say it's helpful

Users consistently rate the service highly; The average "helpfulness" rating for a WriteAway session is 92% (based on student surveys)

LUCKY TO HAVE THIS...

“ I found the advice super fast and super helpful. When I submitted the first draft I thought I had done a pretty good job, but the tutor pointed out a couple of key improvements that could be made, and the second review was very encouraging regarding the edits that I had made. We are so lucky to have this service available to us. Many thanks.
- North Island College Learner

A SENSE OF RELIEF...

“ I felt a sense of relief once I knew I was able to get guidance from a tutor who has experience and knowledge to help me grow.
- Selkirk College Learner

2018 ACHIEVEMENTS

Facilitated New Software Selection

- The WriteAway Software Review Subcommittee investigated and evaluated software and software support options; tasks included:
 - completing a software review
 - undergoing a trial process
 - developing a final recommendation for the Advisory Committee
- Customized software platform to allow for streamlined student access to writing help
- Produced supports to assist tutors and coordinators with implementation of Springshare’s LibApps - the chosen software - including: a virtual tour of the new software, guides for tutors and coordinators, and training videos
- Prepared for transition so that there is no down time in service provision

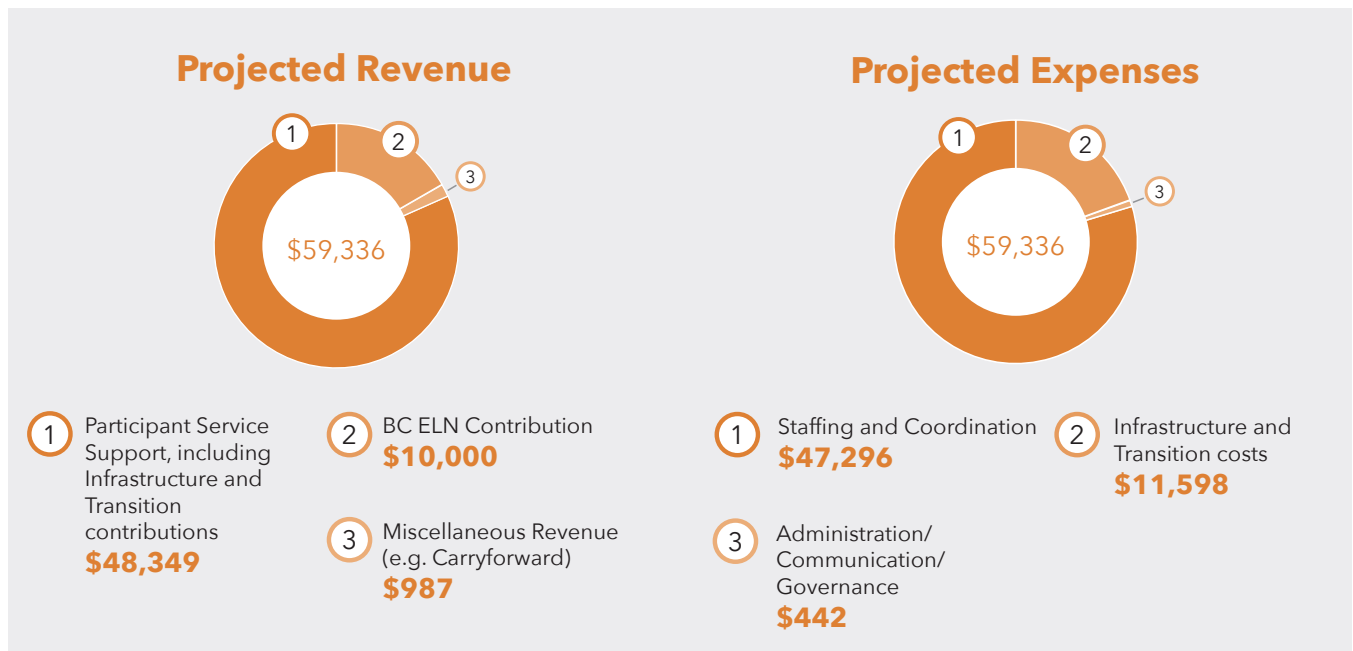
Strengthened WriteAway Infrastructure

- Continued governance and administrative transition after joining BC ELN’s suite of online learning services
- Negotiated contract extension with Connecticut Distance Learning Consortium to ensure uninterrupted access to online tutoring platform through December 2018 (platform will be discontinued at end of year)

Nurtured Communities of Practice

- Shared best practices and lessons learned with Université du Québec en Outaouais to inform their initial planning for asynchronous online tutoring
- Presented at Learning Specialists Association of Canada (LSAC) Pacific Region Conference, expanding network of contacts and establishing relationships with learning support staff across British Columbia and Canada

WRITEAWAY 2018-19 FINANCIALS



THANK YOU FOR HELPING ME NOTICE MY ESSAY STRENGTHS...

“ I have dyslexia-like symptoms from old head injuries, so it is very hard to read my essay through once I have finished it.... There were many strengths to the essay and thank you to [the WriteAway tutor] for helping me to notice these. ... I get stuck in my head thinking about how everything should sound opposed to seeing what is written. I will work on developing some new ways that can help me self-edit. In the meantime, I applied the recommended changes and re-submitted the assignment for another look. Thanks a bunch!

- Thompson Rivers University Learner

CAMPUS TUTORING WAS FULL...

“ I so badly needed someone to provide feedback on my essay and the on campus tutoring schedule was full. But thanks to WriteAway I was able to get my paper reviewed which was very encouraging and also very helpful comments. Thanks!!

- University of British Columbia Learner

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A LOOK AHEAD TO 2019...

- Launch new software infrastructure - Springshare LibApps - in January 2019; continued customization of software and training of tutors
- Increase membership in WriteAway; as an established service under the BC Electronic Library Network umbrella of Learning Support Services, WriteAway is in an excellent place to welcome new participants
- Release logo refresh with accompanying new promotional materials

FIND OUT MORE ABOUT WRITEAWAY AT WRITEAWAY.CA