

WriteAway
Actions & Achievements
2019



WriteAway is B.C.'s collaborative online tutoring service. Learners from across the province receive feedback and strategies to improve their writing from qualified tutors. Participating institutions receive centralized support from the Administrative Centre, hosted by the BC Electronic Library Network (BC ELN).

Message from the Chair

2019 was a year of growth and renewal for WriteAway. The service successfully transitioned to a new, more cost-effective platform in January. We welcomed our seventeenth institution with College of New Caledonia joining in September, and the refreshed logo gave the service a new look and feel.

Learners consistently credit WriteAway with helping them improve their writing skills, and the service is well-poised to welcome even more students in 2020.



Gregg Currie
College Librarian, Selkirk College
WriteAway Advisory Committee Chair

Value for Participating Institutions



17

institutions collaborate, leveraging expertise across the system



\$344,274

saved across the system by working collaboratively instead of offering solo comparable services



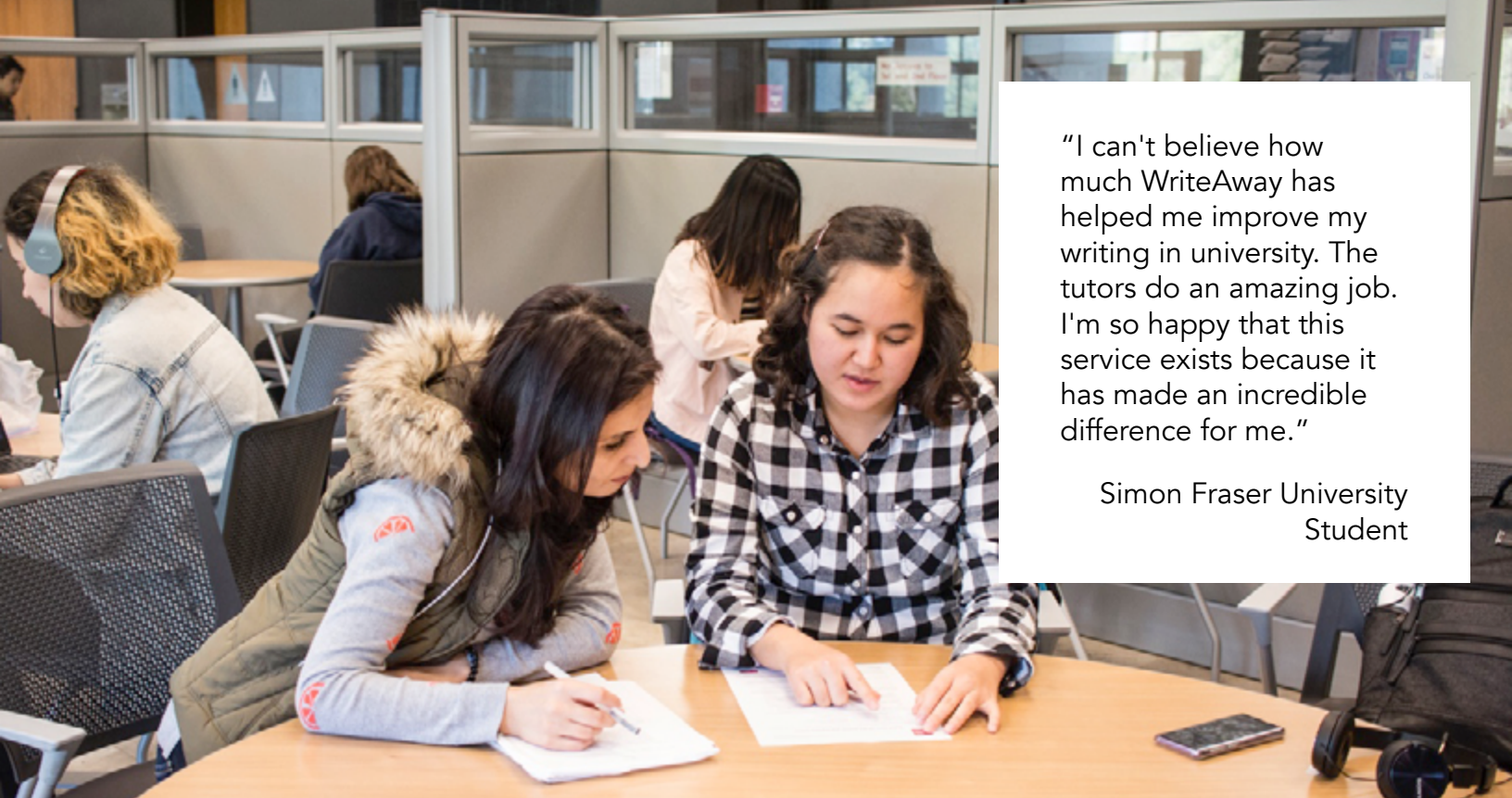
4,300+

hours of online writing tutoring offered to students across the system



25+

years of experience with centralized support saves institutions valuable time



"I can't believe how much WriteAway has helped me improve my writing in university. The tutors do an amazing job. I'm so happy that this service exists because it has made an incredible difference for me."

Simon Fraser University
Student

Photo: Simon Fraser University Student Learning Commons

"I believe WriteAway gives students who wouldn't normally ask for help an opportunity to improve their writing skills."

Thompson Rivers University
Tutor

"I greatly appreciated all the feedback. I have revised and completed my first round of edits. I loved your suggestions on how I could improve. I hope I made you proud."

North Island College
Student

Value for B.C. Post-Secondary Learners



24/7

service for students and feedback expected in 48 hours or less



5640

assignments were submitted by students who received strategies to improve their writing



91%

of students are satisfied with their WriteAway experience



63%

of students apply the feedback they receive from tutors to a new assignment

2019 Achievements

A new participating institution

- Welcomed the College of New Caledonia; 17 institutions now work collaboratively to bring online writing support to their students

A refreshed look and feel

- Transitioned to a new tutoring software platform, Springshare's LibAnswers, providing a more modern, streamlined interface for students submitting assignments
- Offered online software orientation sessions for over 40 tutors and coordinators; updated guides to support those working with the new software
- Unveiled a refreshed WriteAway logo that reflects the open, approachable, and professional service students can expect
- Released the first edition of WriteAway's new communication tool, The Next Draft newsletter

A new committee and connections

- Held the first meeting of the WriteAway Advisory Committee following an administrative and governance transition to become a BC ELN service
- Connected with the writing community and consortial peers at the Canadian Writing Centres Association Conference and the International Coalition of Library Consortia (ICOLC) meeting



Photo: BC Institute of Technology Learning Commons

"I have found the new WriteAway platform much more user friendly. I especially appreciate the new preview option as it allows you to schedule your time more efficiently."

University of the Fraser Valley Tutor

2019-20 Financials

	2019/20 Projected
	Revenue
Partner Institution Support Fee (Service & Infrastructure)	50,256
BC ELN Contribution	12,000
Miscellaneous Revenue - <i>Carryforward of (\$2,207), Marketing, etc. revenue of \$952</i>	(1,255)
Total	61,001
	Expenses
Staffing & Coordination Infrastructure	50,712
Administration/Communication/Governance	1,110
Software & Technical Infrastructure	9,179
Total	61,001



Photo: College of the Rockies Writing Lab

"As a mature student, I've found online courses convenient but they also have a big learning curve. Getting feedback from a tutor gave me more confidence. I loved the way the tutor provided feedback, with positive encouraging words, and questions placed in my document to help me find the answer myself, plus all the links to improve my skills. I had no idea a service like this was available. I feel so much better about moving forward with more courses knowing this resource exists!"

Thompson Rivers University Student

A Look Ahead to 2020

- Building on the successful software infrastructure review, the service will begin an examination of staffing to ensure the Administrative Centre functions at its most effective
- Participating in the International Writing Centers Association conference in Vancouver in October
- Continuing recruitment efforts with BC Electronic Library Network members and beyond