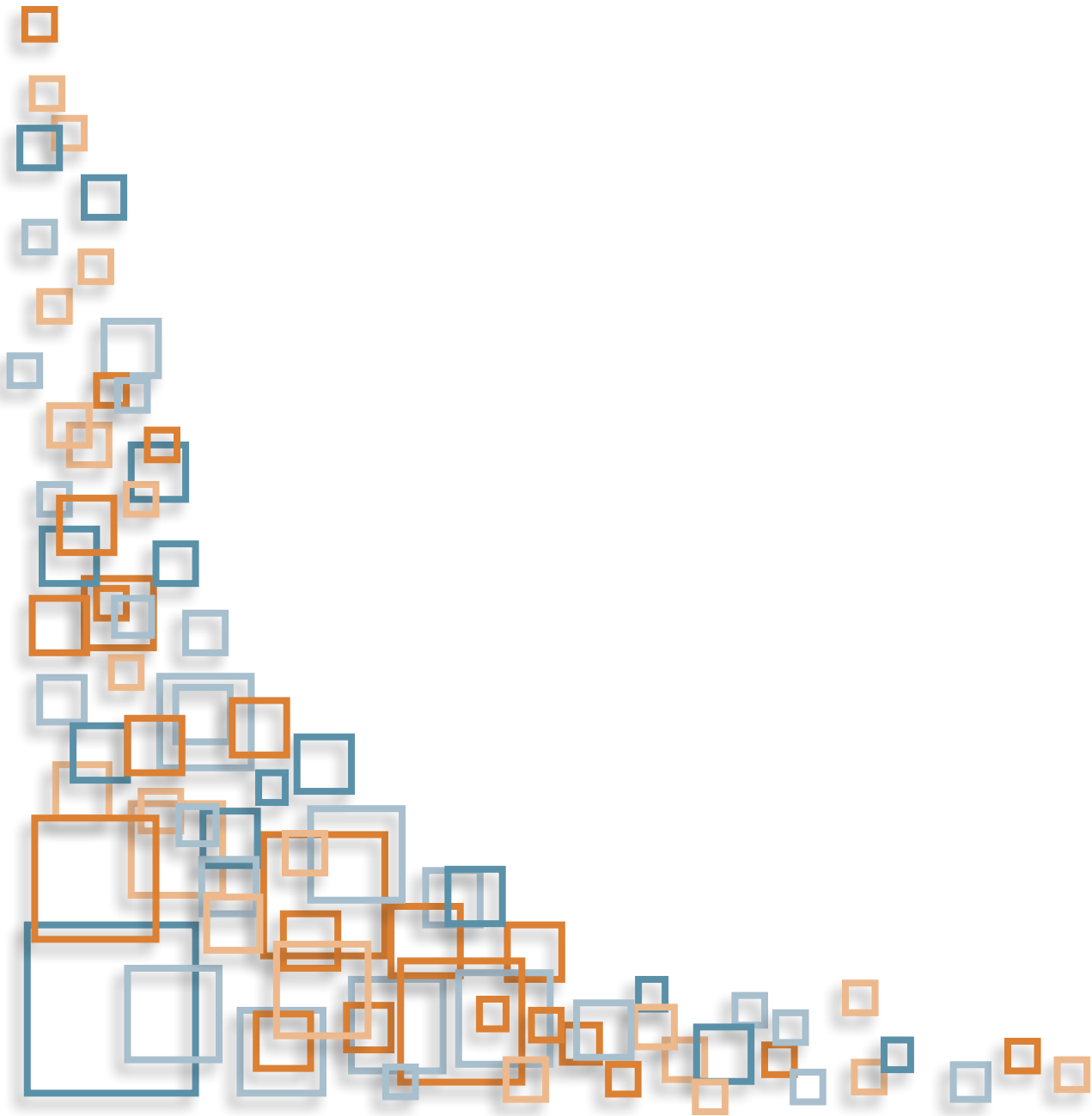




Collaborative Online Tutoring

Actions & Achievements 2013





Actions & Achievements

Released March 2014

All photographs courtesy of the institution.

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I cannot believe that this service exists - it's such an amazing tool to be able to utilize. With a full time class load and full time work, it is nice to have all of this happen 'behind the scenes'.

Kwantlen Polytechnic University Student

I feel more confident when I am submitting an assignment that has been reviewed by someone else. Sometimes, I am unsure whether I am even in the ballpark with an assignment, so having it reviewed helps.

College of the Rockies Student

[WriteAway tutors] point out some of my mistakes and it allows me to avoid them next time.

Douglas College Student

Message from the Chair

Hundreds of students received valuable writing assistance through WriteAway in the past year. This would not have been possible without WriteAway's dedicated participating institutions and critical support by BCcampus, the BC Electronic Library Network, and Irving K. Barber Learning Centre UBC.

Provincial awareness of WriteAway's value has grown over the past year, with several institutions showing interest in joining. Additional Canadian groups such as eTutor Alberta have also looked to WriteAway as a model in implementing their own collaborative online tutoring service.

The BC eTutoring Concept Committee has kept momentum going by forming an exploratory group to investigate the provision of online tutoring in Math and Statistics. An important next step will be to plan a sustainable funding model that can carry this service forward.

A provincial online tutoring service that will support BC students in reaching their goals is becoming a reality. I am pleased to share WriteAway's contributions to this vision in the *WriteAway Actions & Achievements 2013* report.



Elaine Fairey
Chair, BC eTutoring Concept
Committee
Associate University Librarian,
Learning & Research Services,
Simon Fraser University

A Pilot Year by the Numbers...

6 institutions - both rural and urban - participated in the WriteAway 2013 pilot year.

Over **20** tutors were trained to staff WriteAway.

WriteAway's doors were opened to groups of students over the course of **30** weeks.

647 students submitted eQuestions (short writing and grammar-related questions) and draft assignments to WriteAway.

WriteAway tutors provided feedback on over **1,200** draft assignments.

On average, students that completed post-usage surveys rated the helpfulness of their WriteAway session **3.66** out of a top score of 4.

Governance and Special Groups

BC eTutoring Concept Committee

The BC eTutoring Concept Committee exists to guide the development of collaborative online tutoring services within British Columbia's post-secondary sector.

The Committee is composed of representatives from post-secondary institutions that have expressed interest in the project, including early adopter sites. In addition, the committee has representatives from BCcampus, the BC Electronic Library Network (BC ELN), and the Irving K. Barber Learning Centre, UBC (IKBLC).



WriteAway Advisory Committee

The WriteAway Advisory Committee focuses on policy and planning, and operations. This committee reports to the BC eTutoring Concept Committee.

WriteAway Training Working Group

This group, comprised of writing support specialists from participating institutions, regularly reviews training protocols and documents.

BC Math/Stats Exploratory Group

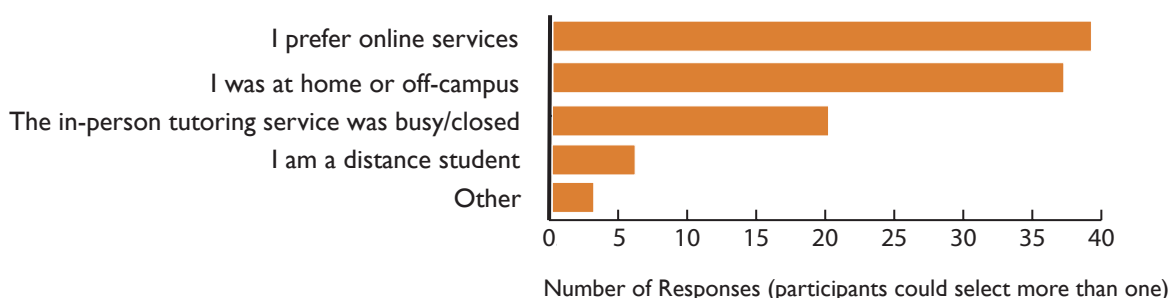
This exploratory group is investigating how Math/Statistics support could be offered within the BC eTutoring framework.



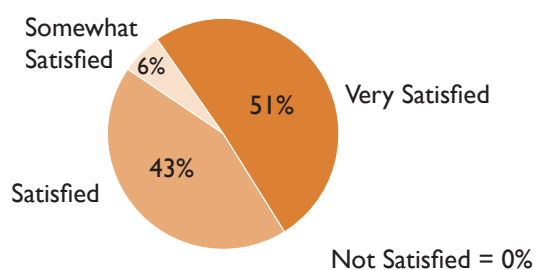
Student Impact

In an effort to understand student perceptions of WriteAway, as well as how WriteAway might be making a difference in their academic work, the Administrative Centre conducted a student survey in the fall of 2013. Sixty five responses were received. Key results follow.

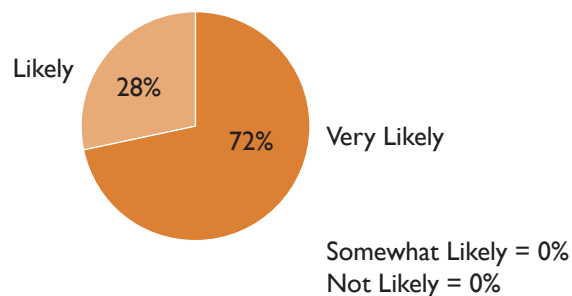
Why Did you Choose to Use WriteAway?



How Satisfied are you with your WriteAway Experience(s)?*



How likely is it that you will use WriteAway in the future for assignment feedback?*



How has receiving feedback from a WriteAway tutor made a difference in your writing/coursework?*

Students told us in their own words how their sessions helped them. They reported things like:

- being able to improve their assignment
- developing as a writer
- having a new awareness of errors
- having a sense of confidence after a qualified tutor has read their work

To not be complacent, and always be open to criticism as assignments can always use improvement.

Simon Fraser University Student

*These questions were asked if a student had submitted a draft assignment: 53 responses received

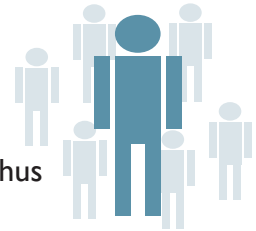
Collaboration: Value for the Sector

When institutions pool their resources in shared and collaborative services like WriteAway, everyone benefits from the results:



Costs for shared software are kept low thanks to consortial licensing. As the service matures, a sustainable funding model will be introduced.

Centralized coordination mitigates the need for each participating institution to set up its own infrastructure, thus saving time and money.



Large or small, rural or urban, institutions across the province of BC can participate in WriteAway. This equity of service ensures consistency for the student experience no matter which institution a student attends.

From any location, any time of day, students can submit a request for assistance. WriteAway enhances in-person writing and learning centres and is responsive to today's students who are often juggling multiple commitments.



With a small investment, institutions can offer their students far more assistance collaboratively than these institutions could offer on their own.

WriteAway is a great option for UBC students who are unable to access the UBC Writing Centre's tutorial service because of time constraints, location, or mobility issues. Our face-to-face service is heavily utilized, and having WriteAway as additional support has been beneficial for many students, especially those who commute to UBC.

*Bryannie Kirk,
UBC Writing Centre
Program Assistant*

2013 WriteAway Pilot Participating Institutions:

Camosun College
College of the Rockies
Douglas College
Kwantlen Polytechnic University
Simon Fraser University
University of British Columbia

Actions & Achievements in 2013

Big successes in 2013 - including a solid pilot year - have kept WriteAway momentum strong:

Critical Pilot Funding Achieved

WriteAway secured critical 2013/14 funding from BCcampus, the BC Electronic Library Network, and Irving K. Barber Learning Centre UBC. This funding covered all pilot coordination, platform licensing and implementation fees, leaving just staffing and supervision costs to participating institutions.

Hundreds of Students Received Support

Six institutions came together in 2013 to offer WriteAway, a unique-to-BC service. Hundreds of students took advantage of the opportunity to strengthen their academic writing skills, and feedback so far has been highly positive (see *Student Impact*, p. 6).

Evolving Governance

The WriteAway Advisory Committee met for the first time in 2013 to begin its role of guiding WriteAway policy and planning, and operations. This committee reports to the BC eTutoring Concept Committee.

A Model Service

British Columbia's trailblazing has been noticed! In 2013 the Administrative Centre shared WriteAway best practices and protocols with eTutor Alberta, a consortium of public post-secondary institutions that has begun piloting its own online writing support service. BC institutions will benefit from this growing Canadian community of tutoring practice.

Central Coordination

Centralized project management eliminates the need for each institution to coordinate the service separately. Hosted by BC ELN, the WriteAway Administrative Centre has provided fundamental project management since 2010. Over the past year, the Administrative Centre:

- Oversaw the WriteAway service through three pilot stages; coordinated institutional coordinator and tutor training, consortial scheduling, and ongoing communication about WriteAway
- Facilitated development of procedures and protocols in collaboration with writing support specialists to guide BC's tutors in providing top-notch assistance to students
- Developed assessment strategies for the WriteAway service; collated monthly and cumulative statistics

The Path Forward

WriteAway has huge potential to help students across the province reach their academic potential at very low costs to participating institutions. Key goals for 2014 include:

- Developing a sustainable funding model to underpin the WriteAway service as it matures
- Seeking ways to expand the service so that more institutions can participate
- Continuing to explore service expansion into other subject areas like Math and Statistics



Kwantlen Polytechnic University Learning Centre, Surrey Campus

WriteAway joins a growing family of eTutoring consortia both in the United States and Canada. As the field of online tutoring grows, WriteAway's writing support specialists can look forward to sharing ideas and best practices.

Financials: Summary 2013/14

	Projected
Revenues	
BCcampus Support	35,000
Irving K. Barber Learning Centre UBC Support	15,000
BC ELN Support	4,000
Total	54,000
Expenditures	
Administrative Coordination & Support	35,727
Platform support	17,500
Governance/Administration/Communication	547
Technology infrastructure	226
Total	54,000

