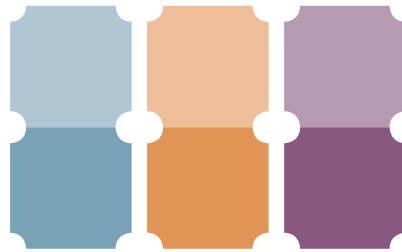


WriteAway

Online Collaborative Tutoring

Actions & Achievements 2014



Keep up the excellent help, I as a student appreciate your services immensely! Thank you! I love that this service is offered and I am very thankful that someone can get back to me with in 24-48 hours. **That is fabulous and I really appreciate it, so thank you very much!** I think this is a really good resource for students. Thumbs up. **Loved how helpful you guys are!** I think WriteAway is a great resource. I have encouraged my friends at my same institution and at other schools to use this resource. I found the tutors comments easy to follow and very valuable and I will use [WriteAway] for my future assignments. **The feedback I received was extremely helpful in helping organize my thought but continue to come back to my thesis and remember it as the main point of my paper.** With my tutors help, I was able to figure out my weakness, and it helped me improve. **I appreciated the quick response time and the constructive feedback.** I am reworking my term paper now, based on the feedback I got from [WriteAway]. **Your service was prompt and very helpful!** I am grateful thank you and keep up the great help! **Awesome, keep doing what you're doing!** As a first time [WriteAway] user, I was very impressed with how engaging and encouraging the tutor was. The suggestions were very helpful, as well as the reference websites. This surpassed my expectations.

Contents

Message from the Chair	3
WriteAway Benefits	3
2014 Actions & Achievements	4
Student Impact	5
Governance & Special Groups	6
Essential Partners	6
Financials	7
The Path Forward	7



February 2015

Front and back cover quotes collected from post-usage surveys and Fall 2014 Student Survey

Message from the Chair

Thanks to the hard work of previous governance committees, in 2014 WriteAway advanced secure that its infrastructure could handle expansion. This means...

- **Growing** WriteAway by bringing on four new institutions and hiring a Master Tutor
- **Strengthening** WriteAway with participating institution service support fees and developing new protocols to respond to more papers in less time
- **Exploring** how WriteAway could introduce further subjects for tutoring
- **Realizing** how the service is meeting the needs of its users

I am pleased to share this WriteAway *Actions & Achievements 2014* report which describes how WriteAway is making a difference for the students of British Columbia.

Lyn Benn, BC eTutoring Concept Committee Chair
 Director, Student Development and Success, Kwantlen Polytechnic University

WriteAway Benefits

Strengthening an Essential Skill

Writing is an essential skill for academic growth and achievement. With guidance from qualified tutors, students using WriteAway become stronger writers, leading to greater student success in coursework and beyond.

Extended Service through Collaboration

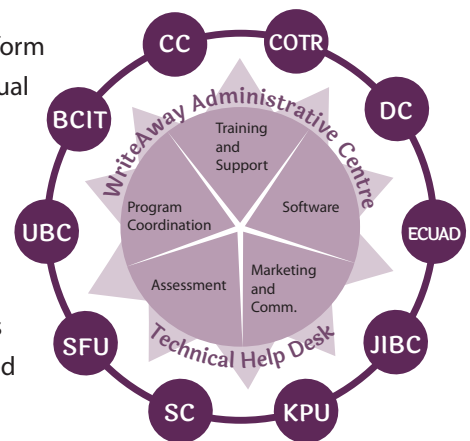
- Extends hours of service by utilizing an anytime-anywhere virtual platform
- Provides students with a deeper pool of tutors than an individual institution could provide
- Delivers equitable services regardless of institution size or location of institution

Shared Infrastructure

Institutions joining WriteAway benefit from a solid infrastructure that includes use of the WriteAway platform, governance for the service, and centralized coordination, tutor training, marketing support, and assessment.

Financial Savings

- Consortial licensing of the platform used to support WriteAway saves institutions between 25-84% of the cost of independently-licensed online tutoring software
- Central coordination saves participating institutions considerable time and money; current savings for consortium members is approximately \$168,000 per year



2014 Actions & Achievements

■ ■ ■ Growing

Expanded from six to ten institutions

- Extends academic aid for students in the province
- Creates more financial stability and support for the service
- Enables more sharing of professional development

Hired a Master Tutor with writing support background

- Provides consistent evaluation for tutors
- Supports institutions that lack capacity
- Develops WriteAway service and materials

■ ■ ■ Strengthening

Introduced Service Support Fee Model

- Generates revenue to support hiring of Master Tutor and additional expenditures
- Moves service towards sustainable model

Developed 30-minute response time protocols

- Delivers quality responses to more students in less time
- Reduces number of hours institutions need to contribute

Refined and communicated WriteAway policies and procedures

Including cap on open papers, limits of service, clarification of roles, etc.

- Manages student expectations and improves experience
- Strengthens relationships between Master Tutor and institutional coordinators

■ ■ ■ Exploring

Investigated provision of Math, Trades Math, and Statistics support

- Establishes a way forward should funding allow for expansion of tutoring support to additional subject areas

Assessed student and tutor experiences with service

- Informs service improvements

■ ■ ■ Realizing

Communicated to stakeholders

- Informs WriteAway stakeholders of the positive impact
- Imparts opportunities for growth and service

2014 New Institutions:

BC Institute of Technology
Emily Carr University of Art + Design
Justice Institute of British Columbia
Selkirk College

Founding Participants:

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

The tutor was amazing. Very thoughtful and helpful comments, provided me with encouragement as well. Provided feedback in less than 24 hrs. Excellent service!

UBC Learner

Student Impact

Highlights from 2014

1,000 students received assistance through WriteAway

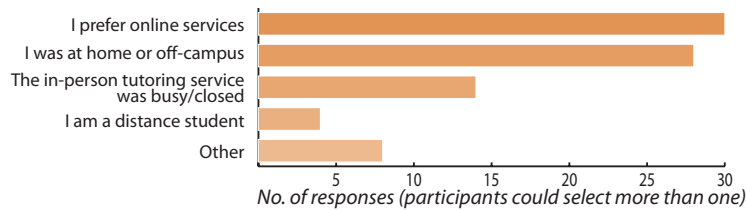
2,066 draft assignments received feedback from WriteAway tutors

61% of papers were submitted by students who self-identify as English as an Additional Language learners

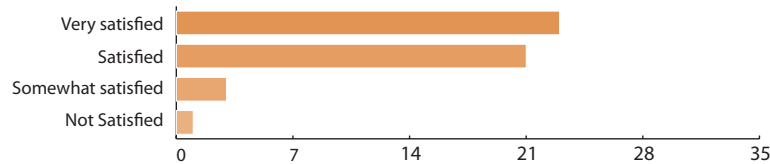
3.57 out of a top score of 4 was the average rating on WriteAway 'helpfulness' (150 ratings submitted)

57 students completed post-usage surveys in the fall of 2014 during a six-week time period. Results below. *(questions marked with an asterisk were asked if a student had submitted a draft assignment: 48 responses received)*

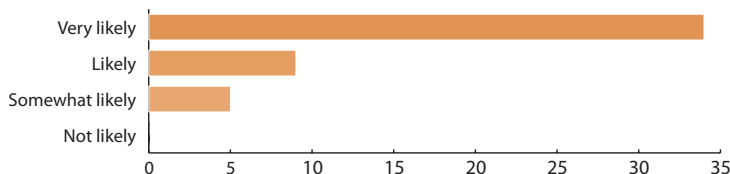
Why did you Choose to Use WriteAway?



How satisfied are you with your WriteAway experience(s)?*



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



Who's Getting Help?

Students in:

- Anthropology
- Arts Studies in Writing
- Biology
- Business Writing
- Criminology
- Economics
- Education
- English
- First Nations Studies
- Health Science
- History
- International Law
- Land and Food Systems
- Linguistics
- Nursing
- Political Science
- Psychology
- Public Policy
- Public Relations
- Science
- Social Work
- Sociology

Governance & 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 and 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, Trades Math, and Stats Exploratory Group

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

**Love this service!
It has helped me
to become a better
writer already.
Keep it up!**

**Selkirk College
Learner**

**It was quite
helpful and made
me understand
how to begin
a paragraph
and construct
introductory
paragraphs.**

**College of the
Rockies Learner**

Essential Partners

Essential funding provided by **BCcampus** and the **Irving K. Barber Learning Centre, UBC.**

The **BC Electronic Library Network (BC ELN)** acts as host to the WriteAway Administrative Centre, sharing expertise and infrastructure.

The **Connecticut Distance Learning Consortium (CTDLC)** developed the eTutoring platform and provides ongoing support.

Financials

WriteAway is possible thanks to essential funding from BCcampus and Irving K. Barber Learning Centre, UBC. Partner institutions also began contributing service support fees in 2014.

	2014/15 Projected \$	
	Revenue	Expenses
BCcampus Support	35,000	
Irving K. Barber Learning Centre, UBC Support	15,000	
Participating Institution Support	14,500	
Miscellaneous Revenue (Cost recovery for communication materials)	750	
Total	65,250	
Administrative Coordination & Master Tutor		45,932
Platform Support (BCcampus)		17,500
Administration / Communication / Governance		1,580
Technical Infrastructure		238
Total		65,250

The Path Forward

■ ■ ■ Securing Funding

WriteAway operates on a lean budget of \$65,000. While the service is moving towards sustainability with the introduction of participating institution service support fees, external funding remains critical until more institutions join and a self-sustaining financial model is established. Without consolidated funding, the service will discontinue.

■ ■ ■ Bringing on More Institutions

Three new institutions are slated to join WriteAway in 2015, and more have shown interest. Infrastructure is ready to support this growth. Both students and institutions will benefit from expanded online writing support.

■ ■ ■ Refining Policies and Procedures

Much has been learned since WriteAway “opened its doors” to students in 2012. Governance Committees and Working Groups continue to refine and develop policies that improve WriteAway operations.

As someone who has not written an essay since English 12... (1985) I was very happy to have the opportunity for someone to review my work prior to submitting. The tutor feedback was excellent and appreciated....

Justice Institute of BC Learner

Keep up the excellent help, I as a student appreciate your services immensely! Thank you! I love that this service is offered and I am very thankful that someone can get back to me within 24-48 hours. **That is fabulous and I really appreciate it, so thank you very much!** I think this is a really good resource for students. Thumbs up. **Loved how helpful you guys are.** I think WriteAway is a great resource. I have encouraged my friends at my same institution and at other schools to use this resource. I found the tutors comments easy to follow and very valuable and I will use [WriteAway] for my future assignments. **The feedback I received was extremely helpful in helping organize my thought but continue to come back to my thesis and remember it as the main point of my paper.** With my tutors help, I was able to figure out my weakness, and it helped me improve. I appreciated the quick response time and the constructive feedback. I am reworking my term paper now, based on the feedback I got from [WriteAway]. **Your service was prompt and very helpful!** I am grateful thank you and keep up the great help! **Awesome, keep doing what you're doing!** As a first time [WriteAway] user, I was very impressed with how engaging and encouraging the tutor was. The suggestions were very helpful, as well as the reference websites. This surpassed my expectations! This tutor is so helpful. **Great experience!** I thought it was very helpful and my tutor was very nice and gave lots of helpful resources to help me succeed. I had a really great experience. **Incredibly helpful feedback!!! This was the first time I had ever used [WriteAway] and I'm extremely impressed! I will definitely be using it again.** I am very much satisfied by the writing lab. The tutors were very prompt and gave very valuable