

WriteAway Online Tutoring: Actions & Achievements 2025

By the Numbers:

- \$502,000 in costs avoided for the sector
- \$20,000-25,000 in costs avoided by individual institutions
- 4,787 student submissions
- 24/7 student support with a 24-48 hour response time
- 96 tutors across B.C. providing qualified feedback
- 4.7 [out of 5] average helpfulness rating

How Do Students Use WriteAway Feedback?

- 93% make changes to improve their assignment
- 75% apply what they learn to future assignments
- 59% gain a better understanding of a writing concept

WriteAway Student Quotes

“[WriteAway] is an amazing service and has really helped me as an adult student returning to school at 35.” - Northern Lights College Student

“[The tutor] did an incredible job. The feedback was clear, constructive, and very helpful. I have had great experiences with WriteAway and will continue to use it as a part of my writing.” - Thompson Rivers University Student

2025 Accomplishments

Released recommendations to meet evolving student writing support needs. The recommendations seek to restructure the financial model, evaluate technical infrastructure, update the service delivery model, and improve accessibility for students. Gathering feedback from students, WriteAway directors, and institutional coordinators, the Service Model Working Group analyzed the broader state of academic writing and applied their findings to make concrete recommendations for immediate action. These include offering synchronous support, extending service to graduate students, and enhancing accessibility by offering multimodal feedback.

Updated and launched new tutor resources to improve the student experience. Resources developed by the Administrative Centre, in consultation with the WriteAway

community, include a new collection of short tutor training videos to help navigate common scenarios, an updated student submission form to provide tutors with useful context, and updated standards of practice for effective tutor-student interactions.

Nurtured cross-service collaboration to reach new users. Together with AskAway, WriteAway coordinators from rural institutions met online to discuss student learning needs at remote campuses and developed ideas for promoting both services to this unique population. Engaging audiences beyond BC ELN, the WriteAway and AskAway Admin Centre Coordinators presented “Research, Write, Succeed: Using AskAway and WriteAway as Learning Tools” at the BCcampus Educational Technology User Group (ETUG) Spring 2025 Workshop. Attendees were pleasantly surprised to hear both of these services are staffed by writing and research experts right here in B.C.

Moving Forward

- Advance service sustainability work by conducting a software review, determining sustainable financial and staffing models, and decreasing barriers for student access to the service.
- Create a promotion package tailored to rural institutions to increase engagement with the service among instructors, staff, and students at remote and satellite campuses.
- Release an accessible communications course to support WriteAway tutors and make support more accessible for all students.

2025-26 Financials

The WriteAway budget is approved by the [Advisory Committee](#).

Revenue:

- Start of year balance: \$11,762
- Total Revenue: \$98,299
 - Service Support Fees, including infrastructure support: \$69,146
 - PSFS Year 2 Removing Barriers Funding: \$15,000
 - BC ELN contribution: \$14,000
 - Miscellaneous: \$153

Expenses:

- End of year balance: \$21,355
- Total Expenses: \$88,706
 - Staffing & Coordination Infrastructure: \$77,529
 - Software & Technology Infrastructure: \$10,229
 - Admin, Communications, Governance, & Marketing: \$948

About and Contact

About: [WriteAway Online Tutoring](#)

Contact: writeaway@bceln.ca