Covid-19 Online Services Frequently Asked Questions

- **What services will the WMC be offering during the online instruction period?**
  The WMC is offering three online services:
  1. Synchronous Google Docs consulting
  2. Synchronous Video and Document Sharing consulting
  3. Asynchronous Drop Box consulting
  
  **Synchronous** tutoring occurs when the tutor and student are working on the document at the same time while **asynchronous** tutoring occurs when a student drops a paper into a drop box and a consultant provides questions, comments, and suggestions for improvement.

- **Will any in-person appointments be available?**
  There are no in-person appointments, but you can schedule a “Online - Google Docs” consultations or a “Online - Video and Document Sharing” consultation which most closely resembles an in-person consultation.

- **Will there be anybody in the office during the online instruction period?**
  No. But you can still reach us on our office phone number at 515-294-5411, by email at writectr@iastate.edu, or through the “Speak to a Consultant” chat on our website [http://www.wmc.dso.iastate.edu](http://www.wmc.dso.iastate.edu). You can also schedule an appointment online or by calling our office phone during
consulting hours (Sunday 2pm-9pm, Monday-Thursday 9am-9pm, and Friday 9am-2pm).

- **What is the best way to get a hold of you if I have a question?**
  Phone: 515-294-5411
  Email: writectr@iastate.edu
  Chat: http://www.wmc.dso.iastate.edu

- **Which service is best if I do not have the most reliable internet connection?**
  If you don’t have a reliable internet connection, use the Drop Box option because it is asynchronous (you aren’t there for the appointment). A consultant will provide suggestions and email your work to you. It will also be uploaded to your appointment slot on WCOnline.

- **What is the difference between asynchronous and synchronous consulting?**
  **Synchronous tutoring** occurs when the tutor and student are working on the document at the same time. This occurs in our Google Doc as well as our Video and Document Sharing tutoring sessions. **Asynchronous tutoring** occurs when a student drops a paper into a Dropbox and a consultant provides questions, comments, and suggestions for improvement.

- **What are the WMC’s hours of operation online?**
  Sunday 2pm - 9pm
  Monday 9am - 9pm
  Tuesday 9am - 9pm
  Wednesday 9am - 9pm
  Thursday 9am - 9pm
  Friday 9am - 2pm
• **What do I need to do a video consultation?**
  You will need a reliable internet connection for this “real-time” service. You will also need a working webcam with audio.

• **Where do I upload my document for a Drop Box consultation?**
  You will upload your document when you make an appointment on our scheduling system, WCOnline. To make an appointment, please visit our website at [http://www.wmc.dso.iastate.edu](http://www.wmc.dso.iastate.edu).

• **Where do I find my file with the feedback after a Drop Box consultation?**
  A Communication Consultant will provide suggestions to improve the document and re-upload the document with the feedback to your WCOnline appointment slot. They will also send you an email with the document attached.

• **Do I need to be present for the duration of my Google Docs appointment?**
  Yes. You will be communicating back-and-forth with your consultant through the comments and chat features in your Google Doc.

• **Will staff respond to questions on weekends?**
  We will respond to questions outside our hours as soon as possible via the chat function on our homepage, our office phone, or by email.

• **Will you be offering workshops or presentations during this time?**
  No. The WMC is not currently accepting presentation or workshop requests during the online instruction period. We will be exploring these options in the future.