

Using Written Feedback appointments at the Emily Carr Writing Centre

Written Feedback appointments give you the option of receiving feedback on your writing *in writing* rather than in-person. Which can be a great option if you don't have time or have scheduling challenges due to time zone differences.

It's quite simple! You upload your file to our booking website and we respond with comments, questions and general feedback to help you improve your next draft.

This document contains some **FAQs**, followed by a brief **How To** guide with pictures.

FAQs

Who can use Written Feedback appointments?

As we currently operate online, we are offering the written feedback appointments to all ECUAD students, graduate and undergraduate level.

When should I use Written Feedback appointments?

Written Feedback appointments are not ideal for every stage of the writing process. If you really want to talk about your ideas or sketch out an early map or outline, you're probably better off with an online appointment where you can meet with a tutor in real time for a discussion. But once you have words on paper, no matter how rough, a Written Feedback appointment can be a great option.

How often can I book these appointments?

Including online appointment bookings, students are able to schedule 90 minutes a week total. You can do either online or Written Feedback appointments, or a combination of the two. Written Feedback appointments can be booked 30 days in advance and must be cancelled at least 30 minutes before the appointment start time.

How do I receive feedback?

We will always start our comments with a note about our general sense of the document:

- what's working,
- which sections we focused on,
- where you might focus your attention for another draft.

In a Word or Open Office document, we'll likely insert those comments into your main draft. For PDFs, we may upload a separate text file.

Depending on your document's format, we will use different modes for feedback but will mainly provide comments and ways for you to think about what you've written, not corrections and editing. For some documents, we may even record a short video to contextualize our feedback.

Can I book a written feedback appointment and then meet with the same tutor?

As long as a tutor offers both online and written feedback options, you can receive your written feedback and then book a follow-up online appointment with that same tutor (subject to their availability).

How to book a Written Feedback appointment

- 1) **Log into MyWCOonline and select the schedule you need:** you can do this either on the login page or once you are viewing the main schedule (there will be a drop-down menu at the top of the screen).

- 2) **Select any available appointment (any white square):** you can book a 30 or 60 minute appointment.

Sep. 15: Tuesday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Jacqueline *online OR written feedback* / ONLINE CHAT & WRITTEN FEEDBACK							
Thu *online OR written feedback* / ONLINE CHAT & WRITTEN FEEDBACK							

Ensure you have the appropriate meeting selected in the appointment window:

3) **Complete the form in that same window, giving us as much information as you can about the draft:**

- what stage is it at?
- what sections or issues do you want feedback on?
- what guidelines are you working from?
- are there any word limits or constraints that we should be aware of?

Remember, we have only 30 or 60 minutes to read your writing and prepare feedback, so the more background you give us, the more focused and efficient we can be.

4) **You will need to upload your writing and assignment outline (if available) BEFORE the start of the appointment.**

- **Option #1:** upload your writing and assignment instruction files when you book an appointment. In the form, the below upload fields will be available:

The screenshot shows a form with the following elements:

- A text input field with the placeholder text: "If your file is larger than 1MB, please provide a link to the file below (Dropbox, Google Drive, etc.)".
- A paragraph of text: "This schedule supports file attachments. To attach a file to this appointment, use the options below. If making a repeating appointment, files will only be attached to the first (this) appointment. File attachments must be 2MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx."
- A table with three columns: "File #1", "Document Title", and "Notify Client?".
- Under "File #1", there is a "Browse..." button and a "No fil...ected." button.
- Under "Document Title", there is an empty text input field.
- Under "Notify Client?", there is a dropdown menu with "No" selected.

If any file is larger than 1MB, provide a link to an upload site (Dropbox, Google Drive, etc.)

- **Option #2:** upload a file later (just make sure it's **BY the start of the appointment**). You can log into the system at any time before your appointment to upload a file. However, if the file is larger than 1MB, you won't be able to provide a link to an upload site if *it's less than 30 minutes prior* to the appointment. You can e-mail the link to writingcentre@ecuad.ca in that case.

Just click on your appointment on the schedule and add it into the appointment form then by EDITING your appointment.

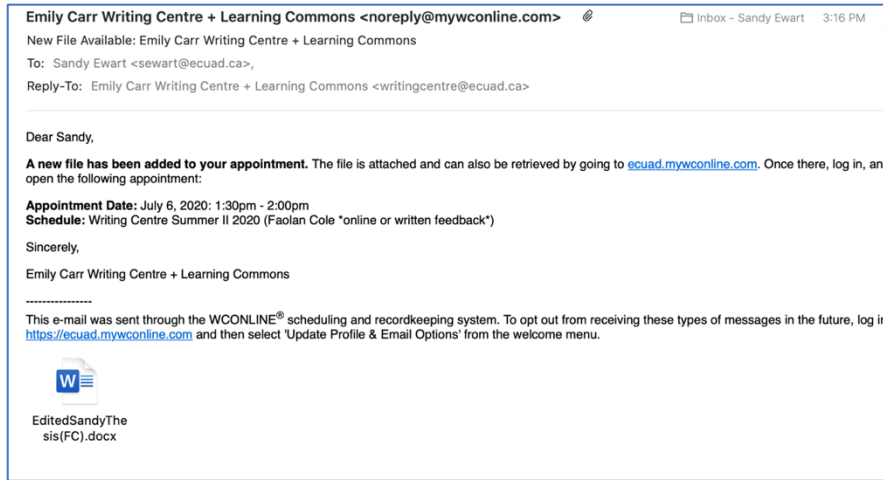
The screenshot shows a form with the following elements:

- A paragraph of text: "This schedule supports file attachments. To attach a file to this appointment, click 'Edit' below."
- Three buttons: "CLOSE WINDOW" (grey), "EDIT APPOINTMENT" (blue), and "CANCEL APPOINTMENT" (red).
- A checkbox labeled "Email client notice of cancellation?" which is checked.

Uploading the file early does not mean the tutor will read it early. They will read it at the start time of the appointment.

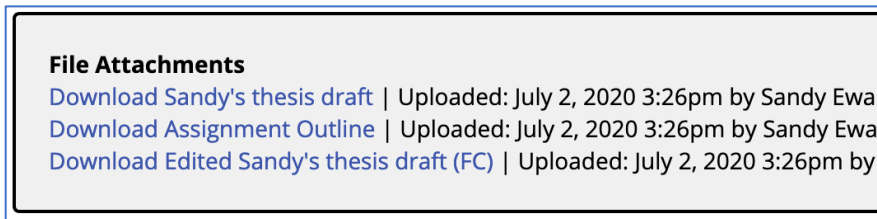
Please note: Not uploading a document at all equates to a missed appointment. If you do not have a document ready by 30 minutes prior to the appointment, please go into your appointment and cancel it. If it is within 30 minutes prior to your meeting, you won't be able to cancel or edit the appointment and must contact writingcentre@ecuad.ca

- 5) **Now you just have to wait for your feedback.** We will respond by the end of the appointment time you booked (so if you booked for a 10 – 11AM appointment, expect the feedback to be uploaded by 11AM). You will receive an email from the system that looks like this:



THE FEEDBACK FILE WILL BE ATTACHED TO THE E-MAIL

- 6) **If you find the file missing, you can go into your appointment on WOnline and find it attached there (same place where you uploaded your writing):**



And that's all there is to it!