



Writing Center FAQs: Faculty & Staff Edition

Coordinator
Kelli Custer, PhD
Assoc. Professor, Dept. of Writing
custerk@wcsu.edu
wcsu.edu/writingcenter

Assistant Coordinator
Stephanie Myers, MFA
Adjunct Instructor, Dept. of Writing
myerss@wcsu.edu
writingcenter@wcsu.edu

Spring 2021 Hours

The following hours are both for appointment/drop-in sessions and the drop-in Virtual Information Desk

Monday & Wednesday, 10 a.m. – 8 p.m.
Tuesday, 10 a.m. – 6 p.m.
Thursday, 10 a.m. – 5 p.m.
Friday, 10 a.m. – 12 p.m.
Sunday, 4 p.m. – 7 p.m.

[Appointments and drop-in sessions](#)
<https://wcsu.mywconline.com>

[Virtual Information Desk \(Drop-in\)](#)
Video, audio, and/or chat
<https://wcsu.webex.com/meet/writingcenter>

What does the Writing Center do for students?

For most projects, writers and consultants meet for 45 to 50 minutes. These interactive discussions are designed to help writers make informed decisions about their writing. Although we focus on one project (or portion of a project) in each session, our overall goal is for writers to learn strategies that can transfer to all of their work. Each session is tailored to the needs of the writer, with the emphasis on teaching.

What online support is available?

In Spring 2021, we offer solely online support. Although we prefer to welcome students into our sunny physical space, we are working hard to recreate the same helpful, personal support, while keeping our student staff safe. We offer synchronous and asynchronous sessions via WebEx. Information about creating appointments is below. Our [Virtual Information Desk](#) is staffed during regular hours mostly by the coordinators for drop-in information, help with scheduling, quick writing questions, and other writing support. You are welcome to drop in as well with any questions.

How do students make appointments?

We use an online system created for tutoring centers called WOnline. Students find access through the Writing Center website (wcsu.edu/writingcenter) or directly through the [scheduling system](#). After creating an account, students can log in through any computer or mobile device to schedule and modify their own appointments.

Are appointments required?

Appointments are strongly encouraged, as we do have a limited schedule, but we accept drop-ins if the time is available. Except in special circumstances, students may schedule up to three appointments per week, one appointment per day, and up to six weeks in advance.

Does a writer need to provide a full draft?

No! We help at any stage of the writing process: understanding assignments; brainstorming and expanding ideas; developing a thesis, claim, or research question; evaluating and incorporating sources; outlining and organizing drafts; documenting and citing sources; strengthening grammar and mechanics; and other customized forms of support. **Please note:** We use the most recent versions of citation styles: MLA 8th edition through the end of this semester; CMOS 17th edition; APA 7th edition; ASA 6th edition; and other styles as needed. **Please contact us if you are using a different edition or your own version of a style so we may better support your students.**

What can I do to help students get the most from their visit?

Please provide students with a **clear, written assignment sheet for every assignment**. If you know you will have many students visiting, you may also [email](#) your assignment to us, with any specific notes. If you want to be sure the assignment is clear, we can help. Please see the bottom paragraph.

Do consultants write papers for students or act as proofreaders?

The Writing Center abides by the WCSU [Academic Honesty Policy](#). We use a mix of directive and non-directive strategies to help writers do their own work. Consultants do not simply “fix” or proofread papers. The ultimate responsibility for the final product always remains with the writer.

Is the Writing Center only for weak writers?

The Writing Center is for all WCSU students from any major, any course, freshmen through graduate students. All writers benefit from feedback, from the least experienced to the most advanced. Working with fellow writers is an important part of the writing process. Learning to write well takes a lifetime.

Who works in the Writing Center?

The Writing Center is staffed by peer consultants: juniors, seniors, and graduate students from a range of majors. The application process includes a writing sample, faculty recommendations, and interviews with both the Coordinator and current consultants. Typically we have 12 to 15 writing consultants.

How are the student consultants trained?

In their first semester of work, consultants participate in up to 20 hours of intensive education. Throughout the year, entire team meets weekly to discuss advanced strategies, current writing center research, and other special topics. We also provide special-topic professional development workshops during the semester. In addition, consultants attend and often present at the Northeast Writing Centers Association and the International Writing Centers Association Conferences.

Is there also a Writing Lab on campus?

No. In 2014, the Writing Lab was moved to Haas Library from Berkshire Hall and renamed the Writing Center, which is the more common term internationally for sites of writing support on campuses.

How will I know if my student comes to the Writing Center?

Students have the choice of whether their instructor is notified of the visit. If the student chooses to notify, we send a follow-up email to the instructor from the Writing Center email account. Otherwise, the visit is kept confidential.

Can I require my students to visit or offer extra credit?

For individual students, sometimes a required visit may start a regular habit. If you choose to offer extra credit, we suggest setting parameters around the visit; for example, require students to receive full feedback on a draft rather than drop in for a few minutes. Although we offer a generous range of hours, we also cannot guarantee every student will have equal access to required or extra credit opportunities. We rarely can accommodate a full class of students to visit on a single assignment. If you have a specific concern that applies to your entire class, we can arrange a special workshop. Contact [Kelli Custer](#) for more information.

How do I encourage my students to visit the Writing Center?

During the regular school year, staff members from the Writing Center are available to visit your class (schedule dependent) and present a 10-minute introduction of our services. To arrange a visit, please email a request to writingcenter@wcsu.edu. You may also include this paragraph in your syllabus.

Please take advantage of the free services offered at the Writing Center. Getting feedback benefits writers at all skill levels. The Writing Center offers one-to-one tutoring services that address everything from brainstorming and developing outlines to writing strong sentences and documenting sources. For more information, visit the Writing Center website at wcsu.edu/writingcenter.

What can the Writing Center do to support faculty?

A note from the Coordinator: I always enjoy conversations about teaching writing and am happy to meet virtually to discuss assignment design, effective feedback, strategies for teaching writing, and special workshops that may help your students. If you are interested in hearing a student's perspective on an assignment, I can arrange for you to meet with a consultant or submit your assignment anonymously for student feedback. If you have further questions, please [email me](#) so we can arrange a virtual conversation. —Kelli Custer