ORIENTING CLIENTS IN A PANDEMIC

Writing Lab, University of Indianapolis

The **Designated Tutor Program** (DTP) pairs tutors exclusively with high-volume writing courses. Designated tutors work with faculty and students throughout a term, engaging in three mandatory tutoring sessions.

PROBLEM

transition traditional in-person DTP orientation to asynchronous online courses

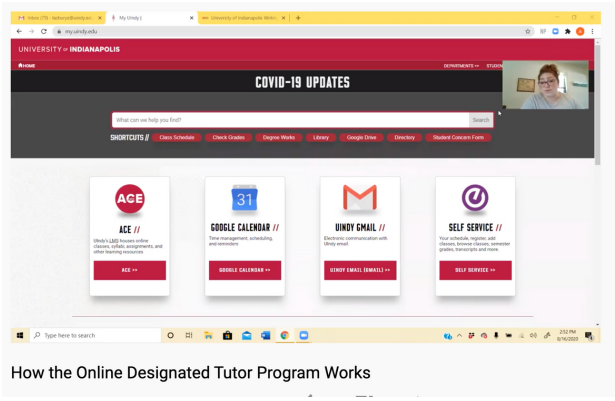
GOALS

1. register in MyWCOnline
2. make an appointment
3. set online appointment expectations

SOLUTION HACK

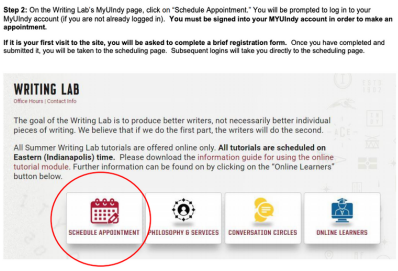
tutor was compensated to create a screen-share how-to video DTP orientation

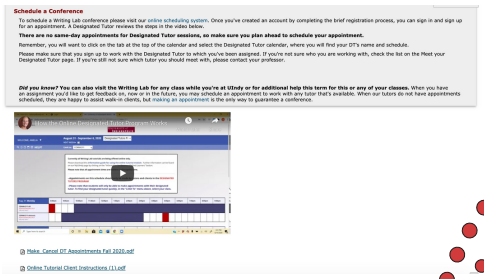
1. video addressed 3 goals
2. written instructions with graphics included
3. orientation materials embedded in courses



How the Online Designated Tutor Program Works







MOVING FORWARD

what we learned

1. Breaking up the Designated Tutor Program (DTP) orientation video into smaller themed videos helps clients return and rewatch sections more easily.
2. Faculty participating in the DTP plan to create different deadlines for mandatory registration and first appointments.
3. The videos will be valuable support for future online and f2f DTP classes, allowing clients to return to them as needed. They also can be generalized and made available to the entire campus population.

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Questions? Please contact us.

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