



WriteAway

Actions & Achievements 2017

“ A small investment on the part of each institution yields major returns with WriteAway. Students at institutions across the province can access writing help when they need it most.

- Julie Mitchell, BC eTutoring Steering Committee Chair, Irving K. Barber Learning Centre, University of British Columbia



“ English is my second language so I faced lot of hurdles while writing essays but with the help of WriteAway I improved my writing skills.

Langara College Learner

“ I am very grateful for all the help I have received thus far. Keep doing what you're doing!

Kwantlen Polytechnic University Learner

“ [WriteAway] has been such an amazing resource as it is hard to find time to schedule a face-to-face tutor sometimes...

College of the Rockies Learner

“ [WriteAway] is an easy outlet for finding help with assignments on weekends and when teachers are unavailable.

North Island College Learner

WriteAway in 2017:

\$396,000 saved

1,988 student users

3,875 submissions

2 new institutions

86% experienced an increase in confidence

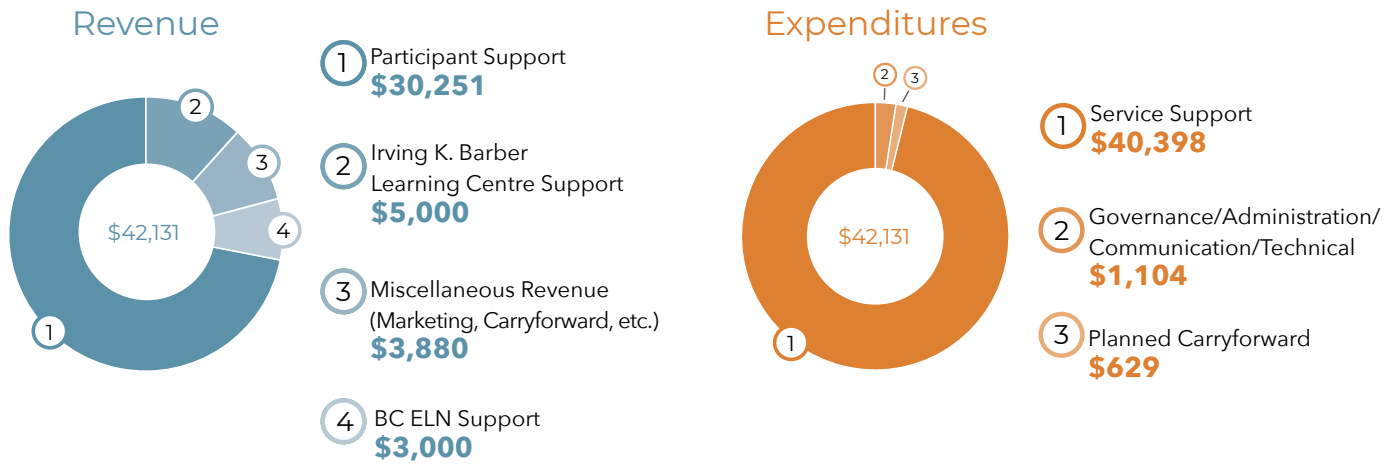
97% likely to use WriteAway again

WriteAway writeaway.ca
writing help ... online

2017 Achievements

Expansion	Welcomed Alberta's Northern Lakes College and Trinity Western University; 15 institutions now participate in WriteAway
Strategic Planning	Initiated infrastructure review to identify effective options for meeting student needs and supporting service growth Officially joined BC ELN suite of collaborative services
Service Enhancement	Created an Experienced Tutor Rubric to support ongoing assessment and quality assurance Adopted new online meeting platform to facilitate training and meetings Adjusted scheduling to better meet peak usage periods
Communities of Practice	Liaised with eTutoring Alberta (now dissolved) and University of Toronto, Scarborough on online tutoring challenges and opportunities

2017/18 Financial Summary



On the Horizon for 2018

- ➔ Promote WriteAway and grow the service across British Columbia to reach more institutions and more students.
- ➔ Restructure governance as WriteAway further establishes itself as part of BC ELN's suite of virtual learning commons services.
- ➔ Create a guide for cross-referencing and cross-recommendations between AskAway Chat Reference service providers and WriteAway tutors.

Spotlight on Kwantlen Polytechnic University

by Kim Tomiak, Learning Strategist and WriteAway Institutional Coordinator



Why does Kwantlen Polytechnic University participate in WriteAway?

KPU offers writing support services that are heavily used by our students, and oftentimes these services have reached their limits. WriteAway offers a greater number of tutoring hours each week than KPU provides. KPU also benefits from the shared expertise and knowledge of a wide variety of institutions, and as a WriteAway Institutional Coordinator I engage in conversations with writing support specialists across the province. These are just a few of the perks when participating in a provincial collaborative service.

What successes have you seen with WriteAway and the KPU community?

Writing can feel like an isolating experience, but WriteAway tutors can help. When students submit a piece of writing to WriteAway, they express their thoughts and ideas on a given topic and then receive encouragement to move on to their next draft. Sometimes students make an appointment with me to discuss how and why they have decided to use the feedback provided by tutors. With guidance from the WriteAway tutors, I have seen KPU students become stronger writers. This is what success looks like to me!



What do you gain by contributing as a WriteAway tutor?

By working for WriteAway, I gain the personal satisfaction that I am helping others in their academic progress and success. WriteAway also benefits me professionally, because I am working towards becoming a teacher and giving feedback on students' writing is good practice for me for my future profession.

Emma Parhar, WriteAway tutor since 2016

What do Students do with WriteAway Feedback?*



89%

Revise assignment based on feedback received from WriteAway tutors



51%

Apply tutors' feedback to a new or other assignment



25%

Share what they've learned to help another student



24%

Use feedback on written communication outside school

* Reported via 2017 WriteAway Student Survey