

WriteAway Actions & Achievements 2024

Key Numbers from 2024

- WriteAway is always open! During the term, students can submit their paper anytime of the day and tutors strive to respond within 48 hours.
- In 2024, students received feedback on 5,907 submissions from qualified WriteAway tutors in B.C.
- WriteAway members benefit from collaboration. In 2024, they collectively avoided \$450,635 in costs, thanks to collaborative staffing, shared software, and centralized coordination.
- When students use WriteAway, they experience immediate improvements and lasting benefits to their writing:
 - 88% of WriteAway students said they will be able to make changes to improve their assignment.
 - 75% said they will apply what they have learned to future assignments.
 - 60% said WriteAway helped them better understand a writing concept.

Quotes from WriteAway users

- “I’m amazed at how helpful the advice I received was. There was general advice, links to resources and explanations, strengths, and attention to specific parts I should focus on more. The kindness of the tutor was like a cherry on top, so I’m very grateful to have such a service available.” WriteAway user from Thompson Rivers University
- “The tutor has excellent communication skills. They were able to provide feedback quickly and with great depth. They highlighted both strengths and weaknesses while recognizing the difficulty I was facing. I genuinely believe that I have not had a more positive and beneficial educational exchange than what they were able to provide in a single piece of feedback.” WriteAway user from BCIT

2024 Accomplishments

Hired Kyle Beres as the [new WriteAway Coordinator](#). Kyle brings valuable experience to the service as an academic and a seasoned WriteAway tutor.

Administered Year One of Ministry of Post-Secondary Education and Future Skills (PSFS) removing barriers funding to assist institutions and hire auxiliary tutors for weekends and peak times. With this support, two new institutions – Okanagan College and Nicola Valley Institute of Technology – joined WriteAway, and the service maintained low wait times for students.

Developed two new resources to support tutors. The new tutor training course is a modular and accessible course that is designed to increase understanding of the WriteAway tutoring approach. The AI Guide helps tutors address student questions about artificial intelligence with consistent and informed responses.

Prepared for sustainability planning by surveying member and non-member institutions to seek feedback on the service and assess barriers to participation. The results will be shared with the Advisory Committee in early 2025.

On the horizon in 2025...

Addressing service sustainability: the Advisory Committee will convene three working groups (Service Model, Technical Infrastructure, and Financial Models Working Groups) to implement approved sustainability recommendations.

Expanding offerings to students: to better meet the current needs of students, WriteAway will look into increasing the number of allowable file types accepted by the service (e.g., allowing students to submit a PowerPoint presentation file for feedback).

Supporting tutors: to improve tutor satisfaction and the quality of feedback that students receive, the WriteAway Admin Centre will develop and offer additional tutor training.

2024-25 Financials (Projected)

The WriteAway budget is approved by the [Advisory Committee](#).

WriteAway's 3 revenue streams:

- Partner Institution Support Fee: \$61,242
- PSFS Year 1 Removing Barriers Funding: \$15,000
- BC ELN Contribution: \$14,000

Note: Start of year balance: \$5,456

WriteAway's 3 categories of expenditures:

- Staffing and Coordination Infrastructure: \$74,992
- Software and Technical Infrastructure: \$8,235
- Admin, Communications, Governance, Marketing: \$709

Note: End of year balance (projected): \$11,762

About and Contact

Learn more about WriteAway Online Writing Support: <https://bceln.ca/services/learning-support/writeaway>

Contact: writeaway@bceln.ca