



Synchronous Tutor Education Syllabus



Activity 1. Introduction to the EWC Synchronous Advising

Review this program's history, mission, and process

Activity 2. More Than Just Words: Face-to-Face in the Effective Writing Center

Read David Taylor's (Senior Advisor, EWC) excellent essay on the roles of presence and co-presence in online education.

Activity 3: Live Advising: On Demand & Face-to-Face

Review promotional materials used to advertise the synchronous advising program to students and faculty.

Activity 4. A Guide to Your Synchronous On-Call Shift

Read about what happens before, during, and after an on-call shift. This includes preparation, writing up summaries, and uploading materials for archiving.

Activity 5. Conducting Live Meetings in WebEx

Read descriptions of some of the synchronous program's most common scenarios and review sample session summaries.

Activity 6. Completing the Session Summary

Review and download the blank session summary form.

Activity 7. Getting Started with WebEx

Complete three of WebEx's tutorials.

Activity 8. Read & Discuss Thurber and Shumake & Lambert

Read two chapters from James Inman and Donna Sewell's *Taking Flight with OWLs: Examining Electronic Writing Center Work*:

1. Jaime Thurber's "Synchronous Internet Tutoring: Bridging the Gap in Distance Education" (Chapter 13)
2. "The Real(Time) World: Synchronous Communications in the Online Writing Center" (Chapter 14) by Jake Shewmake and Jason Lambert

Then respond to three discussion questions included in the activity text.

Activity 9. Read and Discuss Hewett

Read Beth Hewett's "Synchronous Online Conference-Based Instruction: A Study of Whiteboard Interactions and Student Writing." Then come up with 2-3 points of interest/discussion, and post.

Activity 10. Read and Discuss Wolfe & Griffin

Read Joanna Wolfe and Jo Ann Griffin's "Comparing Technologies for Online Writing Conferences: Effects of Medium on Conversation." Then discuss strategies for helping student writers continue their work with you after the session ends.

Activity 11. Read and Discuss Burnett

Read Cathy Burnett's "Learning to Chat: Tutor Participation in Synchronous Online Chat." Then discuss how you can fulfill Mason's "Areas of Tutor Responsibility."

Activity 12. Mock Synchronous Advising Sessions in WebEx