

# UNIVERSITY OF WYOMING WRITING CENTER



## POLICIES AND PROCEDURES MANUAL: 2025–2026

UPDATED BY FRANCESCA KING, APRIL 2025.

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# INTRODUCTION & MISSION

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## CONGRATULATIONS!

If you're reading this, you are in possession of the University of Wyoming Writing Center's Policies and Procedures Handbook! As an employee of the Writing Center, you can consult this handbook whenever you have a question about the Writing Center's policies (our rules) and procedures (how we do things).

## THE UNIVERSITY OF WYOMING WRITING CENTER'S MISSION STATEMENT

The University of Wyoming Writing Center believes that effectively communicating ideas through writing provides opportunity for self-advocacy, efficacy, and community. We support writers at every level throughout the many stages of the writing process. We seek to provide writers with the tools they need to accomplish their goals, with the ultimate aim of making better writers and not just better writing.

**Note:** Unless expressly stated, this Handbook refers to Undergrad Interns/Tutors, Graduate Assistants, and Professional Consultants under the umbrella term of 'consultant/s' or 'employees'.

**Note:** The University of Wyoming Writing Center is also referred to as 'the Writing Center' or 'the W.C.'



# VALUES & DIVERSITY

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## VALUES

### *Inclusiveness*

The Writing Center fosters an environment that values diverse perspectives, encourages productive discourse, and allows for the production of new knowledge.

### *Integrity*

Our commitment to professional, academic, and personal integrity defines how we interact with our clients and colleagues. We strive to maintain the trust and faith of the campus community by holding ourselves to high standards of honesty and respect.

### *Collaboration*

We view learning as an intrinsically collaborative experience, and we strive to constantly participate in meaningful collaboration with our clients and the community.

### *Excellence*

We hold ourselves to standards of professional and academic excellence, always expanding the boundaries of our knowledge and expertise. With a focus on the long-term development of writers, we challenge our clients to grow as thinkers, learners, and communicators.

## DIVERSITY

As members of a diverse global community, we value diversity in all of its dimensions is essential to building a just, equitable, and inclusive society. We actively reject the rhetoric of intolerance and resist the oppressive ideologies that marginalize vulnerable communities. While we recognize that the University of Wyoming emphasizes clear and effective communication in academic and professional contexts, we denounce the myth of a “standard English,” and believe that all writers deserve to communicate in their home languages and world Englishes. All are welcome in the Writing Center.

# PRIVACY POLICY

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## PRIVACY AND FERPA

As a service that predominately supports student writers, the Writing Center requires that its employees maintain high standards related to the privacy of student information, particularly with regard to information that students share during one-on-one consultations, personal conversations, staff meetings, through their writing, and via online data-collection.

In compliance with the Family Educational Rights and Privacy Act (FERPA) and UW policy, the Writing Center does not access student information unless that data is required for general operations. Further, the Writing Center does not share any student information with faculty, parents, administrators, or other students (including simple emails that affirm a student attended a consultation) unless it has express permission from one of our clients to do so **OR** if the director determines that the client is in danger, is likely to put others in danger, or is involved in a situation that requires mandatory reporting.

## USE OF CLIENT INFORMATION

Client information must be kept securely within the Writing Center. W.C. computers and laptops must be logged-out at the end of each day.

Client information can be used and accessed only for purposes related to Writing Center work. Appropriate uses of client information include: marketing, research, outreach efforts, assessment, student support activities & “best practices” discussions in staff meetings, tutor training, and record keeping. Contact information may be used to communicate with clients regarding Writing Center services or events, including workshops, scheduling changes, new programming, competitions, job opportunities etc.

All consultants may access client information within WCOOnline. This includes accessing consultation data related to past, present, and future scheduled appointments with any Writing Center consultant (the mandatory client report forms which are filled out at the end of every appointment encourage this internal communication). Consultation data should be strictly used to better support Writing Center clients in writing consultations, workshops, and special events.

**Note:** Employees of the W.C. must share client data to satisfy any **legally-justified** request for data access made by a representative of the University of Wyoming or by law enforcement officials. See ‘Additional Policies’ on page 21 for more guidance.

# PRIVACY POLICY CONT.

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## INSTRUCTOR-REQUIRED CONSULTATIONS

When faculty require their students to schedule and participate in a writing consultation, the Writing Center does not report student attendance directly to a student's instructor. Instead, we provide the student with an emailed copy of their Client Report Form showing that they attended their appointment. The student is responsible for submitting this to their instructor for credit. This policy ensures that students' agency over whether their use of tutoring services is reported to faculty, allowing the student to choose to withhold any information listed in the consultation form that the student may wish to keep private, including information that could negatively impact an instructor's perceptions of the student (for example, use of AI or plagiarism), negatively impact a student's level of comfort in a classroom environment, or negatively impact the student's grade.

Tangentially, to increase engagement with WC services across campus, you **may** email the student's instructor at the end of particularly engaging consultation, thanking them for sending their student to the Writing Center. Do NOT include the name of the student, or any other identifying information (title of essay etc.) in this email.

## GRADUATE STUDENTS

Graduate students often come to the W.C. with high-stakes projects, including theses, dissertations, comprehensive exam essays, and articles for publication. The Writing Center understands that graduate writing projects differ from general writing tasks at UW in that they 1) should represent an individual's ability to adapt to and participate in conventions of an academic discipline and 2) may contain confidential, sensitive, or otherwise private information related to a student or faculty member's research. With this in mind, the Writing Center does not share graduate student information with faculty, advisors, or graduate committee members without the express permission of the student.

## NOTE ON PRIVACY POLICY

This Privacy Policy has been created for the sole purpose of maintaining the security of client records to protect the privacy and security of the students, faculty, and employees who use the Writing Center. Based on level of severity, non-compliance with this policy may result in a temporary suspension of employment, a permanent removal from employment, civil legal action (if initiated by the institution), or criminal legal action (if initiated by law enforcement). Further, exceptions to this policy apply in the following events:

- When the safety of a W.C. client is in jeopardy;
- When a W.C. client becomes a safety risk to others;
- When there is a **legal** request from UW representatives of law enforcement authorities;
- When a W.C. employee takes on the role of "whistleblower" to expose intentionally hidden information related to unethical/criminal activities.

# CLIENT USAGE POLICIES



## CLIENT USAGE POLICIES

To help the Writing Center run efficiently, we've established policies that ensure clients receive the support they need while using Center resources equitably and appropriately.

## APPOINTMENT POLICY

### *All Clients*

All writing consultations will be limited to 45–50 minutes each, within an hour time block which starts and finishes on the hour. Clients are permitted to schedule a maximum of **two** non-consecutive appointments per day and a maximum of **four** appointments per week. Exceptions to this policy must be approved by the director on a case-by-case basis.

### *Graduate Students:*

Graduate students must follow the general appointment policy found in the above “All Clients” section. If a graduate student wants to schedule a more regular standing appointment with a consultant (e.g. 1 consultation per day), they must seek approval from the director.

### *Faculty and Staff:*

In addition to the four weekly appointments available to all students, faculty and staff at the University of Wyoming, instructors and employees can also request topic-specific workshops, class visits, and presentations to be facilitated by the Writing Center.

To ensure that the Writing Center can accommodate these requests, we ask that faculty and staff request a workshop or class visit at least one week in advance.

- Requests are made through the Writing Center Visit Request Form (Google Forms) which is managed by the Workshop Coordinator.
- All consultants have access to a spreadsheet (Google Sheets) of workshop/ class visit data, including name of instructor, class time/date, and classroom location.
- Consultants assigned to workshops/class visits will receive an email from the Workshop Coordinator confirming their attendance at the class, and connecting them with the instructor.

# CLIENT USAGE POLICIES CONT.

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## LARAMIE COMMUNITY

Currently, the Writing Center does not have the funding, resources, or organizational structure to broadly support members of the Laramie community who are not already connected to the university. Due to these constraints, we do **not** advertise 1-on-1 consultations to the community. However, we do offer a creative writing club ("Write Time at the Center") which is open to the public. Non-affiliated clients (those without UW email addresses) seeking 1-on-1 consultations will be exclusively assisted by the director when time permits.

## ONLINE

Online appointments are subject to the daily and weekly appointments described above. Video appointments should maintain the 45-50 minute duration, even if technical difficulties require troubleshooting. *Review and Return* consultations should conclude after 50 minutes. Feedback should be uploaded to the appointment in WOnline and emailed to the client's UW email address no later than 1 hour after the end of an appointment.

Clients submitting the same paper or project for multiple *Review and Return* appointments (with one, or multiple consultants) will need to revise between appointments. Consultants should report clients who excessively 'shop around' to the director.

## NO-SHOW

Clients who miss a total of three (3) appointments without prior cancellation will be temporarily suspended from using the Writing Center pending a brief conversation with the director, who will reactivate the account after reviewing the justification for this policy with the client.

# SUPPORT, NOT EDITING: PROOFREADING & AI

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## 1

### PROOFREADING

The Writing Center does not provide editing and proofreading services to clients. Consultants may work as freelance editors and proofreaders outside the Writing Center so long as the support they provide does not constitute a breach of academic honesty policies.

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## 2

### CENTER RESOURCES

Writing Center resources are intended to be used in direct support of clients' writing goals. Use of Writing Center resources, handouts, materials, or published documents outside of the Writing Center should be cited appropriately, especially when used in support of a class, department, group activity, or publication.

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## 3

### GROUP WORK

Clients who visit the Writing Center for group projects are only permitted to receive feedback on work that they have produced. Clients seeking feedback on work that is not their own must be notified of this policy by the consultant, via email or in person, and asked to reschedule when they have questions about their own writing (or, attend the consultation with their group members).

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## 4

### AI POLICY

Clients must accurately disclose AI use on the intake form. In accordance with FERPA, consultants won't share this information with an instructor, but misrepresentation may limit access to Writing Center services: The UW Writing Center does not provide feedback or editorial help on work that is substantially generated by AI (e.g., ChatGPT) without disclosure. The Center's goal is to support learning through engagement with the client's own writing and ideas.

# TECHNOLOGY

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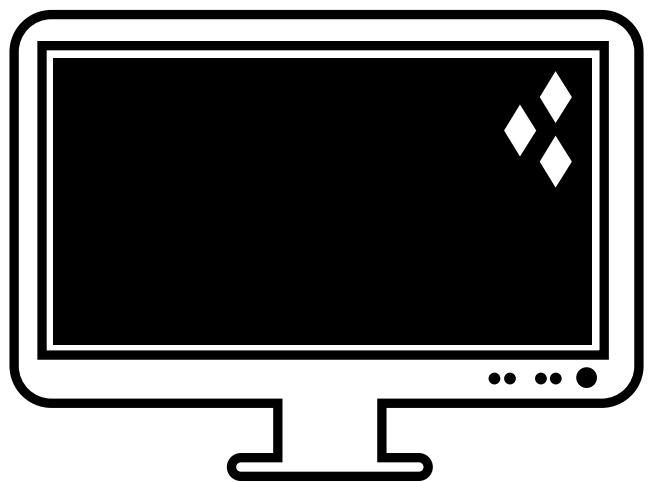
## PRINTER

The printer, located in Coe 121, may only be used for Writing Center business, including the printing of client's papers prior to a face-to-face consultation, handouts for class visits, readings for staff meetings and workshops, and signage etc. It is connected to the computer located on the front desk.

The printer will not be used to print final drafts of client assignments or projects; clients are responsible for their own printing costs if they are not attending a consultation. Consultants may only use the printer for official purposes unless given express permission by the director to use the printer for alternative purposes.

## COMPUTERS

The Writing Center currently operates one work computer and one laptop. The front desk computer may be used by consultants for any W.C. business, including signing-in clients, checking LibCal and WCOOnline, and giving feedback on client work. Anyone who is not affiliated with the Writing Center should be denied access to this computer, as it stores client information and usage data.



# USE OF SPACE

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The Writing Center operates in the back of Coe Library, Level 1 from 9am–5/7pm Monday–Friday, and (occasionally) some weekend hours. Outside the hours of operation, any UW student or community member may use this space for studying. We are located in a collaborative, common space, so consultants should expect a level of noise.

## **OPENING**

Consultants who are scheduled during the first available appointment block each day have the responsibility of opening the Writing Center. Opening procedures include the following tasks:

- Unlock Coe 121 using key stored in WC check-in desk drawer
- Turn on lights in Coe 121
- Power on check-in desk computer/laptop, load WCOonline schedule and LibCal
- Place pens and notepads on each table
- Move coat rack, book cart, fidget toys etc. onto main floor

## **CLOSING**

Writing Center resources that are at risk being lost or stolen must be stowed in Coe 121 at the end of the day:

- Laptop and charger
- Book cart
- Coat stand
- All mugs, pens, notepads, fidget toys etc.

Standing retractable signs and brochure rack for handouts can remain on the main floor. Loose stationery should be stowed in the check-in desk drawer.

Consultants who are scheduled during the final available appointment block each day must log-off from the computer and ensure all W.C. property is secured. High-touch areas should be periodically wiped down using the disinfectant wipes stored in Coe 121.

Please check LibCal for 121 usage. If there is no scheduled activity planned in 121, lock the door (the key is in the top drawer, code: 7837).

## **COE 121**

Coe 121 may be used to facilitate group work, events, workshops, etc. To book this space, the event must be entered into LibCal. The director and Workshop Coordinator will manage workshop bookings, special events, and staff meetings, and at least one consultant will be given LibCal access to retroactively track general room usage (video appointments etc.).

# CLIENT BEHAVIOR

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As a professional educational environment, the Writing Center must maintain high behavioral standards for its clients and employees. Clients must treat Writing Center employees with respect, and consultants must behave in a way that makes clients feel welcome and respected.

## **DISRUPTIVE CLIENTS**

Clients who willfully disrupt the day-to-day operations of the Writing Center will be asked to leave, and their appointment, if scheduled, will be cancelled. Continued disruptive behavior, depending on severity, could result in temporary suspension from Writing Center services. Consultants should inform the director immediately.

## **EMOTIONAL CLIENTS**

Clients whose emotional state prevents them from actively participating in a writing consultation are welcome to stay in the Writing Center so long as they do not disrupt others. Clients who relate emotional distress should be made aware of any available campus resources that may help them (other tutoring services, Counseling Center, Dean of Students office, Cowboy Coaches, advisors etc.)

## **DISENGAGED CLIENTS**

Occasionally, clients visit the Writing Center as a requirement or because they want someone else to do the work for them. Clients who are willfully disengaged and unwilling to work collaboratively with a tutor will be asked to reschedule their appointment. Consultants should inform the director immediately.

## **HARASSMENT**

Clients who harass or encourage the harassment of anyone while in the Writing Center will be asked to leave, and their access to services will be suspended indefinitely. The director will provide assistance to consultants (either in person, or via email).

Ongoing or severe cases of harassment will be reported to the appropriate authorities, including the Dean of Student's Office via a WyoCARES report, in accordance with UW policy.

# ACADEMIC HONESTY

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## **OUR POLICY**

The Writing Center does not report incidents of academic dishonesty to faculty, departments, or administration. Every piece of writing we see constitutes a draft, or an unfinished writing project. If we see a potential breach of academic honesty policies, we use that as a teaching moment to discuss appropriate use of sources, and provide lessons on topics such as summary vs. paraphrase vs. direct quotation. It is also appropriate to remind students to read their instructors' AI policy in the syllabus and to explain the ramifications of academic dishonesty if issues with plagiarism are not fixed before submitting a paper for a grade or for publication. See page 7 for AI policy.

## **GROUP ASSIGNMENTS**

The Writing Center consults with students working on group assignments so long as the author of any portion of the project discussed during the consultation is present. We will not discuss one client's writing with another client unless both are present and participating in the consultation. See page 7 for group work policy.

# CONSULTANT POLICIES

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## **PROFESSIONAL STANDARDS**

All Writing Center employees are expected to work professionally and ethically. We serve a diverse community, and ensuring clients feel comfortable is central to our mission.

## **CLOTHING AND APPEARANCE**

The Writing Center does not ascribe to a specific dress code. In general, employees should maintain a neat and clean appearance, practice good hygiene, and wear clothing that appropriately prepares them for the Wyoming weather.

No clothing item will be considered offensive or prohibited unless it is determined that the clothing item constitutes hate speech or otherwise works to target marginalized or vulnerable communities, including but not limited to clothing that promotes racism, sexism, anti-LGBTQ sentiments, xenophobia, ableism, or ageism.

## **LANGUAGE AND ATTITUDE**

The Writing Center should be considered a “free-speech zone,” so long as the views being expressed are conveyed with respect. While there are no official limits to free speech placed on employees, the Center acknowledges that free speech does not constitute freedom from consequences or freedom from having to listen to differing viewpoints.

Language used by employees that constitutes hate speech or otherwise works to target or harm marginalized or vulnerable communities, particularly those demographics that are legally protected from discrimination (race, religion, sex, gender, etc.) will not be tolerated.

## **SITUATIONAL AWARENESS**

The Writing Center, by its nature, attracts many employees who enjoy engaging with controversial topics in conversation and debate. While these conversations contribute a dynamic and engaging working environment, employees should be aware of how these conversations might be perceived by clients, faculty, administrators, and other consultants.

## **BEING PRESENT IN THE CENTER**

Consultants are expected to arrive on time and remain for the full duration of their scheduled shifts. If a consultant is running late, they must notify the director via email, text, or phone call. Consultants may not leave the Writing Center during a shift for an extended period without prior approval from the director. (See the Breaks policy on page 15 for the sole exception.). Repeated or unauthorized absences during shifts may result in termination.

# TRAINING

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Ongoing training and professional development are key to maintaining a successful Writing Center. Writing Center professionals must be aware of the theories, pedagogies, strategies, and practices of effective writing tutors in order to best support writers and develop best-practices for supporting writers in diverse writing situations. At the Writing Center, all new undergrad tutors must successfully complete a 4-week-long training program, and all continuing employees must be engaged in self-guided professional development activities, including preparing workshops, and reading for and presenting at staff meetings.

## **UNDERGRADUATE TUTORS & WRITING FELLOWS**

Undergraduate tutors & Writing Fellows who are newly-hired begin their first semester as an intern. During the semester, interns must participate in the 4-week-long training program designed by the director. The training program involves pedagogical readings, discussions, shadowing, and 2-3 mock consultations. After the training program, interns are allowed to start taking appointments, some of which will be observed by more senior consultants and the director.

After successfully completing the training program, undergrad tutors should make a good-faith effort to attend all staff meetings. Undergrad tutors should also participate in approved professional development activities, as described on page 14. Senior undergrad tutors (tutors who receive excellent client feedback & have worked in the W.C. for more than two semesters) may be assigned to facilitate learning opportunities for undergrad interns, including special events. This comes with a small pay increase.

## **GRADUATE ASSISTANTS**

Graduate Teaching Assistants (GTAs) who are hired as writing consultants must participate in a 2-week-long training program during their first semester. The training program involves an intensive reading packet and shadowing. GTAs who do not make a good-faith effort to complete the training may have their assistantships terminated.

## **PROFESSIONAL CONSULTANTS**

Professional Consultants are required to facilitate mock consultations for undergrad interns. They also provide ongoing support and guidance to new employees, and they take the lead on larger projects (developing the bank of handouts etc.).

# PROFESSIONAL DEVELOPMENT

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Interns fulfill their professional development requirements by participating in the tutor training program. All other employees are required to participate in a minimum of one hour of professional development per week. This number is often significantly higher for Graduate Assistants who will prepare for class visits, create workshop materials, and run learning communities or other events (usually approximately 9 hours per week).

Professional development should be completed during working hours, and it should be marked as a placeholder on the WOnline schedule (see pages 19–20 for guidance). It is essential that employees make a note of their activities when creating a placeholder.

In addition to preparing materials for class visits and workshops, professional development activities include the following:

## **RESEARCH PROJECTS**

Any work that goes toward individual or group research projects, especially projects that are likely to result in a conference presentation or potential publication. Capstone projects or other higher-level school projects that focus on W.C. scholarship are also allowed.

## **SOCIAL MEDIA**

Writing social media posts for public audiences for the purpose of informing the campus community about writing center services, developments, programs, events, etc.

## **RESOURCE DEVELOPMENT**

Any work put into planning, drafting, and producing relevant resources that benefit W.C. clients or employees may be reported as professional development. Additionally, substantial revisions to current resources may also fulfill PD requirements.

## **CONFERENCE ATTENDANCE**

Any labor spent preparing for and/or presenting at a Writing Center conference.

## **READING, SUMMARIZING, REPORTING**

Reading or reviewing Writing Center scholarship counts towards professional development if the employee provides a summary of their reading to the W.C. director or presents the reading during a staff meeting.

## **SPECIAL EVENTS**

Special events include planning campaigns to boost W.C. visibility and engagement. National Day on Writing, Valentine's Day, Thanksgiving giveaways etc.

# SCHEDULING

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Since the majority of employees in the W.C. are also students, the schedule changes significantly each semester. Because of this, scheduling is a major task that takes time and attention to ensure that the needs of employees and clients are being met equally. Employees are encouraged to register for classes as early as possible and to limit schedule changes during the semester when possible.

## AVAILABILITY

Prior to the start of each semester, employees must email the director with their preferred hours. Professional Consultants work 8–12 hours per week, Graduate Assistants work 18–20 hours per week, and Undergrad Interns/Tutors work 8–12 hours per week. Writing Fellows work 5 hours in the Center. Preferred hours cannot be guaranteed.

## DAYS-OFF REQUESTS

Employees should report expected absences as early as possible to minimize negative impacts on availability. After an absence is approved, it is the responsibility of the employee to submit placeholders on the schedule, or trade shifts as long as the trade is approved by the director. If the director knows about planned travel or days off *before* the start of the semester, blackouts will be put over those time slots (see page 19).

## ILLNESS AND ABSENCES

Employees who fall ill should immediately reschedule their clients with another consultant during the same day and time slot. If no time slots are available, employees will email their clients to explain the situation and offer to reschedule on another day. If consultants are very sick or hospitalized, the director will take on this administration.

## BREAKS

The schedule is set up to allow consultants to take breaks between consultations. Appointments are scheduled for a full hour, but consultations last between 45 and 50 minutes. During the 10–15 minutes after each appointment, consultants should first submit the Client Report Form in WOnline (and email their comments to client as backup via UW email) before taking a break.

Consultants working five or more consecutive hours may take a brief lunch / dinner break during their shift **ONLY** if they are not scheduled to meet with a client.

## HOMEWORK

Employees are permitted to bring homework or outside projects to work on in the W.C. so long as there are no work-related projects that need to be completed, and professional development has been scheduled and reported for the week.

# STAFF MEETINGS

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Staff meetings are generally held every other week and last 1 hour. A suitable date and time is determined at the beginning of every semester via a poll, emailed to all employees.

All employees are required to attend staff meetings. These are some of the topics and activities we may cover:

- General check-in
- Overview of consultation policies
- Updates regarding special events
- Scheduling changes
- Group brainstorming
- Presentations on assigned readings
- Sharing feedback strategies

## OUTSIDE EMPLOYMENT

### *Off-Campus Jobs*

W.C. employees are permitted to hold positions off-campus so long as the additional employment does not substantially impact the operation of the Writing Center.

### *On-Campus Jobs*

W.C. employees are permitted to hold positions on campus so long as the total hours worked do not exceed the maximum for part-time employees.

### *Freelance Editing/Writing*

W.C. employees are welcome to take on freelance editing and writing jobs so long as this work occurs outside of their regularly scheduled hours in the Writing Center and the work is in line with academic honesty guidelines described in UW's Regulations.



# WCONLINE PROCEDURES

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## **BASIC ADMINISTRATOR**

All W.C. employees have basic administrator access within WOnline. Your basic administrator account allows you to view, update, and change information connected to your scheduled appointments. When logged in as a basic administrator, you will be able to submit consultation forms for your appointment.

Making permanent changes to the schedule (blackouts), or entering data for another employee's appointments requires full administrative access. Email or meet with the director to make these changes.

## **APPOINTMENTS**

Appointment information in WOnline is accessed by clicking on the appointment while signed in to your basic administrator account. When a client makes an appointment, an email is sent to the consultant to notify them of the new appointment, and a separate reminder email is sent to the client. Clients may also choose to have appointment reminders sent via SMS.

## **APPOINTMENT FORM**

The appointment form in WOnline looks similar for basic administrators and clients. Basic administrators can view the client's name, email, selected service (in-person, video, asynchronous), course, instructor, paper due date, number of pages written, etc. Tutors can also determine whether the client is a new client, whether the client has brought the same assignment into the W.C. previously, and what the client hopes to accomplish during the consultation.

Basic administrators may update and change information for their appointments, including adding information about the project, submitting Client Report Forms, and marking the appointment as a Drop-in or Missed appointment. If a consultant chooses to cancel an appointment, they should send a personal email to the client in addition to the automatic cancellation email to explain why the appointment needed to be cancelled. If the "email client" box is checked, then all changes made to the appointment will be sent to the client.

Tutors and consultants must ensure that the appropriate boxes are checked, especially for drop-in and no-show appointments, for accurate record keeping. If consultants fail to submit Client Report Forms, a list of "orphan appoints" will be generated and left in the consultant's inbox. Repeated failure to submit Client Report Forms may result in disciplinary action.

# WCONLINE PROCEDURES

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## **CLIENT REPORT FORM**

Client Report Forms should be filled out at the end of every consultation. These forms are entered into WOnline and (should be) automatically emailed to the client. Please also email your comments or asynchronous papers to your client via UW email address, to be sure that they have received your feedback.

## **NO-SHOWS**

If a client misses a scheduled appointment without notifying the W.C. prior to the absence, please immediately email the client. Sometimes, the client will have selected 'In-Person' or 'Video' when they meant to select 'Review and Return'.

If the client doesn't email back after 10 minutes, please treat the consultation as 'Review and Return' and provide asynchronous feedback for the remainder of the time slot. If the client doesn't email back, AND hasn't attached a paper for review, the "Missed" box should be checked at the bottom of the appointment form in WOnline. After three missed appointments, a client's WOnline account will be suspended.

# WCONLINE PROCEDURES

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## **BLACKOUTS/PLACEHOLDERS/BREAKS**

Blackouts can only be applied in WOnline by the WC director. Blackouts may be used for scheduled days off, illness, or other absences.

Blackouts will not be used for professional development activities. Instead, placeholders should be used to record professional development hours or to schedule future professional development activities.

Use common sense when putting in placeholders for professional development activities. If you have a lot of open hours, it's appropriate to retroactively add placeholders to keep a record of the activities you completed during your shift. Don't take up available appointment slots with placeholders if you can help it!

Neither blackouts nor placeholders should be used to schedule lunch breaks. Consultants working up to five consecutive hours (maximum allowed time for a scheduled block) should plan to eat or take a brief break during their scheduled hours, as long as they do not have a scheduled consultation.

To use the placeholder function to schedule professional development, first click on the open appointment slot where you will be recording the professional development. Ignore all of the questions except for the "What would you like to work on..." comment box. In that comment box, describe the activity you did or plan to do.

## **PLACEHOLDER POLICIES (SICKNESS AND PERSONAL)**

Sickness is unavoidable. There is no compensation for sick hours for undergrad and professional consultants, though if you would like to make up some/all hours, speak to the director. Graduate consultants will be asked to make up at least a portion of missed hours to stay in line with GTA requirements.

Personal placeholders for travel, appointments, campus meetings, and any other personal reason should be kept to a minimum—please! Undergraduate consultants and professional consultants will not receive compensation for personal placeholders, though they can speak to the director about making up missed hours. Graduate consultants will keep a note of hours owed to the Writing Center and will make up these hours by working weekend hours as available, but also leading end-of-semester workshops, tabling in the Wyoming Union, and hosting special events such as pizza write-ins, accountability hours, and stress-busting workshops.

# PLACEHOLDER GUIDE

Placeholder Scenario	Hours Allocated	Notes
Planning for a scheduled, topic-specific workshop.	Up to 2 hours per week.	Applies to graduate consultants only. Work with Workshop Coordinator to develop materials, or work alone, using the materials in the Google Drive (if applicable). No consultant should be scheduled for more than 1 topic-specific workshop per week.
Leading a topic-specific workshop.	Up to 2 hours per week.	Applies to graduate consultants only. The placeholder(s) will reflect the number of actual hours spent delivering the workshop. For example, if the workshop runs for 1 hour, you will set a placeholder for 1 hour.
Intro to the WC class visit.	1 hour per scheduled Intro class visit.	Considering the introduction presentation takes around 10-15 minutes to present, preparation and traveling time should be accounted for within the scheduled hour. †
Planning & developing future workshops.	Up to 2 hours per week.	Applies to graduate consultants only. Discuss your proposed timeline with Francesca. No more than 5 hours total prep per workshop (4 hours of material development, 1 hour promoting). If it is necessary for you to spend more than 5 hours preparing for a workshop, speak to Francesca.
Social media static image creation / cross-posting.	1 hour per week.	Applies to undergraduate consultants only. Please combine this hour with other admin tasks such as updating LibCal or corresponding with campus partners such as 7220 Entertainment.
Social media video creation.	1 hour every other week.	Applies to undergraduate consultants only. This should not be a priority, unless you have a good idea for a video (pitch to Francesca) and a good reason for posting (coincides with National Day on Writing etc.). More hours may be allocated for video development depending on the project.
Shadowing.	None.	Please shadow when you have a free scheduled hour. As we have completed the training period, no placeholders are permitted for shadowing.
Special event preparation.	As needed.	Ask Francesca for guidance when setting placeholders for special event prep. Special events include card-writing workshops, themed write-ins and accountability hours etc.
Hosting special events.	As needed.	The placeholder(s) will reflect the number of actual hours spent delivering the special event. For example, if the special event runs for 2 hours, you will set placeholders over 2 hours.
Staff meetings.	1 hour every other week*	*If you are presenting this week, please set one additional placeholder to account for presentation prep.
Reading for staff meetings.	None*	*If possible, please don't set a placeholder to complete readings. Plan to read the chapter during a free hour. However, if your schedule is booking up very quickly, feel free to set a placeholder for 1 hour and plan to combine this hour with other small admin tasks.

# ADDITIONAL POLICIES

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## **ZOOM**

Undergraduate Tutors who wish to use Zoom for Video Consultations may either use their own Zoom account, or log into the Writing Center Zoom account (UW username: writing | Password: writingcenter1). A W.C. laptop linked to the Writing Center UW account is available for Video consultations. The laptop is stored in Coe 121.

Graduate Assistants and Professional Consultants are welcome to use the Writing Center Zoom account and the W.C. laptop, but these populations have been granted unrestricted Zoom access by UW.

Consultants should only use the W.C. Zoom for business related to the Writing Center.

## **FRONT DESK DUTIES**

One consultant must sit at the check-in desk at all times. The only time this policy does not apply is when a consultant is conducting a Face-to-Face or Video consultation. If a consultant is booked for Review and Return, the consultant should sit at the check-in desk. It is acceptable to work on personal laptops rather than the check-in computer. Consultants who have no appointments, or who are working on professional development, must sit at the check-in desk.

## **POLICY FOR GOVERNMENT AGENT VISITS (INCLUDED APRIL 2025)**

Although unlikely, as a public university, it is possible a government agent may visit public areas of UW's campus seeking information about staff, instructors, students, or operations. If you are approached by a state or government official in Coe Library, respectfully inform them that you are not authorized to provide them with information. If the director is around, you can refer them to her (in person, or 307-343-6800). Your alternative contact is LeaRN Director, April Heaney. If you are approached outside of work hours or during a time you cannot connect with the director, you can call UWPD (307-766-5179) and let them know that the government agent is seeking information and needs to speak to them.

## **EVEN MORE ADDITIONAL POLICIES**

- We cannot hang posters in the Writing Center, as per library policy. Please communicate this to students who would like us to display event posters.
- Turn off the projector after using the computer in Coe 121 to prevent the bulb from burning out.

# WORKSHOP CHECKLIST

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## 1. PROPOSE, DEVELOP, AND APPROVE WORKSHOP OR EVENT

- Propose your workshop or event idea to the director and/or Workshop Coordinator. Gain written or verbal approval regarding your idea before proceeding to the next steps.

## 2. ASSEMBLE MATERIALS

- Create any PowerPoints, handouts, or other informational material needed for the workshop or event. If the Writing Center has offered the same or a similar workshop before, browse the [Google Drive](#) for existing materials.

## 3. RESERVE COE 121 (the classroom next to the Writing Center)

- Propose a date and time to Workshop Coordinator and ask her to make a room reservation on [LibCal](#). Note: Only Workshop Coordinator and director have administrative access to LibCal. Schedule the workshop or event at least two weeks from now.
- Workshop Coordinator will always include 15-minute buffers before and after your workshop or event to account for set-up and take-down. Buffers can be longer if you need time to practice or to set up more complicated workshops– just ask the Workshop Coordinator.

## 4. SET PLACEHOLDERS ON WC-ONLINE

- Once the Workshop Coordinator has confirmed that your proposed date and time will work, schedule placeholders for yourself on WConline over the time slot(s). If you want to work with another consultant (i.e. in a supporting role), set placeholders for that consultant, too.

## 5. CREATE RSVP GOOGLE FORM

- Create a Google Form. The purpose of this form is to collect RSVPs (names and emails are essential), and any other information you need to host a successful event (e.g. UW college affiliation, major, past experience regarding the topics you plan to cover, class standing, dietary restrictions, home language).
- At the top of the form, write the name of your event in the Title box, and all important information about your event, including location, date and time, and the purpose of the event.

## 6. CREATE A FLYER OR POSTER

- Use Canva to make a flyer or poster
  - Include the workshop or event title, a short description, date/time/place, your name and contact info, a mention of the Writing Center, and fun topic-appropriate graphics.
  - Add a QR code (use Canva to do this) which links to the RSVP Google Form. Note: please use Canva to generate the QR code. QR codes generated through other websites can expire and render the flyers useless.
  - For Canva help, consult the Canva slides in the staff training folder of the Google Drive
  - Make a square version for Instagram (or, simply, a single square flyer).

## **7. REQUEST ADVERTISING**

- Ask the Workshop Coordinator to email your announcement to departments around campus.
  - Provide flyer, link to Google Form, and language for the body of the email.
  - Specify your target audience (if unsure, Workshop Coordinator can help you).
- Ask the consultant in charge of social media to post the square flyer to Instagram.
- Ask the director to post a written announcement to WOnline (no graphics!) and to the faculty / staff email listserv (graphics good), if applicable.
- Do all advertising at least two weeks before the workshop or event, and be proactive about following up and making sure multiple emails, announcements, and Instagram posts have been created to advertise your workshop or event! Note: one round of advertising generally isn't enough.

## **8. (OPTIONAL) GATHER NECESSITIES**

- Discuss your requested materials, refreshments, and budget with the Workshop Coordinator.
- Give the Workshop Coordinator and/or director a week's notice to make purchases using the P-Card. Food orders can be created the day before, or day of the event. All purchases require a tax exemption code, and an itemized receipt which will be provided by the Workshop Coordinator or director to Office Associate, Connie Yu.

## **9. DURING THE WORKSHOP OR EVENT**

- Write details of your event on a rolling whiteboard in the Learning Commons, directing participants to Room 121.
- Provide a sign-in sheet for participants. Request full names and college affiliation / major. Note: Connie requires the names of all participants if refreshments or materials are provided during the workshop or event.

## **10. AFTER THE WORKSHOP OR EVENT**

- In Coe 121: Turn off the projector, using the hand-held remote. Return tables and chairs to normal room configuration. Wipe down all whiteboards. Dispose of trash. Put shelf-stable refreshments and other materials in the metal cupboard. Remove all perishable food and drink items from Coe 121 and take leftovers home, distribute to other consultants, or dispose.
- Give the sign-in sheet to the Workshop Coordinator or director as soon as possible.
- Update the Google Drive. Add a new folder and any materials you created for the workshop or event. Label and organize.