

### **What kind of virtual tutoring does the Rockville WRLC provide?**

We provide both eTutoring and Online tutoring using WOnline.

- **Etutoring is asynchronous** (you do not speak directly to the tutor). For eTutoring, students upload their paper as a **Microsoft Word document** their appointment before the appointment starts. Once the appointment starts, the tutor will review the paper and provide written feedback. At the end of the appointment, the tutor will upload the paper with feedback to the appointment report, which will be automatically sent to the student.
- **Online tutoring is synchronous** (you speak directly to the tutor). Online tutoring can use a chatbox or voice chat. Depending on the tutor, video chat may be usable. Students must be able to copy and paste their document into the tutoring interface.

### **How do I use virtual tutoring?**

Please watch this video to learn how to register for a WOnline account and make an appointment for virtual tutoring in the Rockville WRLC,  
<https://www.youtube.com/watch?v=EP-XnKceMzk>

Please keep in mind that sometimes we need to move appointments around between tutors because of sickness and other extenuating circumstances. While we work hard to fulfill student preferences, we do not guarantee an appointment with a specific tutor.

For eTutoring, you must attach your documents before the time of the appointment. Please attach your essay as a Word document and provide a copy of your professor's assignment sheet.

### **How will I receive feedback?**

For an eTutoring appointment, you should expect to receive feedback from our tutors within two hours of your scheduled appointment time. Do keep in mind, that sometimes tutors get sick or there are other unexpected circumstances that may cause you to receive your feedback later than this. **To view your feedback**, please log back into your appointment and download your tutor's comments.

For an online (synchronous) appointment, you will receive feedback from the professor as you talk with them.

### **Is there a limit on how many appointments I can have?**

Students are limited to two appointments per day. Students cannot have back-to-back appointments and are expected to make progress on the assignment between appointments or work on different assignments. Students should not upload the same version of an essay to multiple tutors.

**What happens if I need to cancel my appointment?**

Please log back into your appointment as early as possible to cancel it so other students can also access our services.

**What happens if I miss an appointment?**

After two missed appointments, your WOnline account will be blocked. You will need to have a conversation with a WRLC manager about proper usage of the WRLC's virtual tutoring before your account can be reinstated.