

## Appendix A

### The Seven-Day Two-Step Asynchronous Consultation

The following is a detailed description of the two-step guidelines (<https://web.archive.org/web/20160123110412/http://cstw.osu.edu:80/writing-center/services/asynchronous-sessions/guidelines>) and process (<https://web.archive.org/web/20160123111820/http://cstw.osu.edu:80/writing-center/services/asynchronous-sessions/process>) that used to be posted on the CSTW website.

#### Process

(All deadlines correspond to the North American Eastern Time Zone)

Step 1: Clients sign up for sessions ahead of time, the previous week or a week or two in advance.

Step 2: Clients will receive an email on Monday at noon the week of their appointment with instructions for submission and a list of questions to be answered and returned with submission.

Step 3: Clients submit writing and answers to questions within 24 hours (by Tuesday at noon).

Step 4: Submissions and a second set of questions are returned to clients within 24 hours (Wednesday at noon).

Step 5: A second round of submissions and answers to questions are due within 36 hours (Thursday at midnight).

Step 6: Submissions are returned to clients by Sunday at noon.

Step 7: Clients will then be asked to complete a survey about their experience within 24 hours by Monday at noon.

#### First round of submissions

- Designate no more than six pages of your submission to be the focus on the consultation. If the paper is longer than six pages, you can select the parts of the paper you want to work on.
- Clients will need to answer a few questions about the paper that will help explain their goals and guidelines for the assignment or project. Please pass along any document (assignments, reviewer comments, prompts, rubrics, or project guidelines) that will give consultants a better idea of the project's requirements. Consultants are not responsible, ultimately, for clients completing the assignment or project successfully. Consultants' responsibilities are to be informed, careful readers based on the criteria provided by clients and any additional documentation.
- In this first round, consultants' comments will reflect higher order concerns, primarily, in keeping with our face-to-face consultation policies. But they will also address clients' agendas for the writing.

- If requested, consultants will point out the more prominent sentence-level error patterns but will not complete exhaustive proofreading for clients.

### **Questions for first submission**

- What is the prompt or guidelines for this assignment or project? (Please be as specific as you can)
- Please describe the topic of your paper or project. (You don't have to go into detail here; a brief synopsis is fine).
- If you are submitting a section of a larger project, please explain how this section fits in with the rest of the writing.
- What kind of feedback are you looking for on this document? (Please be as specific as you can. Consultants will do their best to address items on your agenda. Remember that we will focus on higher order concerns when necessary.)

### **Second round of submissions**

*This submission should be a revision of the previous work from the same project/assignment. It should not be a brand-new work or a different section of the paper. Additional new material can be taken up in subsequent weeks.*

- Please include your agenda with your second-round submission.
- A selection can only include new work if that work addresses the comments made on the previous submission. For example, if the consultant suggested that the first submission had organizational issues or issues with paragraphing, the consultant will accept a different part of the paper that demonstrates writers' abilities to reorganize material or construct coherent paragraphs.
- Comments in this round will focus on the revisions based on the first review. How or how well, have they been addressed? Also, if clients request it, consultants will focus on sentence-level or language issues. Again, consultants will point out the more prominent sentence-level error patterns with explanations but will not complete an exhaustive proofreading for clients.

### **Questions for second submission**

- In what ways was the feedback helpful? How did it inform your revision?
- What agenda items that you wanted to work on in the first submission have not been fully addressed? What would you like to work on further?
- If you are submitting a different section of your paper that illustrates changes you made in the first section, please describe what it is.
- What kind of feedback are you looking for on this document? (Please be as specific as you can. Consultants will do their best to address items on your agenda. Also, if clients request it, consultants will focus on sentence-level or language issues. Again, consultants will point out the more prominent sentence-level error patterns with explanations but will not complete an exhaustive proofreading for clients.)