

## Appendix B

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

(<https://web.archive.org/web/20161216072408/https://cstw.osu.edu/writing-center/services/asynchronous-sessions>)

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

Step 1: Clients will receive an email Monday at 9 am (regardless of what time the appointment actually is) with instructions for submission and a list of questions to be answered and returned with submission.

Step 2: Clients submit writing and answers to questions by Monday at midnight (15 hours).

Step 3: Comments on first submission and a second set of questions are returned to clients by **Tuesday at midnight** (24 hours).

Step 4: A second round of submissions and answers to questions are due by Wednesday at midnight (24 hours).

Step 5: Submissions are returned to clients by Thursday at midnight (24 hours)

Step 6: Clients will then be asked to complete a survey about their experience.