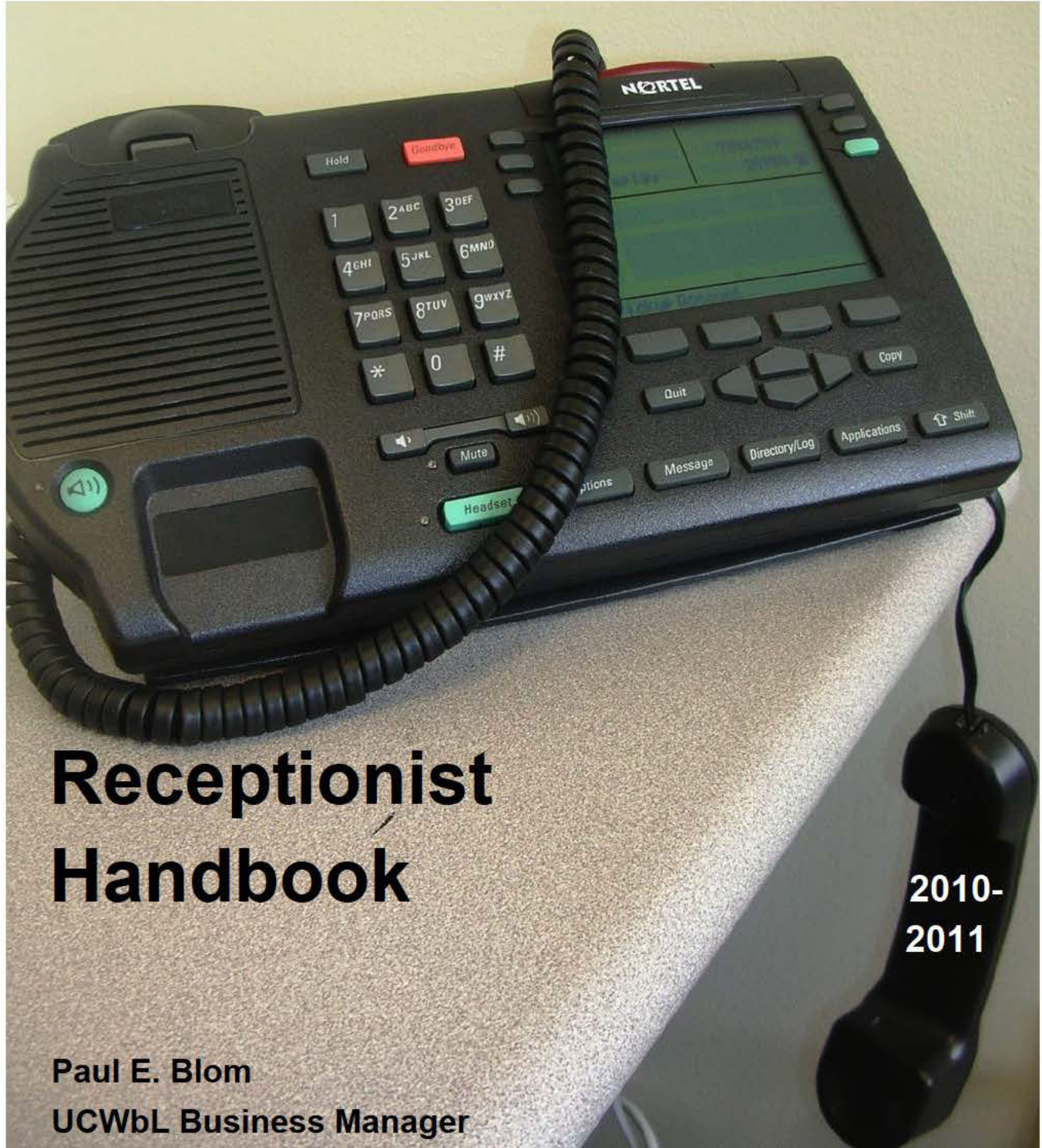




DEPAUL UNIVERSITY
center for writing-based Learning

depaul writing center



Receptionist Handbook

2010-
2011

Paul E. Blom
UCWbL Business Manager

Emails

Writing Center: wcenter@depaul.edu
Lauri's email: [REDACTED]
Liz's email: [REDACTED]
Matthew's email: [REDACTED]
Paul's email: [REDACTED]

Phone Numbers

Lauri's Cell: [REDACTED]
Liz's Home: [REDACTED]
Matthew's Cell: [REDACTED]
Paul's Cell: [REDACTED]
Voice Mail: [REDACTED]
To Dial Out: 9 + 1 + Area Code + #
WOnline: The Rich Co. @ [REDACTED]
Water Cooler: Willie @ [REDACTED]

LPC Phone Directory

Front Desk:	5-4272
Liz Office:	5-4273
Lauri Office:	5-8353
Room 200:	5-8351
Cordless:	5-8368
Fax:	773-325-8368
Library Ref. Desk:	5-7863
Facility Ops:	5-7377
Public Safety:	5-7777

Loop Phone Directory

Front Desk:	2-6726
Liz Office:	2-5154
Paul Office:	2-6753
Quiet Room:	2-6748
GA Office:	2-6759
Tom/Ana Office:	2-6758
Break Room:	2-6763
Facility Ops:	2-8682
Public Safety:	2-8400

Table of Contents

<i>Emails</i>	1
<i>Phone Numbers</i>	1
<i>LPC Phone Directory</i>	1
<i>Loop Phone Directory</i>	1
I. General Overview	5
If you don't read anything else in this handbook, read this section!	5
II. Beginning Your Shift	7
A. Opening the Office.....	7
1. <i>Office Keys</i>	7
2. <i>Unlocking the Office</i>	7
3. <i>Preparing for the Day's Operations</i>	8
B. Relieving another Receptionist.....	9
C. Absent and Tardy Receptionists	9
D. At the Desk	10
III. During Your Shift	11
A. Making a To-Do List	11
B. Managing the Front Desk.....	13
1. <i>Welcoming Visitors</i>	13
2. <i>Managing Tutor Shifts</i>	14
C. Security and Safety	15
1. <i>Security Policies</i>	15
2. <i>Office Emergency and Evacuation Procedures</i>	16
3. <i>Lost and Found</i>	16
D. Confidentiality and Access to Files	17
1. <i>Discussing Faculty</i>	17
2. <i>Sharing Student Information</i>	17
E. Supplies, Telephones, and Computers.....	18
IV. Ending Your Shift	19
A. Being Relieved by another Receptionist.....	19
B. Closing the Office	19
1. <i>Ending the Day's Operations</i>	19
2. <i>Locking the Office</i>	20
V. Weekends, Mid-Day Closings, Holidays, and Term Breaks	22
A. Weekends	22
B. Diverging from our Regularly Scheduled Hours.....	22
Appendix 1: The W:\ Drive	24
A. Accessing the W:\ Drive.....	24
B. Saving Files.....	24
C. A Quick Review of Resources	24
Appendix 2: Wcenter Outlook Email	26
Appendix 3: Verifications and Reports	27
Appendix 4: WOnline for Full Administrators	32
A. Some Terminology	32

B. Schedule an Appointment for Someone Already Registered	32
C. Schedule a “Writer, Writer” Appointment	33
D. Register a Writer.....	33
E. Schedule a Standing Appointment.....	34
F. Modify, Move, or Cancel an Appointment.....	35
1. <i>Modifying an Appointment</i>	35
2. <i>Moving an Appointment to another Tutor</i>	35
3. <i>Cancelling an Appointment</i>	35
4. <i>Automatically Generated Emails</i>	36
G. Manage Users	36
1. <i>Accessing a User’s Profile</i>	37
2. <i>Modifying a Tutor Log</i>	37
3. <i>Resetting a User Password</i>	37
H. No-Call-No-Shows (NCNS’s).....	38
1. <i>Recording a No-Call-No-Show (NCNS)</i>	38
2. <i>Undoing a No-Call-No-Show (NCNS)</i>	39
3. <i>Resetting a Writer’s Appointment Permissions</i>	39
I. Use Blackout Times	40
1. <i>Overview</i>	40
2. <i>To Insert Blackout Time</i>	41
J. Use the Waiting List.....	42
K. Change WOnline Announcements.....	42
L. WOnline for Outposts, Writing Fellows, and SCWG Leaders	43
1. <i>Outpost Tutorials on the Writing Center’s WOnline Schedules</i>	43
2. <i>The Writing Fellows’ WOnline Schedule</i>	43
3. <i>The SCWG WOnline Schedule</i>	44
M. WOnline Emergency Outage Protocol.....	45
Appendix 5: FBE’s.....	47
A. Overview	47
B. Assigning and Sending an FBE.....	47
1. <i>This is what you do:</i>	47
2. <i>The Writing Center Tutor will do the following:</i>	48
3. <i>You will then do the following:</i>	48
Appendix 6: Quick Questions.....	49
A. Overview	49
B. Assigning and Sending a Quick Question.....	49
1. <i>This is what you do:</i>	49
2. <i>The Writing Center Tutor will do the following:</i>	49
3. <i>You will then do the following:</i>	50
Appendix 7: Office Phone and Voice Mail	51
A. Calling a DePaul Extension.....	51
B. Calling an Outside Line.....	51
C. Putting Someone on Hold	51
D. Using Call Waiting.....	51
E. Transferring a Call	51
F. Checking the Voice Mail	51
G. Changing the Office Voice Mail Greeting	52
Appendix 8: Printing, Copying, Scanning, and Faxing	53

A. Printing on the eng-hp2300 Printers	53
1. Regular Print Jobs	53
2. Double-Sided Print Jobs	54
3. Printing on Letterhead.....	54
B. Printing on the L7700 Series All-in-One Printer	55
1. Regular Print Jobs	55
2. Double-Sided Print Jobs	55
3. Printing on Letterhead.....	55
C. Copying	55
1. Copying from the Document Feeder	56
2. Copying from the Glass Copy Pane	56
D. Scanning.....	56
1. Scanning from the Document Feeder	56
2. Scanning from the Glass Scanning Pane.....	57
E. Faxing	58
1. Faxing from the Document Feeder	58
2. Faxing from the Glass Faxing Pane.....	58
Appendix 9: In-Class Informational Presentations	60
A. Handling Presentation Requests.....	60
B. Finding Presentation Information.....	60
C. Delivering Presentations	61
1. Logistics.....	61
2. Presentation Outline	62
Appendix 10: FAQ's	63
What should I do if the printer runs out of paper?	63
What should I do if I have a technology problem in the office?	63
What should I do when there is nothing for me to do at the desk?	63
What should I do if WOnline stops working?	63
What should I do an instructor contacts us about scheduling a presentation?	63
What should I do if someone comes in or calls and wants to request outside tutoring?	63
What should I do if a member of the alumni calls or comes in looking for tutoring?	64
What do I do when a person comes in and has an appointment?	64
What do I do when someone comes in and doesn't have an appointment?.....	64
What do I do if we have a walk-in but no tutors are available?.....	64
What should I do if someone comes in and has a quick question about writing mechanics?.....	65
What do I do if someone comes in or calls with a general question, problem, or request?.....	65
What should I do if someone comes in and is looking for office information?.....	65
What should I do if I'm not sure what to do? Or if I don't finish everything before I have to leave?.....	65

I. General Overview

If you don't read anything else in this handbook, read this section!

Receptionists work at the front desk of the main offices of the Writing Center, a wing of the University Center for Writing-based Learning (UCWbL). Our Writing Center offices, however, function as the main physical gathering spaces for the entire UCWbL, which means that Receptionists are expected to be informed not just about Writing Center activities, policies, and procedures, but also about the activities, policies, and procedures affecting all other wings of the UCWbL.

Any time the Writing Center is open, there must be a Receptionist scheduled to work the front desk. Never leave the front desk unattended. There must always be someone watching the front desk at all times of Writing Center operation. If you need to step away from the desk, find someone to watch the desk for you.

The Receptionist serves as “the face of the Writing Center.” When people interact with our office by calling, emailing, faxing, or physically visiting us, you’ll be the person responsible for greeting them and taking care of their needs either directly or by pointing them toward the person who can help them. You’re representing the Writing Center and the entire UCWbL, so it’s important to display the fact that our main priority is providing assistance to the DePaul community. It is never acceptable to reply to someone’s question by just saying, “I don’t know.” It’s okay to admit the fact that you don’t know, but even if you don’t have the answer, you are expected to do your best to find the answer or to find someone who has the answer. This applies not just to visitors who approach you with questions but also to all members of the UCWbL staff who approach you with questions.

In addition to representing the UCWbL, the Receptionists are the first to arrive and the last to leave the office, which means that you are responsible for making sure that the office is ready for daily operations before we open each day and that the office is shut down and secured before leaving at the end of daily operations.

Finally, Receptionists are “the anchor” of each tutoring shift during the day. You are responsible for monitoring the UCWbL staff members in our offices as well as our visitors, coordinating appointments and other staff activities, initiating projects for the staff during time between appointments, and most importantly, maintaining a safe, welcoming, and professional atmosphere for our tutoring activities.

As a Receptionist, you’re taking a leadership role in the Writing Center, and this leadership role applies to you not just when you’re actually sitting at the front desk but throughout all facets of your work at the UCWbL. Tutors and other staff members will approach you with their questions even when you’re not working the desk, and you need to be prepared to answer those questions or at least to point them toward someone who can answer those questions. Furthermore, as a Receptionist, you are expected to check the following every single day, whether or not you’re scheduled to work:

- Your staff email account
- The Writing Center’s Blackboard page

Our Receptionist crew consists of the following:

- All UCWbL Office Managers (OM’s)
- All UCWbL Graduate Assistants (GA’s)
- A few other select, experienced Writing Center staff members

When this handbook refers to “all Receptionists,” it means all OM’s, all GA’s, and the other Writing Center Tutors trained to work the front desk as well as the Business Manager. The Business Manager, Paul Blom, is an experienced Receptionist and will serve as the primary trainer of all new and returning Receptionists and will

occasionally work Reception shifts as well. Before Receptionists ever work a solo desk shift, they will shadow an experienced Receptionist until they have been adequately trained.

In conjunction with the valuable training you will receive while shadowing an experienced Receptionist, this handbook will provide you with most of the answers to any other questions you might have as a Receptionist. All Receptionists are responsible for reading the entirety of this handbook, and you should bring it with you to every work shift. Even if you're not scheduled to work the front desk, you may be needed to relieve a Receptionist unexpectedly or a staff member may have questions for you since you're now in a visible leadership role at the Writing Center. You never know when you'll need this handbook as a resource, so always bring it to work with you. It's strongly recommended that you take notes in this handbook as you're reading and while you're shadowing an experienced Receptionist during your training.

The UCWbL values constant growth and development, and for us, revision is not just a part of the writing process but a way of life. If you notice inaccuracies in this handbook or if you have questions, comments, or suggestions regarding its revision for future years, please contact the Business Manager, Paul Blom, at [REDACTED]. He welcomes and values your feedback.

If you lose or forget your handbook, be aware that reference-only copies of this handbook will also be kept in hard copy at the front desk of each office. The handbook can also be found on the W:\ drive under the folder "Front Desk Resources" [REDACTED]. If you lost your handbook, you should print out another copy as soon as possible.

When you're working the front desk, if you are ever unsure about something, ask questions. If you don't know how to do something, that's okay. But if you pretend to know or guess, that's not okay. *Ask questions!* Here are the resources at your disposal to answer those questions:

- This handbook
- The receptionist working the desk at the other campus office
- The Director and the Assistant Directors
- The Business Manager
- The Office Managers
- Other Receptionists who are working but aren't scheduled at the desk
- Writing Center Tutors who are more experienced than you, even if they're not trained as Receptionists

You'll have many responsibilities while working the front desk, and a good Receptionist is never bored for tasks to do. If you run out of time and don't manage to take care of all the things that have to be taken care of during your shift, leave a prominent note at the front desk for the next Receptionist to find and email wcenter@depaul.edu so that everyone will be aware of what still has to be done. Otherwise, the rest of the crew will wonder if your task was completed, and they'll have to waste time investigating it, figuring out whether or not it's been completed. Or they'll simply assume it's been completed, and your task will never get done, which is unacceptable.

Remember, you're main priority is to maintain a safe, welcoming, and professional atmosphere for our staff and visitors.

Thank you for taking this leadership role at the Writing Center and at the UCWbL in general. I encourage you to use this position as an opportunity to get even more involved in the important work done at the Writing Center and to continue to grow both professionally and intellectually.

II. Beginning Your Shift

Your responsibilities as a Receptionist begin before your actual Receptionist shift begins. Like any other Writing Center shift, you should arrive at least five minutes before your shift officially begins. You will either be opening the office at the beginning of the day or you will be relieving another Receptionist.

A. Opening the Office

All of the following information concerning opening the office (1. Office Keys; 2. Unlocking the Office; and 3. Preparing for the Day's Operations) concerns your duties as a Receptionist who is opening the office at the beginning of the day's operations. However, it also pertains to Receptionists who are reopening the office later in the day after an event during which the office has been closed. For instance, if the office is closed because of an all-staff meeting in the middle of the day, and you are the Receptionist scheduled for when the office reopens, you will have the same responsibilities as a Receptionist who is opening the office at the beginning of the day.

1. Office Keys

The position of Receptionist is a key holder position. As such, you will be given a key to the front doors to both [REDACTED] and [REDACTED]. [REDACTED] are rooms a Receptionist might need regular access to.

Our Loop office has several side rooms and offices inside [REDACTED]
[REDACTED] To gain access to Room 200 of McGaw, contact the Business Manager, who will give you a code for that room's entry keypad.

To lock the main office door at the Loop, simply shut the door and it will lock automatically. Be aware of this when you leave the office. Always make sure you have your Loop office key on you before shutting the Loop office door behind you so you don't lock yourself out. At LPC, you'll need your LPC office key to lock the doorknob and, when you're leaving, to lock the deadbolt as well.

Keep these keys securely on you at all times. Even if you're coming to work to work a shift during which you won't be at the front desk, bring your office keys in case of an emergency. As a key holder, you are partly responsible for the safety and security of our office, our property, and our employees, and your office keys are your responsibility. Never loan your key to another individual, whether or not that person is an UCWbL employee. If you loan your key to another employee and that person loses it, you are liable.

If you ever misplace a key, need to request another key, or have any other key-related issue, contact the Business Manager immediately.

2. Unlocking the Office

If you are scheduled to work a Receptionist shift at the beginning of the day, then as a Receptionist it is your responsibility to open the office in the morning. This begins, quite literally, with opening the office using your office key. You are one of the few UCWbL employees with keys, so it is vital that you are not only on time to every shift but at least a few minutes early. Tutoring appointments can begin the moment we open, so the office must be ready for business when we open. This means that it will be necessary for you to arrive a few minutes early.

In the event that you are going to be late for a shift when you are opening the office, you must ensure that someone will be able to unlock the office for the rest of the staff. See if there are any other key holders who are scheduled to begin their shift at the beginning of the day at that campus. Perhaps another Receptionist is scheduled to begin a tutoring shift. If you can find someone else with a key, call them immediately, let them know of the situation, and confirm that he or she will be able to unlock the office. Don't just assume they'll be there. For all you know, that person could be running late also or might have asked for that day off.

All Graduate Assistants (GA's) and all Office Managers (OM's) are also Receptionists and should have keys. Along with Receptionists, you could call the following individuals who should also have office keys: the Directors, the Business Manager, the Assistant(s) to the Director, the Tech Coordinator, the Webmaster, and Program Coordinators. You may also know of other tutors or staff members who are working on special projects and have been temporarily given a key for these purposes.

If you cannot find anyone who will be present to open the office when we should open, contact DePaul Public Safety (LPC x57777; Loop x28400), explain the situation, and ask them to unlock the office. After confirming that Public Safety will unlock the office, contact someone working at the beginning of the day and let them know of the situation and that Public Safety is on their way. Also delegate someone working at the day's start to watch the front desk until you arrive. If all of the tutors are booked with appointments at the beginning of the day and no one else is available to watch the desk, a tutor may need to conduct his or her appointment at (or very near) the front desk until you arrive.

You should also contact the other campus office to let that Receptionist know what's going on. If no one answers, leave a voice mail. When you arrive to the office, contact the other campus office to let them know the situation is resolved.

3. Preparing for the Day's Operations

Receptionists are responsible for preparing the office for daily operations. This consists of the following tasks:

- Turn on both printers (the black-and-white eng-hp2300 and the HP Officejet Pro L7700 Series)
- Refill the paper in the printers and restock the stacks of paper we keep near the printers if necessary
- Turn on the front desk computer
- Turn on all of the other computers in the office (both monitors and CPU's)
- At the Loop, unlock the doors to the Break Room and the Quiet/FBE Room

While the staff members who worked most recently should have left the office clean and organized, you still need to double-check to make sure the office is ready for our visitors. In an ideal world, the following things should already be done, but you should still make sure that:

- Chairs are pushed under tables
- Trash and old food is thrown away
- Workspaces are organized, neat, and mostly cleared off
- Books, handouts, & other reference materials are put away
- Supplies (bookmarks, pencils, pens, etc.) are stocked at the front desk and work stations

When we are ready to actually open for business, you should do the following:

- Turn on the lights
- At the Loop, prop the front door open; At LPC, unlock the front door's deadbolt and the front door's doorknob

B. Relieving another Receptionist

If you are not opening the office, then your shift will begin with your relieving another Receptionist. Like any other Writing Center shift, you should arrive at least five minutes before your shift officially begins so that you will have time for the other Receptionist to brief you on everything that's happened throughout the day and everything that you need to know for your shift. Remember to take notes during these meetings.

C. Absent and Tardy Receptionists

Any time the office is open, there must be a Receptionist at the front desk. Because of the necessity to have someone at the front desk at all times and the inconvenience of rescheduling Receptionists, you are strongly encouraged to do all in your power to avoid missing any portion of your Reception shifts.

However, sometimes such absences are unavoidable. If you know in advance that you are going to miss a part or all of a Reception shift, you should email all of the other Receptionists in order to inform them and to request that one of them cover your shift. You should also copy this email to wcenter@depaul.edu and to the Business Manager at [REDACTED]. Business Manager should be informed because he should be informed when any staff member makes an alteration to his or her schedule, but he should also be informed because he might be able to cover your shift if no one else can.

If no trained Receptionist can cover your shift, make another attempt to reschedule your other obligations so that you can fulfill your obligations to the UCWbL. If this is not possible, then contact an Office Manager about having an experienced Writing Center Tutor scheduled to cover your desk shift.

If your missing all or a portion of your desk shift is unanticipated (an emergency causes you to arrive late, leave early, or miss a shift entirely), contact the office in all ways that you can:

- Call both offices and speak with a Receptionist or leave a voice mail
- Email all the Receptionists, the Business Manager, and wcenter@depaul.edu

If possible, log onto WOnline and find either another Receptionist or an experienced Writing Center Tutor who is working during the hours you're going to miss and who can cover those hours at the front desk. Black them out for a Reception shift on the schedule. If someone who could possibly cover for you already has appointments scheduled, move those appointments to another Writing Center Tutor who is available at the exact same time at that campus office. If moving the appointments is not possible, that person might have to sit at the front desk and work with his or her appointments from there. In the "Notes" section of each appointment log, add a note explaining the situation. You should also include that information in your voice mails and emails to the office. If possible, also contact that individual directly. Also be sure to still black out as much of that Tutor's schedule as possible to prevent even more writers from making appointments with that Tutor (see Appendix 4: WOnline for Full Administrators).

For what to do if you're going to be late or miss a shift when you're supposed to open the office, see Chapter II, Section A, Subsection 2: Unlocking the Office.

For what to do if you're going to have to leave early or miss a shift when you're supposed to close the office, see Chapter IV, Section B, Subsection 2: Locking the Office.

D. At the Desk

Now you've either finished opening the office or you've been briefed by the Receptionist you are relieving. There are a few other major tasks that need to be taken care of immediately as your work shift begins:

- Look for any notes left to you at the front desk (or in the wcenter email) from previous Receptionists or other coworkers
- Check the office voice mail and take care of all messages (see Appendix 7: Office Phone and Voice Mail)
- Check the wcenter Outlook email inbox at the beginning of the day and regularly throughout the day (see Appendix 2: Wcenter Outlook Email)
- Check your individual staff email in case anyone has contacted you directly
- Review the various schedules on WOnline for any violations of our appointment policies, such as a writer having scheduled too many appointments (see Appendix 4: WOnline for Full Administrators)
- Review the various schedules on WOnline for all of the various issues that you will have to take care of/should be aware of during your shift and make a list of all such issues (see Appendix 4: WOnline for Full Administrators and see also Chapter III, Section A: Making a To-Do List)
- Review Blackboard in case there are any major new updates under Announcements, the Discussion Board, the OM's/Receptionists Group Pages, etc.

III. During Your Shift

Your behavior and competency as a Receptionist affects not just the writers with whom we work but also our reputation and our image as a scholarly and professional independent office. While you are working the desk as a Receptionist, you are responsible for everything taking place at that office. Your primary duties as a Receptionist are to answer the phone, handle walk-ins, respond to email correspondence, and to coordinate all tutorials taking place during your shift.

During your entire shift at the front desk, you should always have the following things open on your computer:

- WOnline
- The wcenter Outlook Email account (in a web browser)
- Your individual staff email account (through the desktop client)
- The UCWbL Website
- The W:\ drive
- The Writing Center's Blackboard page

Never close these or navigate away from these during your shift. You should constantly be refreshing these pages. New emails or appointments will not simply appear on your screen. You must refresh the page in order to see newly received emails, newly made appointments, and other new content and updates.

A. Making a To-Do List

When you sit down at the beginning of your desk shift, you must pull up the WOnline schedule (www.rich15.com/depaul) for your office for that day. This schedule should remain up throughout your entire shift.

Tip: You could open two tabs or internet windows, one for each campus office, so you can quickly jump back and forth to view what's going on at each campus. This is also helpful in case you need to go to the WOnline Control Panel. If you're at LPC, then look at the window or tab in which the Loop schedule is up and go to the Control Panel from there. That way, the LPC schedule is always pulled up, and if you need to quickly access the LPC schedule, you can just switch to the other tab or window instead of clicking "Go to Schedule" and waiting for the schedule to reload. This is especially helpful if you need to enter Blackout Times. If you are working on Blackout Times and you're interrupted, you don't have to actually stop—and lose—what you're doing to return to the LPC schedule. Instead, you can just click back to the tab or window in which LPC is open.

At the beginning of your shift, you should carefully look at every single item that appears on WOnline at your campus during your shift. This means that you need to click on every single box to open an appointment log in order to see which items require your attention. For each item, write down the pertinent information on a piece of scrap paper in an organized list. For instance, if Bob the tutor has an FBE from 3 to 4pm for a writer named John Smith, you could write: "Bob (FBE) 3-4pm, John Smith." You will need to create a list of reminders for everything that will require your attention or action.

Remember to constantly refresh WOnline for new appointments and be aware that a writer who already made an appointment could modify that appointment. For instance, Bob Jones could have changed his face-to-face appointment to an online appointment since you began your shift and wrote your original to-do list, etc.

The following is a list of items of which you need to be aware if they appear on WOnline during your shift:

- FBE's (Remind the tutor to do it; then you must email it once it's complete.)
- Quick Questions (Remind the tutor to do it; then you must email it once it's done.)
- Verification forms (Make sure the tutor completes a paper form and gives it to their writer; if the tutor forgets and the writer leaves, you must complete an electronic verification form and email it to the writer's instructor.)
- Tutor Reports (Once the tutor log is complete, you must make the report and email it to the instructor.)
- Blackout times (Remind tutors if they are supposed to do an in-class presentation, be on break, or do some other project.)
- Online appointments (Check by clicking on the appointment log and seeing if the "Online Consultation" box has been checked. You can also see all upcoming online appointments for the day in the Control Panel, under the box labeled "Online Consultation Forecast." Remind tutors that they have an online rather than a face-to-face appointment. Be on the lookout for face-to-face appointments that get changed to online appointments at the last minute.)
- Writer, Writer appointments (Inform the tutor that the writer needs to be registered for WOnline, and once the registration is complete, cancel the Writer Writer appointment and remake it in the writer's name.)
- No-Call-No-Shows (NCNS) (Although you can't prepare for these ahead of time, you should be on the lookout for writers who never show up to their appointments and never notify the office. After 10 minutes, either you or the tutor should mark the appointment as an NCNS by checking box in the appointment log marked "Was this appointment missed?" Be sure to communicate with your tutors so that all of these appointments are properly marked.)
- Appointment policy violations (Be on the lookout for writers who have made too many appointments in one day or in one week. We have had writers create multiple aliases to try to sneak in extra appointments. We have also had writers who make several appointments at both campuses, hoping we only pay attention to one campus. Remember that FBE's, Outpost meetings, IM/webcam sessions, and face-to-face sessions all contribute to a writer's total number of appointments. Also look out for people asking for help on projects with which we are not allowed to assist such as SNL undergraduate proficiency exams, including L4 and L5.)
- Tutor logs are not required for QQ's or FBE's, but you need to make sure that all tutors complete tutor logs for all face-to-face or IM appointments. A tutor's shift is not complete until their logs for the day are finished.

You should make a list for yourself at the beginning of your desk shift and refer to it constantly and cross off items once they are complete. Every half hour, skim through WOnline to make sure you know what's happening or should be happening in the office. This will also help you stay aware if appointments have changed since you wrote your original to-do list. If something is supposed to get done, it's your job to make sure it's getting done. Then, at the end of your shift, if there are any items that have not been crossed off your list, that means you've forgotten something and you should take care of it before you leave for the day. Your shift is not over until you've attended to all of your desk duties.

In times of desperation, if you have to leave without completing all of your tasks, leave a prominent note at the front desk for the next Receptionist and email wcenter@depaul.edu informing everyone of what still needs to be done.

B. Managing the Front Desk

1. Welcoming Visitors

When working the front desk, you will be the first person to interact with individuals who visit or contact the Writing Center. You have the first opportunity to put visitors at ease and make them comfortable. Remember that it is never acceptable to just respond to an inquiry with “I don’t know.” If a visitor or employee asks you a question, you should find the answer or at least point that person toward the answer.

Be sure you regularly review appointments on WOnline so you know the names of expected writers, know when an IM appointment has been scheduled, know when an appointment is missed, know whether we can accommodate a walk-in, and know when tutors’ shifts are beginning and ending. Also, check the Notes section of appointments to determine if there are any special requests or concerns. Each tutor should review this material individually, but the Receptionist acts as a safeguard to make sure these details are noticed and attended to.

There are three primary reasons for which people come into the Writing Center: they have an appointment, they’d like to make an appointment, or they have a question or general request. Simply ask each person who comes in how you can help them.

- **If a visitor is here for an appointment.** Ask for a name and tell them which tutor they will be working with. Always verify visitor information on WOnline. Tutors should be up front waiting for their appointments at least five minutes prior to each appointment, but it might be necessary to get up, find your tutor, and inform them that their appointment has arrived. The tutor should then walk to the front to meet the writer who has come in. Introduce the writer to the tutor. The tutor should greet their writer and walk them to a workstation. Once the appointment has ended, tutors should walk their writers to the front desk where writers can complete surveys, schedule further appointments, etc. before leaving.
- **If a visitor would like to make an appointment.** Sometimes people who have not made appointments in advance will come to the center to see if anyone is available. These are called “walk-ins.” At other times, people will physically visit the office to schedule an appointment for the future. In either case, the procedures are the same. Ask if the writer has ever been to the Writing Center before. If they are a returning writer, ask if they are registered with WOnline. If they are, you can simply select the white space corresponding to time and tutor, find the writer’s name in the “Name” dropdown menu and make the appointment for them. If they are new to the Writing Center or are not yet registered, use a free computer to show them how to access WOnline, register, and make an appointment. **(Note: We cannot make appointments to help SNL students with Proficiency Exams, but we can help them with Competencies and ILPs.)**
- If a visitor wants to make an appointment, but we don’t have any openings, the visitor has the following options:
 - Wait around to see if we have any no-call-no-shows, which would make a tutor available.
 - Come back at another time to see if anything has opened up.
 - Make an appointment at that office for another day or time when someone is available.
 - Schedule an online appointment with an available tutor at our other campus location.
 - Schedule a face-to-face appointment with an available tutor at our other campus location and physically go to the other campus. (The writer would have to allow for travel time to the other campus, of course.)

- Sign up on our WOnline waitlist for that day. (The waitlist link appears below each day on the WOnline schedule. Adding an email address to the waitlist will generate an automatic email to that writer each time a timeslot opens during that day. The writer will still be responsible for scheduling the actual appointment.)
- Visit one of our outpost locations, if they are currently open. (Appointments at our outposts are conducted on a walk-in, first-come-first-served basis only and so do not require appointments.)
- In times of desperation, if the Receptionist chooses, the Receptionist on duty could always work with the writer at the front desk, but maintaining office security and coordinating other appointments must still remain the Receptionist's top priority, even when conducting such emergency tutorials.
- **If someone has a general question, problem, or request.** People often come in to ask for directions to offices or buildings or simply to borrow our stapler. Do your best to find any information that might help the visitor, and, yes, they can borrow the stapler or have some water from the water cooler. We want to make a practice of being as helpful as we can to everyone who walks through the door. Feel free to give them or let them take some promotional materials. Visitors, however, cannot use our computers or our printers unless they have an appointment. Receptionists should direct such visitors to the computer lab in McGaw Hall (McGaw 145) or in the Lewis Center (Lewis 1420). (**Note: We cannot provide any statistical information about the Writing Center, any other wings or programs in the UCWbL, or the UCWbL in general. Direct those inquiries to a Director or to the Business Manager.**)

2. Managing Tutor Shifts

When a tutor is beginning his or her shift at the Writing Center, you need to do the following:

- Let the tutor know if there are any major projects or tasks being prioritized for tutors to work on in between their appointments.
- If the tutor's appointments contain any special requests from the writer you can point this out or remind him or her to check the notes for their appointments.

If a tutor fails to show up for a shift (absences or tardies), you need to do the following:

- All absentee and tardy policies are delineated in the most recent copy of the UCWbL Handbook. Any time that an UCWbL employee's actual working hours will diverge from his or her regularly scheduled hours (because of tardies, absences, shortened or elongated shifts, extra hours, etc.), he or she should email the wcenter and copy the Business Manager, Paul Blom, on the email at [REDACTED]. If you notice an email that has not been copied to Paul, please forward him the email.
- The Business Manager will keep track of staff tardies, missing employee hours, extra hours worked, and all other alterations in staff members' schedules, but this is only possible if you make sure all emails are copied or forwarded to him.
- The Receptionist should call and then email the staff member, copying the wcenter email and the Business Manager. You can find all employee phone numbers and email addresses in the all-staff contact list for the current term on the W:\ drive at [REDACTED].
- Immediately black out any available timeslots on WOnline for that tutor by extending blackout times where possible (see appendix 4: WOnline for Full Administrators).
- Try to reschedule the tutor's appointments with other available tutors. (Remember that if it's an online appointment, it could be moved to a tutor working at the other campus. If it's a face-to-face session, perhaps the writer would be willing to go to our other campus location or have an online appointment with an

available tutor at our other campus location. Be resourceful when trying to reschedule or move appointments.)

- If there is no other tutor available during the requested time and you will not be able to meet with the writer at the front desk, email the writer to let them know that their appointment has been canceled. Let the writer know if there are other time slots available the same day, and if not, offer to reschedule them immediately for the first available appointment in the coming days, and apologize for any inconvenience. You can find the writer's email by opening their appointment and clicking on "View Profile." Canceling or altering the time or location of a writer's appointment should be avoided at all costs.
- Once you have redistributed all the appointments and heard back from writers regarding canceled appointments, delete all appointments from the tutor's shift and extend the blackout time to include the entire shift.
- Email the Business Manager, Paul Blom, at [REDACTED] to let him know that the employee has missed hours.

In between appointments, tutors are still expected to prioritize work for the Writing Center or for the UCWbL in general. When they are not tutoring, there are still many other ways in which they can be productive:

- Remind tutors who are not participating in a tutorial to fill out their tutor logs. Reiterate the other projects for the day.
- If none of the tutors are engaged in tutorials, it's a good time to initiate a staff development discussion about tutoring practices and strategies, UCWbL or Writing Center policies and procedures, upcoming initiatives and projects, etc.
- When in doubt, print off twenty Writing Center flyers and have employees get them approved at the Office of Student Life before posting them across campus. You can also have employees: complete tutor logs, work on their UCWbL portfolios, skim the website for inaccuracies or broken links, or straighten up the office.
- If a tutor's schedule is full, you may need to assist the tutor with ending tutorials in order to reserve the last five or ten minutes for record keeping. Five minutes should be reserved from each thirty-minute appointment, and ten minutes should be reserved from each hour-long appointment. Help make sure that tutors with a full schedule reserve enough time to fill out tutor logs.

When you see that a tutor's shift is coming to a close, check to see if his or her tutoring logs have been filled out. You can hover the cursor over an appointment to see the name of the writer who has the appointment. If "NR" (no report) appears beside the name, no tutor log has been completed for that appointment. If the tutor hasn't completed all of his or her tutor logs, remind him or her to fill them out. This includes documenting writers' missed appointments by checking the box beside "Was this appointment missed?" in the writers' appointment logs.

C. Security and Safety

As a Receptionist, you are in charge of coordinating all office activities during your shift. This also means that you are responsible for maintaining office security and safety.

1. Security Policies

The following are some general security policies:

- A Receptionist should always be at the front desk whenever the office is open.

- If the Receptionist has to take a break or step away from the desk or out of the office at any time when the office is open, the Receptionist must first recruit someone else to watch the desk temporarily.
- No one should ever be left in the office alone before, after, or during business hours.
- When the office is not open, the doors must be locked.
- Other than UCWbL employees, no one should ever be allowed into the offices outside normal business hours.

If you are ever in a situation where you feel your safety or the safety of anyone in the office is being threatened, then you should contact Public Safety (LPC: 5-7777; Loop: 2-8400) immediately. Each campus office has a panic button that automatically requests emergency assistance from Public Safety. Do not hesitate to hit these buttons| [REDACTED]

[REDACTED]

[REDACTED]

■ you accidentally hit one of these buttons, please call Public Safety immediately and let them know.

2. Office Emergency and Evacuation Procedures

In case of any emergency, always follow the guidelines and direction of DePaul Public Safety. Office evacuation maps and procedures are outlined in the current copy of the UCWbL handbook. As a Receptionist, it is especially vital that you be aware of these procedures. It is your job to direct the rest of the staff and our visitors in evacuating the building, gathering together, and waiting together before reentering the building once the emergency is over. Remember that we are responsible for the wellbeing of our visitors and our employees, and as a Receptionist it is your job to ensure their safety.

If the office has to be evacuated, all employees and visitors should remain together and calmly but quickly exit the building via the closest approved exit. They should then gather at the predetermined location (LPC: in front of the Concert Hall; Loop: outside the Starbucks on the southeast corner of Jackson and Wabash) and wait together until the emergency has ended before reentering the building.

3. Lost and Found

- At the Lincoln Park Campus, lost items can be taken to the Communication Center, Centennial Hall-Suite 304, 2345 North Sheffield Avenue, Chicago.
- At the Loop Campus lost items can either be taken to the Communication Center, Lewis Hall-LL101, 25 East Jackson, Chicago or can be turned in to officers at Loop Public Safety stations.
- DePaul Public Safety will then attempt to return items to their owners.

Employee Lost and Found

If you ever see during your shift that another UCWbL employee has left a personal belonging behind in our office, please email them to let them know and store their belongings in a safe place such as at the front desk, in the break area, or in the Loop storage area. Make sure you mark these items with the person's name. Never put an employee's possessions in the Lost and Found box.

Lost and Found for Items Lost Outside our Offices

Sometimes, especially at LPC, do-gooders will find a lost item in the hallways or areas outside our office and bring that lost item to our office so that we can find its rightful owner or turn it in to Public Safety. Public Safety maintains all lost and found services at both campuses. However, they will no longer come to us to pick up lost and found items but instead require that all lost and found items be physically brought to them. If such

items are lost outside of our office and then brought to us, although you can accept the item and take care of it (See the next section: “Lost and Found for Items Lost in Our Offices”), it’s encouraged that you not accept such items from do-gooders who bring these items to our office. Instead, please instruct them to bring such items to DePaul’s Lost and Found offices.

Lost and Found for Items Lost in Our Offices

First, try to determine to whom the item belongs and contact that individual in as many ways as possible, informing them that we have their item and giving them our office location and hours. Inform the owner that we will keep the lost item in our office until the end of the week. Tell the owner that on the last day of the week, all items left in our Lost and Found box will be brought to the Lost and Found Office. Give the owner specific information regarding the location of the Lost and Found Office.

Label the item with the person’s name and contact information and store it in the office’s Lost and Found box. We have a Lost & Found box at the front desk of the LPC office and in the Storage Room at the Loop office. Remember that, if you’re the Receptionist on the last day of the week, you need to have a staff member blacked out to bring such items to Lost and Found a little bit before the end of the day.

D. Confidentiality and Access to Files

1. Discussing Faculty

It is our strict policy that under no circumstances are any UCWbL employees to discuss their concerns about an instructor’s teaching effectiveness or fairness with anyone other than the Director or an Assistant Director. Such conversations with a member of the Directorship concerning an instructor’s effectiveness or fairness should always take place behind closed doors.

2. Sharing Student Information

The information we have record of about our writers includes the writer’s appointment information, the tutor logs, and other relevant material. We also refer to the records on WOnline when gathering data for the Quarterly and Annual Reports. Consultants may check on WOnline when an instructor asks about that student’s attendance. Instructors, however, cannot be given any more information than that regarding an appointment unless we have written permission from the student involved. An appointment log with the appropriate boxes checked requesting a verification form or report is considered written permission.

Tutors are granted Basic Administrator access to WOnline, which means that they are able to view writers’ profiles and demographic information as well as past tutor logs written after prior consultations. This information should be treated with the utmost care and should never be left onscreen for other visitors to view. UCWbL staff members are responsible for ensuring that sensitive information (emails, phone numbers, demographic information, etc.) is not visible to anyone other than UCWbL staff. While tutors are meeting with a tutee, they should be logged out of WOnline.

Furthermore, all UCWbL employees should log off of their computer when they step away from that computer for any amount of time. Otherwise, another individual could use that computer while logged on as the other individual and could have access to files and information that should not be accessible to the general DePaul community.

All inquiries regarding UCWbL or Writing Center statistics and demographics should be directed to the Director, an Assistant Director, or the Business Manager.

E. Supplies, Telephones, and Computers

Receptionists, as primary users of many of the office's supplies, are advised to note any dwindling supplies (i.e. post-its, pencils, printer paper, ink, etc.) in the office and inform an Office Manager or the Assistant Director. The Assistant Director would then give authorization to order more supplies using the Writing Center's account.

The telephones in the office are to be used for UCWbL business only. No personal calls are to be made on the office phones. Telephone use is restricted to UCWbL staff only and is not available for students. For more information regarding telephone use, see Appendix 7: Office Phone and Voice Mail.

Computers in the office should only be used for UCWbL business. This includes use of WOnline, recording hours in Campus Connect, using our Blackboard site, checking Outlook email accounts, working on staff development activities, and looking up resources relevant to writing. During tutoring sessions, tutors may use the computers to aid students in any way they can with their assignment. Only staff of the UCWbL has authorization to use the computers in the Centers. If any students ask for a place to print, the Receptionist should direct them to the computer lab in McGaw Hall (McGaw 145) or in the Lewis Center (Lewis 1420).

Receptionists should be aware that UCWbL employees who do not work at the Writing Center (Suburban Campus Writing Group Leaders, Writing Fellows, etc.) may periodically visit the center to use our space or our resources. These employees should introduce themselves to the Receptionist, and ideally, these visits would be scheduled in advance. While all UCWbL employees are always welcome to use our space and resources (printers, scanners, copiers, fax machines, computers, books, promotional materials, etc.), Writing Center appointments take priority over all other activities, meetings, etc. going on in our spaces. No other activity of the Writing Center, another UCWbL program, or the UCWbL in general should interfere with the Writing Center's tutorial sessions.

During a tutor's work between appointments, in the rare occasion that no other projects can be found for a tutor, it is acceptable for a tutor to work on homework or other academic projects in order to relax. However, these situations should be rare as there will almost always be something productive for a tutor to do in between appointments.

IV. Ending Your Shift

When your shift ends, another Receptionist will relieve you or you will be closing up the office at the end of the day.

A. Being Relieved by another Receptionist

If you are not closing the office, then your shift will end when another Receptionist relieves you. Your relief should arrive at least five minutes before his or her shift officially begins so that you will have time to brief your relief on everything that's happened throughout the day and everything that he or she needs to know for his or her upcoming shift. Skim your to-do list for your shift carefully to make sure you've done everything you needed to do. If, at the end of your shift, you have not had time to complete major tasks, that's okay. Be sure to communicate this to the person relieving you. Get into the habit of writing a note to the person relieving you so that you have notes for when you brief that person and so that he or she has a written list of what he or she needs to do once you've left. It's also useful to send a brief email to wcenter@depaul.edu, since the new Receptionist will be sure to see this email.

Before ending your shift, always skim WOnline for tutor logs that have not been done. When you hover the cursor over each appointment, "NR" (no report) will appear if no tutor log has been completed for that appointment. Have all tutors on staff finish their logs before leaving. If any tutors have already left without completing logs, leave a note of these logs for your relief, indicating the tutor, the writer, the date, and the time for each appointment that is missing a log. On this note, indicate whether or not you've contacted the tutor yet.

Again, if you don't get to everything, that's okay. It's **not** okay, however, to simply ignore these uncompleted tasks. You must communicate these things to the person replacing you to ensure that they get done.

B. Closing the Office

All of the following information concerning closing the office (1. Ending the Day's Operations; 2. Locking the Office) concerns your duties as a Receptionist who is closing the office at the end of the day's operations. Sometimes, the office closes for a few hours in the middle of the day for various special events. The following information, then, also pertains to Receptionists who are locking the office earlier in the day for such events. For instance, if the office is closing because of an all-staff meeting in the middle of the day, and you are the Receptionist scheduled to close the office for that event, you will have the same responsibilities as a Receptionist who is closing the office at the end of the day.

If you are scheduled to work a Receptionist shift at the end of the day, then as a Receptionist it is your responsibility to close and lock the office. A few minutes before closing time, it is appropriate to begin closing down the office. These activities, however, should never, under any circumstance, interfere with an ongoing tutorial session. Our tutorials are our first priority. At the latest, though, all tutorial sessions should be over either five or ten minutes before we officially close since our appointments are only really twenty-five or fifty minutes long.

1. Ending the Day's Operations

Receptionists are responsible for closing down the office at the end of daily operations. The rest of the staff scheduled at the end of the day, however, should help you with closing the office. Every tutor should clean his or her workspace, but ultimately, you are responsible for making sure everything is taken care of. This consists of the following tasks:

- Skim WOnline for uncompleted tutor logs. When you hover the cursor over an appointment, “NR” (no report) will appear if no tutor log has been completed for that appointment. Have all employees finish their tutor logs before leaving. If any tutors have already left without completing logs, leave a note of these logs for your relief, indicating the tutor, the writer, the date, and the time for each appointment that is missing a log. On this note, indicate whether or not you’ve contacted the tutor yet.
- Look over your to-do list for your shift and make sure you’ve completed everything. If there are projects left to do, leave a complete and detailed message for the next Receptionist at the desk. Also type this message up and email it to wcenter@depaul.edu.
- Turn off both printers (the black-and-white eng-hp2300 and the HP Officejet Pro L7700 Series)
- Refill the paper in the printers and restock the stacks of paper we keep near the printers if necessary
- Turn off the front desk computer
- Turn off all of the other computers in the office (both the monitors and the CPU’s). Remember to also turn off the computers in side offices or the break areas. By the way, closing a laptop is *not* the same as actually shutting it down.
- Turn off the coffee pot in the break area as well as any other similar devices such as the boom box in the Loop Break Room or the shredders at the front desks of both offices.

At the end of the day, you also need to make sure that the office in general is clean and neat. Make sure that:

- Chairs are pushed under tables
- Trash and old food is thrown away (Note: If you’re closing the office at the end of the day on a Saturday, empty out the refrigerator completely.)
- Workspaces are organized, neat, and mostly cleared off
- Books, handouts, and other reference materials are put away
- Supplies (bookmarks, pencils, pens, etc.) are stocked at the front desk and work stations

When it is time to actually close the office, you should do the following:

- Turn off the lights.
- At the Loop, once everyone has gotten all of their things out of the side rooms and offices, lock the doors to those rooms, especially the Break Room, the Quiet/FBE Room, and the Storage Room.
- At the Loop, kick the door stop inside the office, and pull the front door shut behind you. Check that door and the door that leads from the Conference Room to the hallway to make sure both are securely locked.
- At LPC, lock the front door, which involves locking both the doorknob and the deadbolt. Check the door to make sure that it is securely locked.
- Leave as a group. Everyone who is scheduled to work until the end of the day should contribute to cleaning up the office. For safety reasons, everyone should leave as a group rather than trickling out of the office one-by-one. No UCWbL staff member should ever remain behind to work in the office alone.

2. Locking the Office

For general information regarding your office keys, see Chapter II, Section A, Subsection 1: Office Keys.

Anytime the office is not open for regular operations, the main office door should be locked.

You should never close or lock up early at the end of the day. Even if it is too late for anyone to come in to have an appointment, we should never lock up earlier than our regularly scheduled hours except in extenuating circumstances. When visitors arrive to an office that is closed unexpectedly, they get frustrated and resentful. Even if it is too late to conduct appointments, our offices exist as an important resource for members of the DePaul community to have their questions answered. Closing the office and leaving early not only sets a bad example and precedent for the rest of the employees, but it also hurts our reputation as a reliable and professional resource on campus. Finally, it creates a situation in which a number of UCWbL employees are getting paid for time they did not spend working, which is a form of fraud.

You should never close the office early. However, you should also never allow tutorials to extend beyond closing time. If an appointment continues or a visitor lingers, there is no need to point out the fact that the office is closing. You should approach this person like any other Writing Center visitor. The time for their appointment is now over, and now that their appointment is over, they need to leave. If they do not get the hint, you can then politely point out the fact that the office is closing and that everyone has to vacate now. If a visitor continues to linger, call DePaul Public Safety.

In the event that you have to leave early from a shift when you are closing the office, you must ensure that someone will be able to watch the desk for you and lock the office for you. See if there are any other key holders who are scheduled to work until the end of the day at that campus. Perhaps another Receptionist is scheduled to work a tutoring shift that ends at the end of the day. If you can find someone else with a key, let them know of the situation, and confirm that he or she will be able to lock the office for you. All Graduate Assistants (GA's) and all Office Managers (OM's) are also Receptionists and should have keys. Along with Receptionists, you could call the following individuals who should also have office keys: the Directors, the Business Manager, the Assistant(s) to the Director, the Tech Coordinator, the Webmaster, and the Program Coordinators. You may also know of other tutors or staff members who are working on special projects and have been temporarily given a key for these purposes.

At the Loop, the main office door will lock when it is pulled shut, so it is possible to lock up the office at the end of the day without a key. At LPC, however, you will need a key to lock the office door and to lock its deadbolt. If you cannot find anyone who will be present to lock the office when we close, contact DePaul Public Safety (LPC x57777; Loop x28400), explain the situation, and ask them to lock the office. The staff members working at the end of the night will need to wait until Public Safety arrives to lock the office. Otherwise, the office would be left empty, unlocked, and unattended.

After confirming that Public Safety will lock the office, contact someone working at the end of the day and let them know of the situation and that Public Safety will lock up for you. Also delegate someone working at the day's end to watch the front desk for you until the end of the day. If all of the tutors are booked with appointments at the end of the day and no one else is available to watch the desk, a tutor may need to conduct his or her appointment at (or very near) the front desk until closing time.

You should also contact the other campus office to let that Receptionist know what's going on. Call the other office, but also send an email to wcenter@depaul.edu.

V. Weekends, Mid-Day Closings, Holidays, and Term Breaks

A. Weekends

Normally, both of our offices are open Monday through Saturday. On the last day of the week, the Receptionist on duty has a few extra responsibilities:

- At the end of the last day, clean out the office refrigerator. All items left in the fridge should be thrown away.
- Look in the Lost and Found box located near the front desk at LPC and in the Storage Room at the Loop. If there are any items left in the box that have not been claimed, black out a tutor so he or she can bring all such items to the Public Safety Office. At the Lincoln Park Campus, lost items can be taken to the Communication Center, Centennial Hall-Suite 304, 2345 North Sheffield Avenue, Chicago. At the Loop Campus lost items can either be taken to the Communication Center, Lewis Hall-LL101, 25 East Jackson, Chicago or can be turned in to officers at Loop Public Safety stations. DePaul Public Safety will then attempt to return items to their owners.

B. Diverging from our Regularly Scheduled Hours

Our regular office hours are posted prominently across DePaul. When we diverge from those hours, our visitors can become confused, and they deserve an explanation as to why we're not open when we say we are. Such divergences occur when the office:

- Closes temporarily in the middle of the day
- Opens late
- Closes early
- Closes for a University holiday such as Memorial Day
- Closes for a break between terms
- Closes for some other special reason (the office is being remodeled, for instance)

First of all, if the office has to close early or close temporarily in the middle of the day and you're the Receptionist on duty, you have to complete all of the duties you would normally complete when closing the office at the end of the day (See Chapter IV, Section B: Closing the Office). If the office has to open late or is reopening after being closed during the middle of the day and you're the Receptionist on duty, you have to complete all of the duties you would normally complete when opening the office at the beginning of the day (See Chapter II, Section A: Opening the Office).

Similarly, if we're closing for a University holiday, a term break, or for some other extended period of time, you are responsible for all of the duties you would normally complete when closing the office at the end of the day (See Chapter V, Section B: Closing the Office). However, you should also fulfill all of the duties you would fulfill if the office was closing for the weekend. (See previous section, titled "Weekends.")

When we diverge from our normally scheduled office hours, however, there are also a number of other duties you should take care of. Ultimately, the Office Managers are responsible for remembering these things and for making sure that they get done. However, they may contact the office and ask you to take care of them if they are not scheduled to work. Furthermore, it's always possible that these things will slip their minds. As a

responsible Receptionist and helpful member of our team, you should be aware of these duties and ensure that they are done.

If we're going to diverge from our regular hours, the following things need to happen:

- Post a flyer on both office doors that explains why we're not open, states when we'll reopen, and gives our website. We have boilerplate flyers on the W:\ drive. (See [REDACTED])
- Add an announcement to WOnline. (See Appendix 4: WOnline for Full Administrators.) If necessary, have an announcement also added to our website.
- Change the voicemail greeting message. (See Appendix 7: Office Phone and Voicemail.)
- Email the individuals in charge of our facebook page, our Twitter page, and any other similarly pertinent media to make sure they've added announcements to these pages.
- Be extra sure that *everything* in the office is turned off and that the office is clean.

Once the office reopens, remember to take down these flyers and announcements and to change the voicemail greeting message back to the usual message.

Appendix 1: The W:\ Drive

A. Accessing the W:\ Drive

From the desktop, open “My Computer” → [REDACTED]

[REDACTED] can also access the W:\ drive over the internet, which is especially helpful if you’re not connected to the DePaul network. Go to www.depaul.edu. Click on either “Current Students” or “Current Faculty & Staff.” In the Quick Links menu that will appear on the right side of the page, click on the link for Campus Connection. You can also go directly to Campus Connection by going to <https://campusconnect.depaul.edu>. Log in using your DePaul login ID and password [REDACTED]

Instead of clicking on “Group Folder,” you can click on “User Folder” to access your personal U:\ drive through Campus Connection.

When accessing these drives through Campus Connection, if you open a document and want to save changes to that document, you’ll have to save the new version of that document to your computer first. Then you’ll have to re-upload that document to the W:\ drive or your U:\ drive in order to replace the older version of that document.

B. Saving Files

Never include a period in the name of a file you save. Computers use periods to divide between file names and file types. For instance, a Microsoft Word document saved as “Reception Handbook” appears as “Reception Handbook.doc.” If you save a file as “Smith, John; Paul B. 8-1-10 3pm,” the computer will think that everything after the period (“8-1-10 3pm”) is not part of the file name but is actually a type of file or program. This confuses the computer and causes problems with opening and editing the document in the future. If you accidentally save files with periods in the title or see that someone else has done so, right-click on the file and rename the file without the period. Open the document to ensure that it has saved successfully. If necessary, delete old versions of the document that contain the period in the file name.

Always save Microsoft Office files in the older version. For instance, save a Microsoft Word document as a Word 97-2003 Document rather than as a Word Document, which is the Word 2007 version. At this time, Liz does not have Microsoft Office 2007 at home, and for her to access these files from home, these documents must be saved in the older format. Otherwise, she will have to create redundant files saved in the older format, and redundant files create clutter and confusion. Furthermore, many of the writers with whom we work do not have Microsoft Office 2007, and so we should always save all such files in the older format to ensure that everyone with whom we work can access and open the files we send them without having to request that we resend them in a different format.

C. A Quick Review of Resources

Take a few minutes to explore the various folders under “writing.” When managing the front desk, you will most frequently access the “ASSIGNED FBE PAPERS,” “ASSIGNED QUICK QUESTIONS,” and “UCWbL 2010-2011” folders.

[REDACTED] especially the subfolder labeled “Front Desk Resources.”

During a shift, you may need to provide a student with **verification** of their appointment. Writers may ask that

forms, students can choose the option of having verifications sent electronically to their instructors. Students can also request that an electronic tutor report be sent to their instructor. All of the documents and instructions for these can be found in the verifications and reports folder on also Appendix 3: Verifications and Reports.

You will access the “ASSIGNED FBE PAPERS” folder to review and send FBE’s completed by tutors during your shift. This folder is located

You will access the “ASSIGNED QUICK QUESTIONS” folder to review and send Quick Questions completed by tutors during your shift. This folder is

Appendix 2: Wcenter Outlook Email

The UCWbL maintains a DePaul email account that is wcenter@depaul.edu. As a Receptionist, it is your responsibility to check our email inbox regularly throughout your [REDACTED] [REDACTED] [REDACTED] share the login info with anyone. The security for our email and network accounts is as serious a priority as the security of our physical office space, and you are responsible for maintaining this security.

Because you will be logged onto the front desk computer under your own individual staff login, you will not be able to use the desktop Outlook client to access the wcenter email account. Instead, you must access it through the web browser by going to <http://outlook.depaul.edu> or by going to www.depaul.edu, clicking on “Faculty & Staff,” and clicking on “Outlook Email” under the Quick Links on the right side of the page.

In order to keep the inbox updated, you must continuously refresh the Outlook account either by hitting the refresh button on the browser or by hitting the “Check for New Messages” button. Often we do get spam in our inbox, which you should delete.

We get many different types of messages in the inbox, which can include student queries, email from other Receptionists and OM’s, email that Liz has copied the Writing Center on, and messages from other offices at DePaul. In general, some of this mail will be relevant to your receptionist duties, and some will not. When you are in training, a G.A. or OM will help you sort through the inbox mail. After your training period, if you have any questions about an email simply ask an OM, the Business Manager, or a Director. When in doubt, don’t delete anything.

Because there are multiple Receptionists looking at the inbox from multiple locations, it is crucial that you have a clear system of communicating with the other Receptionists who are working at the same time as you and who will be working later. If you open an email, but do not address or respond to it, mark it as “unread” by right-clicking the email and selecting “Mark as Unread.” Once you have taken care of an email, you should file it away in the appropriate subfolder in the Cabinet. Ultimately, this will mean that any emails in the inbox will either be general announcements you’ve left there for other Receptionists to see or they are emails that still need to be taken care of.

Again, it’s okay if you’re not sure how to take care of something. If you don’t feel comfortable filing or responding to a particular email, mark it as unread so that others know that it still needs to be handled.

Appendix 3: Verifications and Reports

A verification form simply provides proof that a writer met with a Writing Center Tutor. Verification forms come in hard copies that can be accessed on [REDACTED] and are titled “Paper Appt. Verification.” Print these off and cut them in half using the paper cutter. Either you or a tutor should complete the form and give it to any writer who requests one at the end of the appointment.

Writers can request that these be sent electronically. You might also need to send this electronically if you, the writer, and the tutor all forget about the form and the writer leaves. Electronic versions can be accessed on [REDACTED] are titled “Electronic Appt. Verification Boilerplate.”

In the appointment screen, a student will have the option to select a checkbox requesting that either a verification form or a tutor report be sent to his or her instructor. A verification form contains information which confirms that the student attended a tutoring appointment. A tutor report contains the same information as a verification form but also includes a summary of the tutoring session and a checklist of topics covered by the tutor and tutee.

The information for these forms comes from the tutor report screen in WOnline. The tutor will fill out his or her report immediately after the consultation ends, and it is the responsibility of the Receptionist at the desk to format and transmit the verification form or report to the faculty member.

Procedures for the Receptionist for Emailed Reports or Electronic Verifications

1. Check each appointment made every day to see whether a verification form or tutor report has been requested by the writer (this information is visible in the appointment log).
2. Verify whether the writer has filled in the fields requesting the faculty member’s name and email address. If these fields are blank, the Receptionist should obtain the information from the writer when he or she arrives for the appointment.
3. Ensure that the tutor log has been completed immediately after the consultation has ended. (Note: Even if only a verification form is needed, the tutor must still fill in the “Actual Length,” “Instructor,” and “Course” fields before an electronic verification can be sent.)
4. In the Verifications and Reports folder on the W:\ drive [REDACTED] open the “Tutor Report Boilerplate” if the writer has requested a tutor report, or open the “Electronic Appt. Verification Boilerplate” if the writer has requested an electronic verification.
5. Save the verification/report to the W: drive using the following file name format: [student name];[date and time];[campus] (e.g. Jones, Tom; 9-1-08 3PM; LPC). In the verifications and reports folder, there will be a folder for all archived verifications and reports for the current term. Save the file in that folder. You should do this before entering any information. If you enter information first, the computer might auto-save the file as the boilerplate, which would mean that the boilerplate text would now contain entered information.
6. In order to format the report, copy and paste the relevant information into the boilerplates provided. You may have to adjust the font on the tutor report information that you paste into the boilerplate in order to fit all of the text on one page; simply highlight the text and change the font; 7.5 pt. font is usually the smallest font that is still readable. *If the student has requested a verification form only, do not include the “Topics Discussed” checklist or the “Summary” field!*
7. Be sure that all boilerplate text in the document has been personalized with the appropriate information.

8. If a tutor report is requested, check the text in the “Summary” fields to make sure that the content is appropriate. (See below for examples of appropriate and inappropriate content.)
9. Resave the file and then close it.
10. Open “Boilerplate Text for Email,” which is also on the W:\ drive in the verifications and reports folder. Copy the boilerplate text from the appropriate file into the body of an email addressed to the instructor whose name and email address you can get from the tutor report. FBE’s and online appointments require additional notes in the email, which are included at the end of the boilerplate text document. Be sure that all boilerplate text in the email has been personalized with the instructor’s name, writer’s name, and type of document (verification or report). The subject line of the email should read “Writing Center Visit [writer’s name]” and you should sign the email with your first name (not the tutor’s name). Be sure to attach the verification/report that you saved and closed.
11. Send the email, copying wcenter@depaul.edu.
12. Some students will want these electronic documents sent to them so they can then give them to their instructors. Never send an electronic verification or report to a student since this will enable them to forge copies of these documents in the future. Furthermore, this kind of correspondence is more appropriately handled directly between the office and the instructor requesting this information. However, no such documents can be given to faculty without consent from the student. When a student checks a box on the appointment log or verbally requests such documents to be sent, we have consent, but if a random faculty member requests appointment information regarding a student, we should refer that faculty member to a Director.
13. If a student verbally requests either a verification form or an emailed report but did not check the appropriate box in his or her appointment log, go back and check the appropriate box in order to keep our records accurate.

The text in the summary of a tutor report should ideally contain the writer’s name, what the writer wished to address during the consultation, what was actually accomplished during the consultation, and what the next step was for the writer after the consultation.

What the summary should contain:

- All tutor logs entered for Writing Center tutorials must begin with the statement: “This was a Writing Center appointment.”
- A brief description of the type and nature of the work that the writer brought to the consultation (e.g. “We worked on the student’s final research proposal...”)
- A summary of the relevant issues discussed during the consultation (e.g. “We talked about the appropriate way to format a literature review and what the expectations are for balancing summary and analysis.”)
- Discrepancies between topics the writer wished to work on and the topics actually covered during the consultation (e.g. “The writer requested help with grammar, but I noticed that she never actually stated a clear thesis; we spent a significant amount of time working to develop a stronger thesis statement in her introduction.”)
- What the next step is for the writer after leaving the Writing Center (e.g. “I instructed the student to talk to the professor about expanding his topic,” or “I asked the student to work on revisions and return to the Writing Center with his next draft”)
- Other objective facts bearing relevance to the tutorial (e.g. “The writer was ten minutes late, so we did not accomplish as much as the writer desired to do in our remaining fifteen minutes.”)

What a summary *should not* contain:

- Any speculative comments about the writer's writing (e.g. "This student appears to have not written a research paper before.")
- Any speculative comments about the writer's performance in the course or any speculative comments that might reflect negatively on the student (e.g. "I don't think the student has grasped the fundamental concepts of the classical rhetoric course she is writing this paper for," or "This student does not appear to care much about her performance in this course.")
- Any information that would be considered confidential or sensitive (e.g. "The student explained that she got an F in undergrad on a paper just like this one, and she doesn't want to repeat that performance," or "The student said he has a learning disability." [Note: even though that student may be in the PLUS program, it is not information that should be disclosed by our office to a third party.]
- Humor or jokes of any type
- Any evaluative comments about quality of work or effort by the student (e.g. "This student is just lazy.")

See the following examples of a properly formatted verification and report. Highlighted text is text that you will need to personalize before sending the report.



Verification of Appointment

Dear Prof. Jones,

Please find below details on your student's appointment with a Writing Consultant at the Writing Center:

Student:	[REDACTED]	← <u>Information copied and pasted from the tutor log</u>
Writing Consultant:	Kristin J	
Appt. Date:	01/31/2008	
Scheduled Start:	12:00pm	
Scheduled End:	1:00pm	
Actual Length:	60 minutes	
Instructor:	Prof. Jones	
Course:	WRD 103	

This student visited us for work related to the above course and has requested that we forward you this verification form. If you have any questions, please feel free to contact us.

Sincerely,

Andrew

Writing Center

University Center for Writing-based Learning

Lincoln Park Campus Office: 250 McGaw Hall

802 W. Belden, Chicago IL 60614 773.325.4272

Chicago Loop Campus Office: 1600 Lewis Center

25 E. Jackson Blvd., Chicago IL 60604 312.362.6726

Email: wcenter@depaul.edu

Web: <http://www.depaul.edu/writing>

Tutor Report

Dear Professor **Raleigh**,

Please find in this report details on your student's appointment with a Writing Consultant at the Writing Center. Students who visit the Writing Center may request that a brief, descriptive tutoring report be sent to a faculty member. The "Summary" section below details the work accomplished during the consultation: View Existing Form: If you have any questions, please feel free to contact us.

Sincerely,

Rachel

Writing Center
University Center for Writing-based Learning
Lincoln Park Campus Office:
250 McGaw Hall
802 W. Belden, Chicago IL
60614 773.325.4272
Chicago Loop Campus Office:
1600 Lewis Center
25 E. Jackson Blvd., Chicago IL
60604 312.362.6726
Email: wcenter@depaul.edu
Web:
<http://www.depaul.edu/writing>

Student:	<div style="background-color: black; color: black;">[REDACTED]</div> ← <u>Information copied and</u>
Writing Consultant:	Jenna <u>pasted from</u>
Appt. Date:	09/25/2008 <u>tutor log</u>
Scheduled Start:	10:00am
Scheduled End:	11:00am
Actual Length:	60 minutes
Instructor:	Michael Raleigh
Course:	WRD 104
Topics Discussed:	☐ : Choosing a topic ☐ : Narrowing a topic ☐ : Forming a thesis statement ☐ : Writing introductions and conclusions ☒ : Developing my ideas/paragraphs ☐ : Citing sources and using quotations ☐ : APA style ☐ : Grammar
Summary:	She came in requesting help with grammar and sentence structure; however, we spent the session developing her ideas. We looked at the sections on argument in St. Martin's Handbook that were detailed in the assignment sheet given by the professor and used them to further develop her ideas. Using the verbs indicated in her textbook for refuting an argument, we looked at her argument ...

Appendix 4: WOnline for Full Administrators

The web address for WOnline is www.rich15.com/depaul. You'll use WOnline to monitor appointments and other scheduled activities. Remember to constantly refresh the schedule page since new appointments or changes in the schedule will not simply appear on their own.

A. Some Terminology

WOnline categorizes the people who use its system with a few terms with which you'll need to be familiar:

- **User:** Our writers, the people who use WOnline to make appointments and use our services, are labeled as “users” on WOnline. When someone registers for WOnline, you are first a “user.” When you log in as a user with no administrator privileges, the greeting message in the top-left corner of the screen will read “Welcome Back, [your first name].” Users can make their own appointments and can modify or cancel those appointments. They can view their own appointment information but not anyone else's.
- **Basic Administrator:** After they register for WOnline, all UCWbL employees are given basic administrator access. When you log in as a Basic Administrator, the greeting message in the top-left corner of the screen will read “Welcome Back, [your first name] – Basic Administrator.” For more information regarding Basic Administrator privileges, see the WOnline section of the current UCWbL Handbook, which should explain how to register for and log into WOnline. It also explains the scheduler page, the navigation bar, blackout times, appointment aliases, and the control panel for Basic Administrators. Finally, it gives a basic introduction to the appointment log, including standing appointments, requests for verifications and emailed reports, online appointment requests, missed appointments or no-call-no-shows (NCNS's), writer profiles, and tutor logs. Basic Administrators can view appointment information for all WOnline users and can make, modify, or cancel appointments. However, they can't make any other major changes or alterations to the schedules, and certain information is restricted to them.
- **Full Administrator:** All UCWbL employees have Basic Administrator access on WOnline, but some employees are given Full Administrator access. Full Administrators have all of the same privileges as Basic Administrators, but they also have access to information and alteration privileges restricted to Basic Administrators. When you log in as a Full Administrator, the greeting message in the top-left corner of the screen will read “Welcome Back, [your first name] – Administrator.” ***As a Receptionist, you will be given Full Administrator access to WOnline.***
- **Resource:** WOnline refers to our tutors, fellows, or SCWG leaders (anyone with whom a writer can meet) as “resources” while the writers who use our services are called “users.” Resources are simply the names of employees that are entered into each schedule when that schedule is made. Your existence as an individual who has registered for WOnline allows you to view schedules and makes you a user or some kind of administrator, but this existence has nothing to do with your existence as a resource (i.e., some kind of writing tutor) that appears on a given schedule as available to work with a writer.

As a Full Administrator, there are a number of advanced procedures you will need to know as you manage the front desk.

B. Schedule an Appointment for Someone Already Registered

If a writer contacts us or visits us and wants to make an appointment, find out first if they are registered for WOnline. If they are registered for WOnline and have contacted us, encourage them to schedule their appointment on their own. You can walk them through the process, but it's best to encourage writers to be as

independent in this process as possible so they learn to use WOnline on their own rather than relying on us and constantly contacting us so we can schedule appointments for them. Don't be too forceful about this, however, as we also should be willing to help others and should be willing to schedule appointments for them.

To make the appointment, go to the appropriate schedule on WOnline and click on the box for the appropriate time and tutor. In the appointment log, there is a box near the top labeled "Will be reserved for." Inside this box is a field marked "Select name." In the drop-down menu, select the writer's name. Just above the drop-down menu is an empty box in which you can type the first few characters of the name you are looking for. Remember that user names are listed by last name first. Once you find the right name, make sure you've selected the correct start and end times for the appointment.

Discuss the other fields of the appointment log with the writer in order to complete as many fields as possible, especially the name of the course, the instructor, and the instructor's email. Make sure you click "Save Appointment" when you're done.

C. Schedule a "Writer, Writer" Appointment

The alias "001 Writer, Writer" is a fake WOnline user account we've created. We make these appointments to allow individuals who have not yet registered for WOnline to still reserve an appointment.

If a writer wants to make an appointment but has not yet registered for WOnline, try to get them to register first before making the appointment. Sometimes, though, a person will contact us and want you to schedule the appointment for them immediately. Sometimes, a person will visit in person and want to schedule an appointment but won't have time to register first.

In this case, go to the appropriate schedule on WOnline and click on the box for the appropriate time and tutor. In the appointment log, there is a box near the top labeled "Will be reserved for." Inside this box is a field marked "Select name." In the drop-down menu, select the user name "001 Writer, Writer." Just above the drop-down menu is an empty box in which you can type the first few characters of the name you are looking for. Our appointment aliases all begin with "001" so that they're easy to find, so you can begin by typing "001" into the box to quickly find this alias. Make sure you've selected the correct start and end times for the appointment.

At the bottom of the log, the Notes section is labeled "What do you want to work on during your visit?" Type in the writer's first and last name and the writer's phone number. The phone number is vital in case there is some kind of emergency for which we need to reschedule the appointment. In this section, you should also include a reminder that the individual needs to be registered for WOnline. Make sure you click "Save Appointment" when you're done.

When the writer comes in to the appointment, try to go ahead and register the writer before the appointment begins. Or, once the appointment begins, you can inform the tutor that the writer needs to be registered. The tutor should then register the writer before beginning work on any writing.

Once the writer is registered, cancel the Writer, Writer appointment, and make an appointment for the newly registered writer in his or her name.

D. Register a Writer

If a writer contacts the writing center but is not registered for WOnline, encourage them to register for WOnline and schedule their appointment on their own. It's best to encourage writers to be as independent in this process as possible so they learn to use WOnline on their own rather than relying on us. However, you can always take a writer's contact information over the phone and complete a registration form for them. Make their password "password," and let them change their password on their own.

If a writer visits the center in person and needs to register, try to get them to stay and register, even if they're making an appointment for later in the day. If an individual comes in for a Writer, Writer appointment and is

waiting to begin, be proactive and help them to start registering before their appointment begins. This will help them maximize their actual time spent with their tutor working on their writing.

You can register someone for WOnline (or show someone how to register for WOnline) by going to www.rich15.com/depaul. Just above the login field, there is text that reads, “If this is your first visit, click here to register for an account.” Clicking the link will redirect you to the registration page. We should only allow members of the DePaul community to register for our system, which is why we require a DePaul ID number. Alumni, however, do not have current DePaul ID numbers and can simply enter ten zeros into that field. Remember to click “Register” when finished.

You can actually register someone without logging out of WOnline. From the scheduler page, you will see a link in the top-right corner of the page below the date marked “Administrators – Add a New Client.” Clicking this link will open a new window with the registration page. Be careful, though, because once that individual has finished registering and clicks “Register” and you return to the scheduler page, you will be logged in as that individual who just registered. You’ll have to log out and back in to return to your own WOnline.

In the event that WOnline is temporarily down or the internet or network is temporarily down or you are somewhere without internet access, you can have individuals “register” for WOnline using paper versions of the online registration form. The document is titled “WOnline Paper Registration Forms” and is located on the W:\ drive [REDACTED] and these forms out and have writers complete them, although you should inform them that you will give them the word “password” as their password and let them change it on their own at their convenience.

As soon as possible, enter this information into the system to actually register these individuals.

E. Schedule a Standing Appointment

A standing appointment is an appointment that recurs on the same day of the week, at the same time, and with the same tutor for a predetermined number of times or until a predetermined date.

The first step to creating a standing appointment is to create the original appointment you wish to repeat. (This appointment might already exist. For instance, a writer could have just finished an appointment that he or she now wishes to turn into a standing one.) Once the original appointment has been made, open up its appointment log. In the top-right corner of the log, you’ll see a box labeled “Repeat every.”

The only option you should ever really need from this drop-down menu is “Weeks,” and you’ll probably want to repeat the appointment once a week until a predetermined time. Choose the day of the week.

Then, you’ll notice a field at the bottom of the standing appointment box labeled “Repeat until date.” Click on the  symbol to open up a calendar in order to choose the termination point for this standing appointment. Usually, the writer will want the appointment to last for a certain number of weeks or else will simply want it to last for the remainder of the term. For obvious reasons, we cannot make standing appointments that go beyond the end of our regular operations for the current term.

- To repeat an appointment with the same tutor at the same time of day for *every day*, choose “Days” from the drop-down menu instead of “Weeks.” This will probably never be needed since almost no tutor ever works every single day. Furthermore, repeating the same appointment every day would quickly violate our appointment policies.
- To repeat an appointment *once a month* on the exact same date of the original appointment, at the same time, with the same tutor, choose “Months (date)” from the drop-down menu instead of “Weeks.” This choice will probably never be needed, but it’s still good to be aware of it.

- To repeat an appointment *once a month* on the same weekday of the original appointment, at the same time of day, with the same tutor, choose “Months (day)” from the drop-down menu instead of “Weeks.” Again, this choice will probably never be needed, but it’s still good to be aware of it.

F. Modify, Move, or Cancel an Appointment

1. Modifying an Appointment

Once appointments have been created, they can still be altered. You can modify an appointment by clicking on the box on the scheduler page on WCOOnline to reopen the appointment log. You can change the start and/or end times of the appointment, and you can enter or delete information in the various fields of the log. You can even enter information or additional information in the bottom field of the log, which is marked “What do you want to work on during your visit?” This field is commonly referred to as the “Notes” section of the appointment log. If a writer calls to let us know they will be running late, you need to record this information in the “Notes” section not only to inform the tutor but also to help us in general recordkeeping.

You should never change the start or end time of an appointment without first checking with the writer. However, you can feel free to add additional notes that might be helpful to the tutor. Just remember that all of the information entered into this appointment log can be viewed by the writer who has that appointment.

If you alter an existing appointment, make sure you click “Save Changes” at the bottom of the appointment log before you close the log.

2. Moving an Appointment to another Tutor

You can also move an entire appointment to another tutor who is working at the same time. For instance, if John the tutor calls in sick but has an appointment at noon, you would need to move that appointment to another tutor. Near the top of the appointment log, you’ll see a field marked “Move Appt. to Another Resource” beside a drop-down menu. This drop-down menu will list all of the other resources (i.e., tutors) who have been entered onto that schedule. This means that the list will contain all of the tutors working during that term. It will not be just limited to those tutors working on that particular day. The system, however, will only let you actually move the appointment to other tutors who are available at the exact same time and who actually appear on that day on that particular schedule. This means that you can’t use this tool to move an IM appointment to a tutor working at the other campus.

To move an appointment to another tutor, look on the WCOOnline schedule to find a tutor who is available at the exact same time as the existing appointment. Then open up the appointment log for the appointment you need to move, find the available tutor’s name in the drop-down menu, and select that tutor. Again, make sure you click “Save Changes” before closing the appointment log.

3. Cancelling an Appointment

You should only cancel an appointment in a few circumstances:

- The writer requests that the appointment be cancelled
- A writer who has not registered for WCOOnline and has been scheduled for a “Writer, Writer” appointment does a no-call-no-show (There is no point in marking “Writer, Writer” appointments as a no-call-no-show. Instead, just cancel it and add the writer’s name and appointment information to the list of repeat NCNS offenders on the OM/Receptionist Group Page Discussion Board on the Writing Center’s Blackboard page. See Section H of this appendix.)
- The tutor is unavailable due to an unexpected emergency and there is absolutely no one else who can work with the writer (This situation should be avoided at all costs. In times of desperation, the Receptionist should honor the appointment and work with the writer at the front desk while maintaining office security.)

- An emergency causes us to have to close the office unexpectedly
- You need to move an existing appointment to a different time, location, or tutor and there's no other way except to cancel the original and create a new appointment

As mentioned in the final bullet point of the list above, you can always cancel an appointment and then recreate it at a different time, at a different location, or with a different tutor if you can't figure out another way to move or modify the appointment. Before cancelling the original appointment, however, make sure you copy down all of the information in the appointment log so you can duplicate the appointment exactly. Once you cancel an appointment, all of the information for that particular appointment disappears and you can't return to it, and WCOOnline will only let you open one appointment log at a time (meaning you can't make a new appointment while looking at the information in an appointment log for an existing appointment), so it's best to just write everything down on scrap paper before cancelling the original. Then use those notes to make the new appointment.

To cancel an appointment, simply open the appointment log for that appointment and check the "Cancel this appointment" box at the bottom. Again, make sure you click "Save Changes" before closing the appointment log. The appointment will then disappear from the scheduling page.

4. Automatically Generated Emails

Anytime an appointment is made for a particular user of WCOOnline (whether the writer makes it or we make it for them), WCOOnline automatically sends that user an email confirming the appointment and containing the appointment information. A similar email is automatically generated and sent to the user whenever that user's appointment is moved or modified in any way or if the appointment is cancelled.

Keep this fact in mind because each time you resave an appointment log, you're generating a new email to the user, and these emails can be confusing or misleading, and it's a great reason to always do your best to avoid cancelling an appointment in order to recreate it with a different tutor, at a different location, or at a different time. Instead, do your best simply to modify an appointment. We don't want a writer to think we've cancelled their appointment or are arbitrarily altering their appointment against their wishes. Try to keep all modifications to a minimum. Also, it could never hurt to send a courtesy email or give a courtesy call to help clarify the situation to a writer whose appointment you have altered.

You'll also notice these automatic emails in the wcenter email inbox since the email address tied to various WCOOnline user aliases such as "Writer, Writer" are wcenter@depaul.edu. You can immediately delete these emails rather than let them clutter up our inbox. However, if you notice a problem, typo, etc. with these automatically generated emails, inform the Business Manager.

G. Manage Users

There are many reasons you might need to access information about WCOOnline users or about old appointments, and you will usually access this information using the "Manage Users" option in your WCOOnline Administrator Control Panel.

Note: Basic Administrators on WCOOnline have access to the "Manage Users" option in their Basic Admin Control Panel as well as "Manage Client Report Forms by Student/User" and "Manage Appointments by Student/User." This means that they can also do all of the following things, but they probably don't know they can do these things or how to do them. Feel free to talk them through these options.

Go to the WCOOnline Control Panel by clicking the link in the top-left corner of the page. In the Administrator Control Panel, there is a section titled “User and Account Management.” In that section, click “Manage Users.” You can then search for any user currently registered with WCOOnline by:

- Manually scrolling through the pages of users (not recommended)
- Sorting the users by last initial by clicking on the appropriate letter
- Searching by the user’s first name and/or last name

1. Accessing a User’s Profile

To get a user’s profile information, including contact information, it’s easiest to click on that user’s appointment. The third box from the top of the appointment log is titled “Will be reserved for,” and it supplies the user’s name, phone number, and email address. Beside the person’s name is a link titled “View profile.” Clicking that will take you to the user’s profile.

However, you can also go to Control Panel > Manage Users, and find the user you need. You can then also see the user’s phone number, email address, and class standing, if applicable. In the “Profile” column, click “Edit” to view that user’s profile as well. Technically, this allows you to edit a user’s profile, but it’s another useful way to see someone’s complete profile for our purposes.

You should never edit another user’s WCOOnline profile.

2. Modifying a Tutor Log

To access an old tutor log for viewing purposes, it’s easiest to click on any appointment for that user on the WCOOnline scheduling page. The fourth box from the top of the appointment log will be titled “Administrator Only.” In that box there will be a field labeled “Client Report Forms: View Existing Forms.” Clicking that link will open a new window that lists all of the tutor logs in the system for that user. This function, however, only allows you to *view* past tutor logs.

Once a tutor log has been saved, it *can* be accessed and *modified*. You can use the following steps to look up past tutor logs if you just need to view them and get information or if you need to access a past tutor log in order to edit it. Go to Control Panel > Manage Users. When you find the user you need, go to the “Report Forms” column, and click “View.” This will open a window titled “Manage Tutor Log Forms.”

Note: There is an alternate way you can get to this page. Go to the Control Panel, and on the Administrator Control Panel, in the section titled “Reports and Forms Management,” you can click “Manage Client Report Forms by Student/User.” In the new window that appears, select the user from the drop-down menu and click “Select.”

In the window that is now open, reservations are listed in chronological order, meaning the most recent are listed last. In the “View/Edit” column, click “View/Edit” for the log you need to modify. A new window will not open. Instead, the log you need will appear at the bottom of the current window. Make the changes as needed, and click “Save Changes” before closing the window.

3. Resetting a User Password

Sometimes, users will forget their passwords and need us to reset it for them. At the bottom of the login page of WCOOnline, there is a link that is labeled “Trouble logging in? Click here to retrieve your password.” A user can click that link and enter their email in order to have their password automatically reset to a randomly generated one, which is automatically emailed to the user. If a user contacts us about their password, it’s best to direct them to this link in the spirit of self-sufficiency. However, it’s also important to know how to reset a password if we need to.

One option is to simply look up the user's email address and use the link mentioned above by entering their email address for them, which will automatically generate a random password that is emailed to them.

Another option, however, is as follows. Go to Control Panel > Manage Users. When you find the user you need, go to the "Password" column and click "Reset." In the new window, you'll see a field labeled "Please enter the new password." When resetting passwords, it's best to just make the user's password the word "password," so in the empty field, enter "password," and click "Save." Make sure that the "Notify user that password has been changed" box is checked. This will generate an email to that user, and the email will give them the password you entered into the empty field.

H. No-Call-No-Shows (NCNS's)

1. Recording a No-Call-No-Show (NCNS)

A No-Call-No-Show (NCNS) occurs when a writer has an appointment scheduled in advance but fails to show up to the appointment or contact the office to either cancel the appointment or notify us that he or she will be late. You cannot mark an appointment as an NCNS until all of the following have happened:

- The first ten minutes of the scheduled appointment has passed
- The writer has not shown up for the appointment
- The writer has not contacted us in any way to cancel the appointment or to inform us that he or she will be late

This means that if a writer contacts us before the first ten minutes are up, we can't mark it as an NCNS no matter what. Even if a writer calls us to say they're running late and they never show up, this is technically not an NCNS.

Please note that "Writer, Writer" appointments should never be marked as NCNS on WOnline. In the case of an appointment made using "Writer, Writer" or one of our other WOnline user aliases, simply cancel the appointment and add the writer's name and appointment information to the list of repeat NCNS offenders on the OM/Receptionist Group Page Discussion Board on the Writing Center's Blackboard page.

Technically, the tutor is responsible for marking appointments as NCNS's, but you also need to be aware of these situations and make sure the tutor marks it. To mark an appointment as an NCNS, open the appointment log on the scheduler page. The fourth box from the top of the appointment log will be titled "Administrator Only – Was this appointment missed?" Check the box beside that field, and as always when modifying an existing appointment, remember to click "Save Changes" at the bottom of the log before closing it.

Once an appointment has been marked as NCNS, the information is still recorded in the system, but it disappears from the scheduling page, opening that timeslot to other potential appointments.

Writers who schedule appointments but fail to show up to them or don't have the courtesy to cancel them are exploiting our services and preventing us from helping others who truly desire to work with us. Our policies state that after a writer has had three NCNS's in one term, he or she will be prohibited from scheduling any appointments in advance and will only be able to have appointments at the Writing Center on a walk-in basis for the remainder of the term. It is vital that Receptionists and tutors keep track of NCNS's on WOnline because the system tracks these writers only when you click the NCNS button on the appointment log. After the system records three of these appointments, it will automatically ban that user from scheduling any more appointments.

Such writers could contact us and ask that we schedule an appointment for them. For this reason, we need to maintain a list of NCNS appointments on our own as well. All Receptionists are given access to the Receptionist Group on the Writing Center's Blackboard page (<https://oll.depaul.edu/>). After logging in and

going to the Writing Center's page (be sure you're on the page for the Writing Center and not the Writing Center course), go to "Groups" **OR** go to "Communication" > "Group Pages." One of the Group Pages is "OM's/Receptionists." Click on that group, and then click on "Group Discussion Board." One of the forums is titled "Repeat NCNS Offenders."

Look for a thread containing the name of your NCNS writer. If you find it, add a reply to that thread to help us keep a count of the number of NCNS appointments that writer has had. If you don't see your writer's name, add a new thread. For simplicity, there should only be one thread per writer, and each thread should only contain references to one particular writer, meaning that we want all of an individual's information contained in the same thread so we only have to look in one place.

The subject of your thread or reply should have the writer's name and the date of the NCNS. In the content area, include that information also, along with the start and end times of the appointment, the tutor involved, and the campus location.

Note on Blackboard: All Receptionists should check the Writing Center's Blackboard page daily, and this includes checking the Discussion Board and the OM's/Receptionists Group Page and Group Discussion Board.

2. Undoing a No-Call-No-Show (NCNS)

Occasionally, you might mark an appointment as an NCNS in error and need to unmark it or erase that NCNS from that user's record. Go to Control Panel > Manage Users. When you find the user you need, go to the "Reservations" column, and click "View." This will open a window titled "Manage Appointments by Student/Client."

Note: There is an alternate way you can get to this page. Go to the Control Panel, and on the Administrator Control Panel, in the section titled "Reports and Forms Management," you can click "Manage Appointments by Student/User." In the new window that appears, select the user from the drop-down menu and click "Select."

In the window that is now open, reservations are listed in reverse-chronological order, meaning the most recent are listed first. You'll notice that, in the "Date" column, appointments marked as NCNS are listed in red and have "(NS)" below the date. Scroll down to the appropriate reservation and click "Modify." This will reopen the appointment log for that appointment. The fourth box from the top of the appointment log will be titled "Administrator Only – Was this appointment missed?" You'll notice that the box is checked. Uncheck the box, and as always when modifying an existing appointment, remember to click "Save Changes" at the bottom of the log before closing it.

You'll notice that in the list of appointments in the "Manage Appointments by Student/Client" window, the appointment no longer appears in red and is no longer marked with "(NS)."

This change is for our own record-keeping purposes. Unfortunately, once you mark an appointment as NCNS it will still go towards the three NCNS appointments that will automatically prohibit users from making appointments on their own. This means that if someone has two real NCNS's and one accidental one that we took back because it was a mistake, WOnline will still automatically revoke his or her privileges to make appointments on his or her own.

3. Resetting a Writer's Appointment Permissions

Our policies state that after a writer has had three NCNS's in *one term*, he or she will be prohibited from scheduling any appointments in advance and will only be able to have appointments at the Writing Center on a walk-in basis *for the remainder of the term*. After the system records three NCNS appointments, it will ban that user from scheduling any more appointments indefinitely. For this reason, we need to reset everyone's appointment permissions at the end of each term. This is another reason we need our own list of writers who have NCNS appointments so we can easily know whose permissions need to be reset. Use the list we've made on the OM's/Receptionist Group Page Discussion Board for Repeat NCNS Offenders.

Go to Control Panel > Manage Users, and find each user who has had any NCNS appointments. In the “Permissions” column, click “Edit.” Scroll to the bottom of the list of resources that appears. The bottom line will be blank beside a check box. Check that box to either check all other check boxes or to uncheck all other check boxes. Check it so that all other check boxes are selected (have checks in them). This gives this particular user the ability to schedule appointments with each of these resources on his or her own.

However, we never want any WOnline user to be able to schedule appointments on their own with any Suburban Campus Writing Group Leader or with a Writing Fellow. For this reason, look for any resources in the list whose name begins with either “O’Hare,” “Oak Forest,” or “Naperville” (these are the SCWG Leaders), and uncheck those check boxes. Next, look for any resources in the list whose name begins with “WF” (these are Writing Fellows), and uncheck those check boxes.

Now this particular user has privileges to schedule appointments on his or her own with any Writing Center Tutor but not with a SCWG Leader or with a Writing Fellow. Click “Save” when you’re done.

On occasion, you might have to also reset someone’s permissions in the middle of a term because an appointment was accidentally or incorrectly marked as an NCNS. Even if you go back and modify an appointment to unmark it as an NCNS, the system still adds the appointment to the tally of three appointments that will automatically revoke someone’s appointment-making privileges. If a writer contacts us asking for us to reset his or her permissions, check the “Repeat NCNS Offenders” Discussion Board on the OM’s/Receptionists Group Page on the Writing Center’s Blackboard page to see how many times the writer has had an NCNS appointment. You can also go to Control Panel > Manage Users > View Reservations to see how many NCNS appointments that writer has had. Again, this is why it’s important to keep an accurate list both on Blackboard and on WOnline by undoing accidental NCNS’s.

If it seems that this writer’s privileges shouldn’t have been revoked, reset his or her permissions.

I. Use Blackout Times

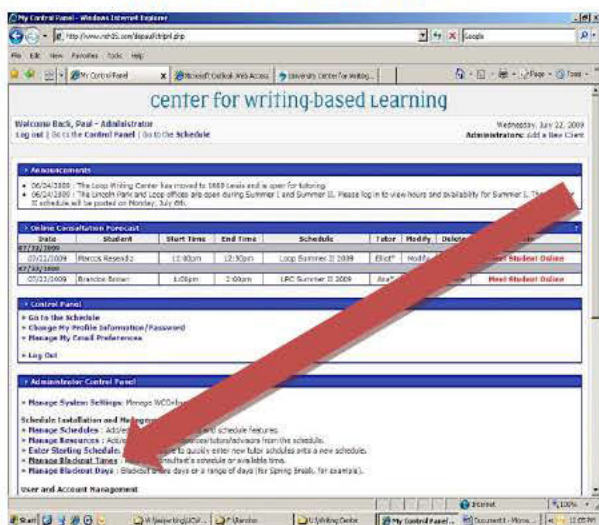
1. Overview

Blackout times are the spaces on WOnline during which a tutor is not actually on the schedule. For instance, if Mike is on the schedule to tutor from 10am to 3pm, all of the space after 3pm is blackout time. We also use blackout time to indicate portions of a writing center tutor’s shift during which the tutor is unavailable to tutor because of non-tutoring activities. These include breaks, in-class presentations, training, meetings, and other special projects that take place during a writing center tutor’s shift.

In the past, we blocked people off the schedule for non-tutoring activities using various WOnline user aliases that were similar to the FBE, Quick Question, and Writer Writer aliases. From now on, however, tutors will be “blackout” rather than “blocked off” for any of these times.

This means that, instead of scheduling a tutor for an appointment with a writer named “Break Break,” the Receptionist/OM will simply insert a half hour of blackout time into the tutor’s schedule.

2. To Insert Blackout Time



After logging into WOnline, go to the Control Panel. There will be a list titled “Administrator Control Panel,” which only appears for WOnline users who are Administrators. In this list, under “Schedule Installation and Management,” there will be an option titled “Manage Blackout Times.”

This link will bring you to the blackout times schedule. These schedules function in the same way as the normal WOnline schedules, except that you make “appointments” for the blackout times, and these appointments can be infinitely long.

A blackout time schedule exists for every normal WOnline schedule. This means that the Loop Autumn 2010 schedule has its own blackout time schedule, and the LPC Autumn 2010 schedule has a separate blackout times schedule corresponding to it, so make sure you’re looking at the appropriate blackout

times schedule.

You’ll notice that the blackout times schedules are much longer than regular schedules because they list every single tutor who is currently employed on every day, rather than simply listing only the tutors who are scheduled to work on that particular day. Do not be confused by this.

Click on the blackout time to pull up an appointment log. You can shorten or extend the blackout time in the same way you would shorten or extend a regular appointment. For instance, if Laura is working from 11am to 5pm, but you want to shorten her working shift to have it start at 12pm, follow these steps:

- There will be blackout time beside Laura’s name from 10am to 11am (and from 5pm to 8pm).
- Click on this blackout time that runs from 10am to 11am to pull up its appointment log.
- Its start time will be 10am and its end time will be 11am.
- Change the end time of this blackout time appointment to 12pm and click on “Save Changes.”
- This will result in extending Laura’s blackout time, thus shortening her shift.

On the blackout times schedule, you can also click on any existing white space to make a blackout time appointment. You can insert notes into the “Notes” section at the bottom of the appointment log, and these notes will be accessible from the regular WOnline schedule. For instance, when we black someone out for a break, we give them a half hour of blackout time with the word “Break” in the “Notes” section. These notes also help tutors differentiate between blackout times during which they are not working and blackout times during which they are working but are “blackout” for a non-tutoring activity such as a break, a meeting, a presentation, etc.

You’ll notice that blackout times can be segmented in half-hour pieces. To completely remove a tutor from the day’s regular WOnline schedule, fill that tutor’s entire day with one completely unbroken piece of blackout time from 10am to 8pm (or whenever that day ends). This will remove them from the day’s regular schedule. However, only do this if they are not working at all that day. If a tutor is working but needs to be blacked out all day for various non-tutoring activities (which is highly unlikely), the blackout time needs to be segmented into sections marking each of these different activities and separate sections for time spent working and time spent not actually working. Otherwise, that tutor will vanish from the regular WOnline schedule for that day, and we do not want this to happen if that tutor is actually working.

You can also modify the start or end times or Notes of existing blackout times from the regular WOnline schedule. For instance, if Mark is already blacked out for a break from 12pm to 12:30pm, but you need to move

it to another open time slot, you can do so from the regular WOnline schedule. Simply click on the blackout time and change the start and end time as necessary. You could also do this to access existing blackout time to add or change a note in the Notes section or to extend or shorten a person's shift.

Note: Any WOnline user can click on existing blackout time to see its appointment log, so be careful with the information you enter in the "Notes" section of the appointment log for blackout times. For instance, if you black out a tutor for an hour to go to a meeting, don't write in the "Notes" section, "Mark's going to another friggin' meeting" because that note will be visible to any WOnline user, meaning anyone who has registered for WOnline. Keep these notes short, precise, and professional.

J. Use the Waiting List

Each day appears on the WOnline schedule in its own box. Below the box for each day, there is a link titled "Is the time that you want already reserved on this day? Click here to sign up to be notified of an opening in the schedule!" If a user can't find an available timeslot that he or she desires for a particular day, the user can click on that link to open up a window titled "Add to Waiting List." Users can then click the button labeled "Add to Waiting List" at the bottom of that window. This will add their email address to the waiting list for that particular day.

Every time any timeslot on that day on that WOnline schedule opens up, that user will then receive an email notifying them of the opening. It will still be the responsibility of the writer to then schedule their own appointment.

To remove themselves from that waiting list, the user can simply click the same link below that day. This will open up the window titled "Add to Waiting List." The button at the bottom of the window, however, will now read "Remove from Waiting List." Clicking this button will remove that user from the waiting list.

We are not able to add people to the waiting list for them. The individual user who is logged onto WOnline is the only person who can add himself or herself to the waiting list. However, it's important to know how to use this so you can show others or walk them through it.

We can, however, remove people from the waiting list. Beside the waiting list link, WOnline Administrators will see a link labeled "Administrators – View Waiting List." Click this link to see the complete waiting list for the day. If a user would like to be removed from the list, click this link to open the waiting list. Beside each name that appears on the list is an option to delete that user. Click the "x" in the "Delete" column beside the email address of the person who would like to be removed from the waiting list. The list will update immediately. Close the window when you're done.

K. Change WOnline Announcements

Announcements appear on the login page of WOnline and at the top of the Control Panel for all users, resources, and administrators. For the most part, it will be the responsibility of the Office Managers to keep these announcements updated, but they may sometimes need your help in changing them, and it's simply a good thing for you to know. Whenever we diverge from our regularly scheduled hours, we need to update our WOnline announcements.

To change the announcements, go to the Control Panel. In the Administrator Control Panel, there is a section titled "System Functions." In that section, click on "Manage Announcements."

To edit an existing announcement, click the "Edit" button beside that announcement, make the necessary changes, and then click "Edit announcement" at the bottom of the page.

To delete an announcement, click the "Delete" button beside that announcement.

To enter a new announcement, enter your announcement text into the blank text box and then click “Add Announcement” at the bottom of the page.

L. WOnline for Outposts, Writing Fellows, and SCWG Leaders

In the past, WOnline was primarily for the Writing Center. Each term, we have a new schedule for our Lincoln Park Campus (LPC) office and a new schedule for our Loop Campus office. These schedules are labeled in the following format: [Campus] [Term] [Year] or, as an example, LPC Autumn 2010.

We have now begun including on WOnline work with writers not conducted in the Writing Center. This allows us to be aware of the other work that is going on, to include this other work in our statistics, and to have tutor logs for this work. It is important that Receptionists are aware of and understand these changes. The recent changes are:

- Including Outpost tutorials on our Writing Center WOnline schedules
- Tracking Writing Fellows’ work on their own WOnline schedule
- Tracking Suburban Campus Writing Group meetings on their own WOnline schedule

1. Outpost Tutorials on the Writing Center’s WOnline Schedules

For a few days each week, a few Writing Center Tutors are scheduled to staff one of our Writing Center outposts at either campus. During this time, they will still appear as resources on the appropriate Writing Center campus schedule on WOnline, but their time spent working at an outpost will be blocked off with alias appointments under the name “Outpost, Outpost.” This is to ensure that no random writers schedule appointments with our “outpostians” when they’re not actually in the office.

If a person visits an outpost and wants to work with a tutor there, that tutor then cancels the “Outpost, Outpost” appointment and will replace it with an appointment in that writer’s name after registering the writer for WOnline if he or she isn’t already registered. At the end of the tutorial, the tutor will enter a tutor log in the same manner as if the appointment was actually at the Writing Center.

At the end of each half-hour period, if no writer has come by, the tutor should cancel his or her leftover “Outpost, Outpost” appointments.

2. The Writing Fellows’ WOnline Schedule

In addition to the two Writing Center schedules that we will have on WOnline each term, we will also have a Writing Fellows schedule for each term. This schedule will be formatted so that only WOnline Basic or Full Administrators (meaning only UCWbL employees) can create, modify, or cancel appointments with the resources listed on this schedule (the Writing Fellows). Users will, however, be able to view the schedule and their individual appointment information.

The resources will all have “WF” entered at the beginning of their names on the Writing Fellows schedule to help us distinguish these resources from Writing Center Tutors in the system.

Writing Fellows will collect drafts of a paper from their students. They will then, on their own time, read the drafts and write comments on those drafts. Each time a Writing Fellow finishes reading and commenting on a draft, he or she will record that time by entering an hour-long appointment on that date on the Writing Fellows schedule. (The time for which that appointment is entered doesn’t really matter. The concern is recording the amount of time spent working rather than the exact time at which the work was conducted.) The appointment will be made in the WOnline user alias of “Fellow Comments” and will function similarly to an FBE appointment on WOnline. In the “Notes” section of the appointment log, the Writing Fellow will record the student’s name and either “Paper 1” or “Paper 2” since Writing Fellows work with all of their students on two papers per term.

More relevant to your duties as a Receptionist is the second stage of this process: consultations. After returning their comments back to their students, Writing Fellows will pass out a sign-up sheet and have all of their students sign up for consultations at a predetermined location. It will be the Writing Fellow's job to collect this information and to use WOnline's Writing Fellows schedule to schedule half-hour appointments with all of his or her students on the days and times for which they signed up. In the "Notes" section of each appointment log, the Writing Fellow will indicate either "Paper 1" or "Paper 2" since Writing Fellows work with all of their students on two papers per term. They will also insert a reminder of the location of each meeting in the "Notes" section of each appointment log.

Because the Writing Fellow will be creating appointments for all of his or her students, it will be necessary to ensure that all of that Fellow's students are already registered for WOnline before this stage in the process. At the beginning of the term, the Writing Fellow will hand out paper versions of the WOnline registration form. He or she will then collect that information and enter it into the system, registering all of his or her students. Writing Fellows might come by the office looking for paper copies of these forms, so be prepared to assist them.

After each consultation, it will be the responsibility of the Writing Fellow to enter tutor logs for those consultations. All tutor logs entered for consultations between Writing Fellows and their students must begin with the statement: "This was a Writing Fellows consultation." It will also be the responsibility of the Writing Fellow to mark consultations as no-call-no-shows as needed and to follow up with that student, inform the student's instructor, etc.

This information is important because Receptionists will need to know how to use WOnline to track the work of Writing Fellows. We may need to track down a Writing Fellow, or a student may contact us and want to know where and when his or her consultation is with his or her Writing Fellow.

A student might also contact us wishing to cancel or reschedule the consultation. In such cases, have the student contact his or her Writing Fellow directly since we can't reschedule without first knowing if the suggested change works for the Writing Fellow as well.

We should also be aware that, although WOnline will prevent users (non-Administrators) from creating or modifying consultation appointments with their Writing Fellows, there is no way to make it so that students are unable to cancel these appointments. While we should not inform students that they have this ability, we should still be aware of that fact in case they discover this ability and start cancelling appointments on the WOnline Writing Fellows schedule without informing anyone.

3. The SCWG WOnline Schedule

In addition to the two Writing Center schedules that we will have on WOnline each term, we will also have a Suburban Campus Writing Groups schedule for each term. This schedule will be formatted so that only WOnline Basic or Full Administrators (meaning only UCWbL employees) can create, modify, or cancel appointments with the resources listed on this schedule (the SCWG Leaders). Users will, however, be able to view the schedule and their individual appointment information.

The resources will all have the name of the suburban campus they are working entered at the beginning of their names on the SCWG schedule to help us distinguish these resources from Writing Center Tutors in the system. It will also help us and WOnline users to tell where each group leader is working. The primary purpose of this schedule is to show users interested in the SCWG's who is working, where, and at what times each week so they can attend a meeting. It also, though, helps us with general record-keeping.

Typically, these group meetings run from 10am to 11:30am on Saturdays, and this 90-minute period is divided into 10-minute increments on the SCWG schedule on WOnline. At the end of a SCWG meeting, the group leaders will make sure that everyone who attended the meeting is registered for WOnline. If necessary, group leaders can bring paper versions of the WOnline registration form and have their attendees complete them, so

that the group leaders can then enter the information for them, registering each of their attendees. SCWG Leaders might come by the office looking for paper copies of these forms, so be prepared to assist them.

Leaders will then create a ten-minute appointment for each individual who attended the meeting. On this schedule, we assume that every individual listed attended the entire meeting for the full ninety minutes. This set-up allows for us to record up to nine attendees per group leader, which should be more than enough. For each appointment, the group leader should enter a tutor log concerning the overall group meeting, and these can be duplicated for all those who attended. All tutor logs entered for these meetings must begin with the statement: "This was a Suburban Campus Writing Group meeting at the [O'Hare/Oak Forest/Naperville] Campus."

This means that, if there are four 10-minute appointments for the resource named "Oak Forest: Bernie" on Saturday, August 14, then four people attended the 90-minute group meeting led by Bernie at Oak Forest on that day.

This information is important because Receptionists will need to know how to use WOnline to track the work of SCWG Leaders. We may need to track down a SCWG Leader, or a writer may contact us and want to know where and when a particular writing group meeting will be taking place.

We should also be aware that, although WOnline will prevent general users (non-Administrators) from creating or modifying consultation appointments with their SCWG Leaders, there is no way to make it so that students are unable to cancel these appointments. While we should not inform writers that they have this ability, we should still be aware of that fact in case they discover this ability and start cancelling appointments on the WOnline SCWG schedule. This is unlikely since these appointments won't be entered into WOnline until the meeting is taking place or has taken place, but it's still something of which we should be aware.

M. WOnline Emergency Outage Protocol

In the event of a prolonged service interruption to WOnline (i.e. one lasting more than five minutes and not limited to a single computer), the following instructions should be followed to alert students to the problem.

- 1) 
- 2) If neither Mark nor Zac respond to any of these attempts, consult the staff schedule forms for the current term to see if either of them are in a class or tied up with another obligation. If the schedule indicates that neither of them are going to be available for more than fifteen minutes, or if they do not contact the office within ten minutes of step 1, proceed to step 3.
- 3) Call the Rich Co. at 888.348.6182 to see what the problem is. If they say that the problem will take more than ten minutes to resolve, or if they can't be reached, proceed to step 4. Also let Liz know – ESPECIALLY if: a) you cannot reach Mark or Zac, b) there is no answer when you call the phone number, c) if the phone answer is a recorded message, d) any or all of the above. Email Liz and tell her what the conditions are, and CC: Mark and Zac. If necessary, Liz will email Richard Hay.
- 4) Liz has been trained to perform the web page swap that needs to be carried out in this situation. If neither Mark nor Zac can be reached, call LPC (if not already there) and find Liz. That person should then proceed to McGaw 200 and follow the instructions they were given (these are available as "2008 Web Page Swap Instructions,"  Jessica Block should also be contacted.
- 5) When the web page has been switched, the LPC receptionist should periodically check the WOnline page to find out when service has returned. When the web page comes back up, s/he needs to call the

Rich Co. at 888.348.6182 to verify that the service has been restored for good and the site won't crash again shortly. If the problem is resolved, s/he may proceed to McGaw 200 and switch the pages back, following the appropriate instructions on the sheet mentioned above.

- 6) If the person who switched the webpage has to leave the office before service is restored, s/he must inform one of the other trained staffers that s/he is leaving. The remaining worker must then monitor the website periodically to identify when service has returned, call the Rich Co. to verify, and proceed to McGaw 200 to put the original WOnline page back up (according to the aforementioned instructions).
- 7) The following people need to be kept informed when this situation arises, as the situation progresses, and when everything is resolved:
 - Liz Coughlin -Jessica Block
 - Mark Jacobs -Paul Blom

Appendix 5: FBE's

A. Overview

Feedback-by-Email papers (FBE's) are sent from the web form on our site to our email, where they are automatically routed to the "Emailed Papers" subfolder under "Web Site Mail" in the Cabinet. You should always assign FBE's in the order in which they were submitted.

Sometimes, people will email us directly, with a paper attached, requesting feedback. It is our policy to respond by asking them to use the form on our website. Sometimes, people email us directly due to a problem with that website form. If they continue to experience problems using our form after a few failed submissions, we will email them and allow them to email us their paper directly, but always with the reminder that, in the future, they should continue to use our form first.

We have a number of boilerplate responses regarding these and other various FBE situations, all of which can be found on the W:\ drive at: [REDACTED]
Please review these boilerplate texts as they will answer many frequently asked questions regarding FBE's.

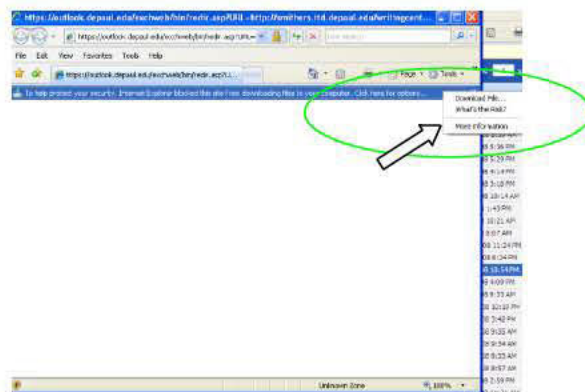
If someone submits an FBE that is due before our stated turnaround time, we will still do our best to accommodate this FBE.

If it ever looks as though we will not be able to respond to an FBE before it is due, we email the writer to inform the writer of the situation as a courtesy (see FBE Boilerplates on the W:\ drive). We should go ahead and assign the FBE on the assumption that the writer will still want feedback even after the paper is due. If the writer responds that he or she no longer needs feedback, we can simply cancel the FBE. It is easier to cancel an FBE than to wait for the writer's response and try to schedule one at the last minute.

B. Assigning and Sending an FBE

1. This is what you do:

- Open the web generated email by selecting "Cabinet" → "Web Site Mail" → "Emailed Papers" on the wcenter account.
- Review writer info and the assignment topic and requirements; assign the appropriate FBE tutor by making an hour-long appointment in WOnline using the user alias "FBE."
 - In the appointment notes section, list the writer's name.
- Click on the file link and then click "Save" in the dialog box, NOT "Open" (note: if you are using Microsoft IE you may have to allow the file download by clicking on a banner alert in the browser).
- Sometimes, the system might not respond, in which case you can try to copy the file link and paste it in the address bar of a new internet browser window. This will sometimes resolve the problem.
- Save the file in this folder: V [REDACTED]
 - Use the following file name format: "Writer's Last Name, First Name; Tutor Name; Date and Time"



- e.g. “Smith, Jane; Jim; 3-28 11AM”
- Remember to never save documents with a period in the file name.
- Open the document and copy and paste content from the web generated email into the beginning of the document.
 - Save and close the document once you have done this.
- Move the original email from the “Cabinet” → “Web Site Mail” → “Emailed Papers” on the wcenter account to “Cabinet” → “Web Site Mail” → “Emailed Papers” → “Original Email Request.” This means that the emails in the top-level folder labeled “Emailed Papers” are FBE’s that haven’t yet been assigned. This kind of organization makes it easier for all of the Receptionists.
- Add this FBE to your to-do list.
- Remind the tutor of his or her FBE a few minutes before it is scheduled to begin.

2. The Writing Center Tutor will do the following:

- See that they have an FBE appointment by looking at their WCenter schedule.
- Go to the appropriate folder [REDACTED] the usual FBE evaluation, then save and close the file.
- ***Notify you that they have completed the evaluation!!!*** Tutors sometimes forget this step so it might be necessary to follow up with the tutors as their work on the FBE progresses.

3. You will then do the following:

- Find the website generated email from the tutee (Remember that you already moved it to “Original Email Request”), and then hit “Reply.”
- Open the file and make sure that comments are visible, appropriate, and sufficient. If necessary, have the tutor redo or revise his or her work until it’s satisfactory.
- Close the file.
- Attach the file to your reply email!
- Insert into the email the boilerplate text found in the FBE folder, changing appropriate fields. The boilerplate document is named “OM FBE Reply Boilerplate.”
- In the subject line of the email, add the writer’s name so we can easily track this email in our own archives.
- Send email, copying it to wcenter@depaul.edu.
- You will receive a copy of the email in the outlook inbox. Move that email to “Cabinet” → “Web Site Mail” → “Emailed Papers” → “FBE Responses from WC.” Remember to mark it unread since it does not need anyone’s attention.
- In the FBE folder on the W:\ drive, we have a folder for completed FBE papers for each term. You will see one for the current term. Move the completed FBE file into that archive folder.
- Notify tutor of follow-up emails and schedule FBE follow-up appointments as necessary.

Appendix 6: Quick Questions

A. Overview

Quick Questions (QQ's) are sent from the web form on our site to our email, where they are automatically routed to the "Quick Question" subfolder under "Web Site Mail" in the Cabinet. Occasionally, someone will write us directly; in that case, we usually move the email to the Quick Questions subfolder, to keep track of that correspondence.

B. Assigning and Sending a Quick Question

1. This is what you do:

Receptionists can assign tutors to Quick Questions on WOnline, or if they have the time at the desk, can respond themselves.

- Open the web generated email by selecting "Cabinet" → "Web Site Mail" → "Quick Question" on the wcenter account.
- Review student info and the question; assign the appropriate QQ tutor by making an appointment in WOnline using the user alias "Quick Question."
 - In the appointment notes section, list the writer's name.
 - Allow tutors anywhere from a half hour to an hour to craft the reply, depending on the question.
- Open "Quick Question Response Form" in the Quick Questions folder on the W:\ drive
[REDACTED]
- Save a copy of that file in the Quick Questions folder [REDACTED]
 - Use the following file name format: "Writer Last Name, First Name; Tutor Name; Date and Time"
 - e.g. "Smith, Jane; Jim; 3-28 11AM"
 - Remember to never save documents with a period in the file name.
- Copy and paste *all* of the information from the original Quick Question email into this new file you've made, under the section labeled "Your Question."
 - Save and close the document once you have done this.
- Move the original email from the "Cabinet" → "Web Site Mail" → "Quick Question" on the wcenter account to "Cabinet" → "Web Site Mail" → "Quick Question" → "Original Quick Question." This means that the emails in the top-level folder labeled "Quick Question" are QQ's that haven't yet been assigned. This kind of organization makes it easier for all of the Receptionists.
- Add this QQ to your to-do list.
- Remind the tutor of his or her Quick Question a few minutes before it is scheduled to begin.

2. The Writing Center Tutor will do the following:

- See that they have a Quick Question appointment by looking at their WOnline schedule.
- Go to the appropriate folder [REDACTED] insert a response into the document, then save and close the file.

- ***Notify you that they have completed the evaluation!!!*** Tutors sometimes forget this step, so it may be necessary to follow up with the tutors as their work on the QQ progresses.

3. You will then do the following:

- Find the website generated email from the tutee, and then hit “Reply.” (Remember, you already moved this email to the “Original Quick Question” subfolder.) You may have to copy and paste the tutee’s email address into the “To” box even though you hit “Reply.”
- Open the file and make sure that the tutor’s answers and links are visible, appropriate, and sufficient. If necessary, have the tutor redo or revise his or her work until it’s satisfactory.
- Close the file. Attach the file to your reply email!
- Insert into the email the boilerplate text found in the Quick Questions folder, changing appropriate fields. The boilerplate document is named “OM QQ Boilerplate Text for Email.”
- In the subject line of the email, add the writer’s name so we can easily track this email in our own archives.
- Send email, copying it to wcenter@depaul.edu.
- You will receive a copy of the email in the outlook inbox. Move that email to “Cabinet” → “Web Site Mail” → “Quick Question” → “Quick Question Responses.” Remember to mark it unread since it does not need anyone’s attention.
- You might also receive a copy of the response email in the outlook “Quick Questions” subfolder. If so, move that email to “Cabinet” → “Web Site Mail” → “Quick Question” → “Quick Question Responses.” Remember to mark it unread since it does not need anyone’s attention.
- In the Quick Questions folder on the W:\ drive, we have a folder for completed Quick Questions for each term. You will see one for the current term. Move the completed Quick Question file into that archive folder.
- Notify tutor of follow-up emails and schedule Quick Question follow-up appointments as necessary

Appendix 7: Office Phone and Voice Mail

When you answer the phone, your greeting should express the location the person has called, your name, and a willingness to help. Your greeting should be some variation of: “Lincoln Park Writing Center, this is John. How can I help you?”

A. Calling a DePaul Extension

If you’re calling a DePaul phone from another DePaul phone, you can just use the DePaul extension for the phone you’re calling, which consists of the last 5 digits of that phone number. For instance, the phone number for LPC Public Safety is 773.325.7777. To call LPC Public Safety from another DePaul phone, then, you just have to dial the last 5 digits: 57777.

Commonly used phone numbers should be listed near every office phone and are listed at the front of this Receptionist handbook and at the front of the UCWbL handbook. You can also access DePaul phone numbers by looking them up through the Outlook address book, searching the DePaul website, or finding the number in the DePaul Directory, which should be stored near the front desk.

B. Calling an Outside Line

To call an outside line, dial 9, followed by 1, followed by the area code and the 7-digit phone number.

C. Putting Someone on Hold

The phone has a “Hold” button at the top left. During a call, you can hit this button to place someone on hold. And yes, they will hear typical “Hold” elevator music as they wait. To stop holding, hit the “Hold” button again. Although you should never simply hang up on someone, it’s worth noting that you can’t end a call until you first stop holding.

D. Using Call Waiting

If you are on the phone with a caller, and someone else calls in, you will hear a brief tone to indicate that someone else is calling. If you need to switch lines, put the first caller on hold. In the digital menu screen, you will see the numbers listed for all of the callers, with phone icons beside each number. Press the button beside the number for the second caller to receive their call. You can continue to switch back and forth using this process.

E. Transferring a Call

To transfer a call: When you’re on the line with a caller, you will see in the small digital window an option at the bottom that says “Transfer.” It should be along the bottom of the window, the second option from the left. Hitting the button directly below that option puts the caller on hold. The digital menu will then prompt you to dial the number to which you want to transfer the caller. After you dial in the number, an option will appear at the bottom left corner of the digital menu that says “Connect.” Pressing the button directly below that option will connect your caller to that number, and you can hang up.

F. Checking the Voice Mail

To check the voice mail: If you have a voice mail, the red indicator light on the phone should flash. This light, however, cannot always be trusted, so at the beginning of each shift, you should check the voice mail no matter what. To check the voice mail, [REDACTED] Our voicemail password [REDACTED] In case the automated message asks you to enter your mailbox number, enter the 5-digit DePaul extension for that phone (x26726 for the Loop and x54272 for LPC). Then follow the automated instructions to check your voice mails.

There should always only be new voice mails in our system. As you listen to a voice mail, write down all of the information and delete the voice mail once you've gotten all the information you need. You should take care of these matters immediately either by handling them yourself or contacting the appropriate person and informing them of the situation. If a writing center visitor has called our office, you should call them back immediately to handle their request. With this system, Receptionists should handle all voice mails immediately, and so there should be no need to save old voice mails in the system except in extenuating circumstances.

You can also actually check the office voice mail from *any* other phone. Dial 1.312.362.5000. The automated menu will ask you to dial the number of the person you're calling or, to access your mailbox, press pound (#). Press pound and enter the extension for the office phone's voice mail you're trying to access (LPC: 5-4272; Loop: 2-6726). This be the exact same as picking up one of our office phones and dialing [REDACTED]. When prompted for the password, enter [REDACTED] check the messages just as you would normally.

G. Changing the Office Voice Mail Greeting

For anything concerning our voice mail system, first [REDACTED] [REDACTED]. Our voicemail password [REDACTED] [REDACTED] case the automated message asks you to enter your mailbox number, enter the 5-digit DePaul extension for that phone (x26726 for the Loop and x54272 for LPC). Then follow the automated instructions to change our office phone's personal greeting: User Preferences (dial 4) > Record or Change Greetings (dial 3) > Change Your Personal Greeting (dial 1).

During each term of regular operations, the voice mail greeting message should say something like this: "Thank you for calling the [Lincoln Park/Loop] Campus office of the DePaul University Writing Center. Our current hours of operation are... For more information, please visit our website at www.depaul.edu/writing."

When the office is closed in between terms, the voice mail greeting message should say something like this: "Thank you for calling the [Lincoln Park/Loop] Campus office of the DePaul University Writing Center. We have now concluded our regular [insert the name of the term that just ended such as "autumn" or "summer session one"] operations. We will reopen for regular [insert name of next term] operations on [insert date, including day of week]. For more information, please visit our website at www.depaul.edu/writing."

Although it is the responsibility of the Office Managers to remember to change these voice mails at the beginning and end of each term, Receptionists should be comfortable recording these messages if asked to do so.

Appendix 8: Printing, Copying, Scanning, and Faxing

Each of our campus offices is equipped with an HP black-and-white laser printer. Anyone logged onto an UCWbL office computer should be connected to our network and should be able to print to one of these printers. This includes the front desk and all of the office laptops and desktop computers.

Each of our campus offices is also equipped with an HP Officejet Pro L7780 All-in-One printer, which can print in color or in black-and-white and which also copies, scans, and faxes. These printers are not available on the network but are only available for the computer to which it is directly connected. At LPC, this printer is connected directly to the front desk computer. At the Loop, this printer is connected directly to a desktop computer in the Quiet/FBE Room.

Although you can perform manual double-sided print jobs using the black-and-white printers and you can perform manual or automatic double-sided print jobs using the all-in-one printers, you should also know that McGaw 200 at LPC is equipped with a color laser printer that can quickly print large print jobs, including double-sided print jobs.

All of these printers should be used for UCWbL business only.

Please note that the only people who can use our computers or printers, other than UCWbL employees, are visitors who have appointments. If a visitor without an appointment wants to use our computers or printers, Receptionists should direct them to the computer lab in McGaw Hall (McGaw 145) or in the Lewis Center (Lewis 1420).

Receptionists should be aware that UCWbL employees who do not work at the Writing Center (Suburban Campus Writing Group Leaders, Writing Fellows, etc.) may periodically visit the center to use our space or our resources. These employees should introduce themselves to the Receptionist, and ideally, these visits would be scheduled in advance. While all UCWbL employees are always welcome to use our space and resources (printers, scanners, copiers, fax machines, computers, books, promotional materials, etc.), Writing Center appointments take priority over all other activities, meetings, etc. going on in our spaces. No other activity of the Writing Center, another UCWbL program, or the UCWbL in general should interfere with the Writing Center's tutorial sessions.

Plain white computer paper should be stocked near each of the black-and-white printers, and colored computer paper should be stocked near the front desk or in a storage area. To get more plain white computer paper, go to the LA&S Office on the 16th floor of the Lewis Center at the Loop or go to the Copy Room on the first floor of McGaw at LPC.

A. Printing on the eng-hp2300 Printers

Each campus office is equipped with an HP black-and-white laser printer.



Regular Print Jobs

To print to one of these printers:

- Select File > Print.

- From the “Name” drop-down list, select [redacted] edu for the Loop.
- Click “Print.”

If the printer is not listed in the “Name” drop-down list:

- 1) Click “Find Printer.”
- 2) In the drop-down list labeled “In:” select “dpu” instead of “Entire Directory.”
- 3) In the “Name” field, type [redacted] or the Loop and click “Find Now.”
- 4) The printer’s name will appear in a list. Select the desired printer and click “OK.”
- 5) Make sure you have selected the correct printer from the “Name” drop-down list and click “Print.”

2. Double-Sided Print Jobs

To do double-sided printing on these printers from Tray 1 (the fold-out tray):

- Place the already-printed side DOWN
- Place the BOTTOM or FOOT of the page toward the FRONT of the printer (toward YOU)

To do double-sided printing on these printers from Tray 2 (the bottom paper drawer):

- Place the already-printed side UP
- Place the TOP or HEAD of the page toward the FRONT of the printer (toward YOU)

To create a large, double-sided document on these printers:

- Print out all odd-numbered pages first.
 - Click File > Print.
 - In the “Pages” field, which appears in the “Page Range” section, insert “1, 3, 5, 7” and so on, entering every single odd-numbered page.
- Check with everyone else in the office that nobody is about to do a print job.
- After all odd-numbered pages have printed, reload those sheets of paper to print the even-numbered pages on the back of the odd-numbered pages. (See above for how to load your pages. The first page of your document should be loaded on the top, which means that you shouldn’t have to adjust the pages from how they printed out when you printed the odd-numbered pages.)
 - Click File > Print.
 - In the “Pages” field, which appears in the “Page Range” section, insert “2, 4, 6, 8” and so on, entering every single even-numbered page.
- Once all pages have printed successfully, inform the office that you’re done and that they can resume printing.

3. Printing on Letterhead

To print text on a sheet of paper with a letterhead (printing text on top of other text) from Tray 1 (the fold-out tray):

- Place the TOP or HEAD of the page into the tray first

- Place the letterhead side of the paper (the side already having text) facing UP

To print text on a sheet of paper with a letterhead (printing text on top of other text) from Tray 2 (the bottom paper drawer):

- Place the BOTTOM or FOOT of the page into the tray first
- Place the letterhead side of the paper (the side already having text) facing DOWN

B. Printing on the L7700 Series All-in-One Printer

■ Regular Print Jobs

To print to the HP Officejet, you must be on a computer directly connected to that printer, and its software must be installed on your computer. Then:

- Select File > Print.
- From the “Name” drop-down list, select [REDACTED]
- Click “Print.”

2. Double-Sided Print Jobs

To do double-sided printing on this printer from either of its paper trays (automatically):

- Select File > Print.
- Select “Properties.”
- In the new window that appears, there will be a menu on the right. One of the fields is “Print on both sides.” Select “Automatically.”
- Click “OK” to close the “Properties” window.
- Click “OK” to print the document.

To do double-sided printing on this printer from either of its paper trays (manually):

- The printer will, by default, pull paper from the top paper tray, so if you want to print text on the back of a sheet that already has text on it, be sure to load these printed pages into the top paper tray. The printer will only pull paper from the bottom paper tray if there is no paper in the top tray.
- Place the TOP or HEAD of the page in first.
- Place the FRONT or PRINTED SIDE face up in the tray.

3. Printing on Letterhead

To print text on a sheet of paper with a letterhead (printing text on top of other text) using this printer:

- Place the TOP or HEAD of the page in first.
- Place the FRONT or PRINTED SIDE face down in the tray.

C. Copying

There are two ways to make copies at the UCWbL. Each office has a copy card at the front desk, which can be used in faculty copy rooms. At LPC, the closest copy room is on the first floor of McGaw. At the Loop, the

closest copy rooms are in the LA&S Office (Lewis 1630) and in the English Language Academy (Lewis 1700). When you are done copying, be sure to press “Finished” or “Done” on the card reader so that future copy jobs are not charged to our account. Be sure to return the copy card to the front desk.

The HP Officejet Pro L7700 Series printer is also a copier. You can copy documents using either the document feeder on top of the printer or by lifting the cover on top of the printer and copying your documents on the glass.

1. Copying from the Document Feeder

To copy using the document feeder:

- Place your original in the document feeder on top of the printer.
- The TOP or PRINTED SIDE of the original should face up.
- The HEAD or TOP of the page should go into the feeder first.
- You can load a single page or multiple pages into the feeder.
- There are two “Start Copy” buttons on the printer, one for making color copies and one for making black-and-white copies. Hit the appropriate button to make a single copy of your document.
- Use the Copy Menu on the printer to reduce or enlarge your document, change the number of copies, etc. When you have made the desired customizations, press “Start Copy.”

2. Copying from the Glass Copy Pane

To copy using the glass pane:

- Lift the cover on top of the printer.
- Place your original document on the glass pane.
- The TOP or PRINTED SIDE of the original should face down or face the glass.
- The TOP-LEFT corner of your original should be placed into the BOTTOM-RIGHT corner of the glass pane. You’ll see a symbol that looks like a sheet of paper in this corner.
- Line up your original against the edges of the glass pane.
- You can make copies with the cover open, but for optimal copying, close the cover before copying.
- There are two “Start Copy” buttons on the printer, one for making color copies and one for making black-and-white copies. Press the appropriate button to make a single copy of your document.
- Use the Copy Menu on the printer to reduce or enlarge your document, change the number of copies, etc. When you have made the desired customizations, press “Start Copy.”

D. Scanning

The HP Officejet Pro L7700 Series printer is also a scanner, although the printers require that you scan documents to a memory device. A flash drive reserved for scanning documents is kept at the front desk of both offices. Before beginning any scanning job, insert this flash drive into the USB port on the front of the printer. You can scan documents using either the document feeder on top of the printer or by lifting the cover on top of the printer and scanning your documents on the glass.

1. Scanning from the Document Feeder

To scan using the document feeder:

- Place your original in the document feeder on top of the printer.
- The TOP or PRINTED SIDE of the original should face up.
- The HEAD or TOP of the page should go into the feeder first.
- You can load a single page or multiple pages into the feeder. Scanning multiple pages all at once will create a single file of multiple pages.
- Press the “Start Scan” button on the printer.
- In the Scan Menu, choose “Scan to Memory Device.”
- Press the “OK” button on the printer.
- In the Scan Menu, choose your desired document type (probably either .pdf or .jpg), and make other customizations as needed.
- When you are ready to scan, press the “Start Scan” button on the printer once more.
- A window for the flash drive should open automatically, and your document should appear as a file in that window. Move the file to your U:\ drive, to the W:\ drive, or to some other permanent location.
- Delete all scanned documents from the flash drive before returning it to the front desk.

2. Scanning from the Glass Scanning Pane

To scan using the glass pane:

- Lift the cover on top of the printer.
- Place your original document on the glass pane.
- The TOP or PRINTED SIDE of the original should face down or face the glass.
- The TOP-LEFT corner of your original should be placed into the BOTTOM-RIGHT corner of the glass pane. You’ll see a symbol that looks like a sheet of paper in this corner.
- Line up your original against the edges of the glass pane.
- You can scan a document with the cover open, but for optimal scanning, close the cover before copying.
- Press the “Start Scan” button on the printer.
- In the Scan Menu, choose “Scan to Memory Device.”
- Press the “OK” button on the printer.
- In the Scan Menu, choose your desired document type (probably either .pdf or .jpg), and make other customizations as needed.
- When you are ready to scan, press the “Start Scan” button on the printer once more.
- In the Scan Menu, you will be asked if you have more pages to scan. This provides you the opportunity to create a single scanned file of multiple pages. If you have more pages, choose “Yes” or “Another page,” place the next page you want to scan on the glass pane, and press the “OK” button on the printer. Continue this process until you have no more pages to scan.
- A window for the flash drive should open automatically, and your document should appear as a file in that window. Move the file to your U:\ drive, to the W:\ drive, or to some other permanent location.
- Delete all scanned documents from the flash drive before returning it to the front desk.

E. Faxing

The HP Officejet Pro L7700 Series printer is also a fax machine, which can both send and receive faxes. If anyone needs to fax anything to our office, the numbers of our fax machines are:

- LPC: 773.325.8368
- Loop: 312.362.6748

In the event that you cannot get our fax machines to work, there is a fax machine at the Loop in the LA&S Office at Lewis 1630, and at LPC, there are fax machines in the WRD Department office and the English Department office, both of which are on the second floor of McGaw.

When entering the number of the intended recipient of your fax, remember to always dial 9 + 1 + area code + 7-digit phone number and wait for a confirmation page to print to confirm that all of the pages of your fax were sent successfully.

You can fax documents using either the document feeder on top of the printer or by lifting the cover on top of

 Always fill out this cover sheet completely and attach it to any documents you are faxing.

1. Faxing from the Document Feeder

To fax using the document feeder:

- Place your original, beginning with your fax cover sheet, in the document feeder on top of the printer.
- The TOP or PRINTED SIDE of the original should face up.
- The HEAD or TOP of the page should go into the feeder first.
- You can load a single page or multiple pages into the feeder.
- There are two “Start Fax” buttons on the printer, one for sending color faxes and one for sending black-and-white faxes. Hit the appropriate button to send your fax.
- Enter the fax number for the intended recipient of the fax. Always dial 9 + 1 + area code + 7-digit phone number for any recipient.
- When you are ready to send your fax, press the “OK” button.
- Wait for all pages of your fax to be stored and sent.
- A confirmation page should print automatically to confirm that all pages of your document were successfully sent.

2. Faxing from the Glass Faxing Pane

To fax using the glass pane:

- Lift the cover on top of the printer.
- Place the first page of your original document on the glass pane. The first page should be your fax cover sheet.
- The TOP or PRINTED SIDE of the original should face down or face the glass.
- The TOP-LEFT corner of your original should be placed into the BOTTOM-RIGHT corner of the glass pane. You’ll see a symbol that looks like a sheet of paper in this corner.

- Line up your original against the edges of the glass pane.
- You can fax a document with the cover open, but for optimal faxing, close the cover before faxing.
- There are two “Start Fax” buttons on the printer, one for sending color faxes and one for sending black-and-white faxes. Hit the appropriate button to send your fax.
- The Fax Menu will indicate that the document feeder is empty. Choose “Fax original from scanner glass” and press the “OK” button on the printer.
- Enter the fax number for the intended recipient of the fax. Always dial 9 + 1 + area code + 7-digit phone number for any recipient.
- When you are ready to send your fax, press the “OK” button.
- After the first page is stored and/or sent, in the Fax Menu, you will be asked if you have more pages to fax. If you have more pages, choose “Yes” or “Another page,” place the next page you want to fax on the glass pane, and press the “OK” button on the printer. Continue this process until you have no more pages to fax.
- Wait for all pages of your fax to be stored and sent.
- A confirmation page should print automatically to confirm that all pages of your document were successfully sent.

Appendix 9: In-Class Informational Presentations

A. Handling Presentation Requests

We offer instructors throughout DePaul the option of scheduling a 15-minute in-class presentation from the Writing Center. Professors request the presentations by completing an online form accessible on our website. The completion of this form generates an email that is automatically sent to the “Presentation Requests” subfolder in “Website Mail” in the “Cabinet” of our wcenter email account. The Business Manager is responsible for responding to and scheduling all presentation requests, so Receptionists can mostly ignore new mail in this folder.

If we receive emails directly from instructors requesting a presentation or regarding presentations in general, forward the email to the Business Manager at [REDACTED]. You should also move the original email into the “Presentation Requests” folder and mark it as unread.

If a professor calls about scheduling a presentation, direct him or her to the online form on our website for requesting an in-class informational presentation on the services we offer.

Hard-copy versions of the online request form are regularly distributed to all DePaul faculty members, and they may submit these requests to us via mail or in person. If a presentation request is submitted in hard copy, go the online form on our website and enter the information for the professor. Be sure to enter all information accurately and completely. Check the folder in our email account to make sure that your submission went through. Once you’ve verified this, you can shred the hard copy form. The Business Manager will take care of the request at this point.

B. Finding Presentation Information

Although the Business Manager responds to and assigns all presentation requests, Receptionists need to know where to find this information, especially if the employee assigned to give the presentation needs help finding it.

When the Business Manager assigns a presentation, he will move the original presentation request to a subfolder in the “Presentation Requests” folder. The subfolder is labeled “Assigned Presentations.” The Business Manager will respond to the original request with an email that is copied to the person who has been assigned the presentation. He will also copy the email and place it in the “Assigned Presentations” folder of the email “Cabinet.”

The Business Manager will also copy this email and the original presentation request together into one Microsoft Word file and save it to the W:\ drive in case presenters lose the email copied to them. Files for

[REDACTED] Presenters should print out this file for reference before their presentation.

The Business Manager will also black out the presenter on WOnline for the presentation, and in the “Notes Section” of the blackout time, he will insert the vital information regarding the presentation: the instructor’s name and class and the presentation time and location.

When the presenter returns from giving the presentation, he or she should inform the Receptionist that he or she is back. The Receptionist should then move the Word file for that presentation to the subfolder for completed presentations for the current term. This makes it easier to see what presentations still need to be done.

C. Delivering Presentations

All Receptionists, along with other selected employees, are trained to give these informational presentations by discussing presentations with the Business Manager and then by shadowing at least one presentation before giving a presentation while being shadowed by an experienced presenter.

In-class presentations afford us a key opportunity to inform writers (and instructors) across the university who we are and what we do. As a presenter, you may be the first person someone encounters from the Writing Center; therefore, it is essential that you create a positive impression that conveys to your audience that you and your colleagues are approachable, knowledgeable, and professional.

The following is a helpful set of guidelines for giving presentations. Several other useful resources can be found on the W:\ Drive at [REDACTED]

■ Logistics

- The Business Manager will coordinate with you to *schedule* presentations as requests come in. You will receive a copy of the email sent to the instructor, and all of this information will also be saved to the W:\ drive.
- When first assigned a presentation, you should review the request form to see if you are in a “smart” classroom, what the class is, and what information/requests the instructor has provided. If you are unfamiliar with the *discipline* or *requested topics*, take time to learn about them so that you can customize your presentation for your audience. The availability of a computer will also impact how you plan your presentation.
- Plan ahead to make sure you have enough Writing Center *bookmarks* to pass out in each class; you are also welcome to bring Writing Center pencils.
- Arrive a couple minutes before your scheduled presentation time to *introduce* yourself to the instructor first.
- Give your *10-15 minute* Writing Center presentation and answer any questions.

2. Presentation Outline

It's always best to make your presentation your own and to customize it as much as possible, but here are some topics and suggestions to help ensure a successful presentation.

- *Introductions:* Introduce yourself. Give your name, year, and program of study. Share something about yourself. Remember, you are an ambassador for the Writing Center, so you want to show people that the Writing Center is an inviting place to visit.
- *Interaction:* Engage with your audience by asking a question: “Has anyone been to the Writing Center before?” “What kinds of writing are you going to be doing in this class?” etc.
- *Who We Are:* Give an overview of who works at the Writing Center and what our mission and philosophy about writing are. Take this opportunity to clarify the distinction between the UCWbL and the Writing Center. This is a good opportunity to show them our staff profiles and ways to browse our tutors by areas of expertise.
- *What We Do:* Explain what types of services we offer and what a visitor can expect from a tutorial in terms of methods, approaches, and topics covered. Remember to mention face-to-face sessions, IM/webcam sessions, FBE’s, Quick Questions, our outposts, and the Suburban Campus Writing Groups.
- *The How-To's:* Outline how to make an appointment (especially how to make an online appointment); how to submit an FBE or QQ; how to find us; and how to access additional resources on our website (this is a good opportunity to point out a webpage particularly relevant to the class you are visiting). Remember to mention standing appointments, verification forms, and reports.
- *An Interesting Fact:* Point out something interesting and memorable about writing or writing centers. What does the research say about revision or improving grammar? What statistical information about our Writing Center is compelling or relevant?
- *A Plug:* Highlight a special feature about our Writing Center, such as our podcast, blog, or presence on Facebook and Twitter. Promote an upcoming event, such as a workshop, the National Day on Writing, International Writing Centers Week, etc.
- Hours and Locations.
- *Hand out Bookmarks* and other promotional items.
- *Questions:* Ask if there are any questions. If you don’t get any questions immediately, wait 10 seconds to give people time to think.
- *Thanks:* Thank the class and instructor for their time.

If you will have access to a computer for your presentation, you should plan where and when to show certain features on our website. However, do not become overly dependent on the computer because you are more likely to hide behind the podium, which will detract from the effectiveness of your presentation. You can always recruit a student or the instructor to assist you with navigating the website.

It will be impossible to cover everything in one presentation. Customizing your presentation for each context will help you decide what information to prioritize. Avoid covering too much so that you can present at a relaxed pace, which will increase how much your audience will retain. Plus, you want to entice them into visiting us to learn more.

Appendix 10: FAQ's

What should I do if the printer runs out of paper?

We can get printer paper from the LA&S office at the Loop (Lewis 1630) or from the copy room on the first floor of McGaw at LPC.

What should I do if I have a technology problem in the office?

If you are experiencing a technological problem with any of the office equipment, let the Technology Coordinator or the Web Master know. If this person is not in the office, then send him or her an email.

What should I do when there is nothing for me to do at the desk?

During slow periods, there may be some time after all of your tasks associated with starting a desk shift have been completed. A good receptionist, however, is never bored because there is always something productive that needs to be done. There are many desk-related activities that you can do in order to fill this time.

- Organize and clean the wcenter outlook email inbox
- Familiarize yourself with the day's schedule in both campuses, in order to note any problems with appointments or recurring issues with particular writers
- Read over tutor logs to be sure they are being filled out
- Engage the other tutors in between their appointments to enter discussions about tutoring or staff development
- Assist a Director with tasks
- Straighten up the office
- Check the office for any supplies that may be low and need to be reordered or replenished

What should I do if WOnline stops working?

See Appendix 4: WOnline for Full Administrators, Section L: WOnline Emergency Outage Protocol. This document is also saved to the W:\ drive at: [REDACTED]

What should I do an instructor contacts us about scheduling a presentation?

Direct him or her to the online form on our website for requesting an in-class informational presentation on the services we offer.

What should I do if someone comes in or calls and wants to request outside tutoring?

Sometimes people call wanting to know if they can hire tutors for assistance outside the University. These tutorials cannot take place within the Writing Center, but tutors are welcome to work with individuals outside DePaul. If someone calls with an outside tutoring opportunity, gather contact information as well as information about the type of tutoring required. Then draft an all-staff email letting everyone know of the opportunity. Tutors can contact the person if they are interested in the job. If you are not comfortable with drafting the all-staff email, feel free to ask an OM for assistance. You can also simply ask that the requester send us an email, which we will forward to Liz for approval before forwarding to the entire staff. You can also post this information in the appropriate forum of the general discussion board on the Writing Center's Blackboard page.

What should I do if a member of the alumni calls or comes in looking for tutoring?

Our services are now completely open to all DePaul alumni. They can register for WOnline by entering 000000 as their DePaul ID number. The same appointment policies apply to alumni as to the DePaul faculty, staff, and students with whom we conduct tutorials.

What do I do when a person comes in and has an appointment?

Ask for a name and tell them which tutor they will be working with. Always verify visitor information on WOnline. Tutors should be up front waiting for their appointments at least five minutes prior to each appointment, but it might be necessary to get up, find your tutor, and inform them that their appointment has arrived. The tutor should then walk to the front to greet the writer who has come in. Introduce the writer to the tutor. The tutor should greet their writer and walk them to a workstation. Once the appointment has ended, tutors should walk their writers to the front desk where writers can complete surveys, schedule further appointments, etc. before leaving.

What do I do when someone comes in and doesn't have an appointment?

Sometimes people who have not made appointments in advance will come to the center to see if anyone is available. These are called “walk-ins.” At other times, people will physically visit the office to schedule an appointment for the future. In either case, the procedures are the same. Ask if the writer has ever been to the Writing Center before. If they are a returning writer, ask if they are registered with WOnline. If they are, you can simply select the white space corresponding to time and tutor, find the student's name in the “Name” dropdown menu and make the appointment for them. If they are new to the Center or are not yet registered, use a free computer to show them how to access WOnline, register, and make an appointment. **(Note: We cannot make appointments to help SNL students with Proficiency Exams, but we can help them with Competencies and ILPs.)**

What do I do if we have a walk-in but no tutors are available?

If a visitor wants to make an appointment, but we don't have any openings, the visitor has the following options:

- Wait around to see if we have any no-call-no-shows, which would make a tutor available.
- Come back at another time to see if anything has opened up.
- Make an appointment at that office for another day or time when someone is available.
- Schedule an online appointment with an available tutor at our other campus location.
- Schedule a face-to-face appointment with an available tutor at our other campus location and physically go to the other campus. (The writer would have to allow for travel time to the other campus, of course.)
- Sign up on our WOnline waitlist for that day. (The waitlist link appears below each day on the WOnline schedule. Adding an email address to the waitlist will generate an automatic email to that writer each time a timeslot opens during that day. The writer will still be responsible for scheduling the actual appointment.)
- Visit one of our outpost locations, if they are currently open. (Appointments at our outposts are conducted on a walk-in, first-come-first-served basis only and so do not require appointments.)
- In times of desperation, if the Receptionist chooses, the Receptionist on duty could always work with the writer at the front desk, but maintaining office security and coordinating other appointments must still remain the Receptionist's top priority, even when conducting such emergency tutorials.

What should I do if someone comes in and has a quick question about writing mechanics?

Often, writer will call with a quick question about, say, how to cite an article in MLA, or when to use “that” and when to use “which.” They need an answer but don’t want to schedule an entire appointment. These you can field on a case-by-case basis. If the front desk is not busy and the question is straightforward, feel free to give the writer an answer yourself. However, if the desk is busy, or the question requires an involved answer, then it is best to direct the student to our Quick Question service under the appointments link of our website. Let the writer know that you will assign their question to the first-available tutor once it comes in. The visitor could also always make an appointment to talk to a tutor about his or her question.

What do I do if someone comes in or calls with a general question, problem, or request?

People often come in to ask for directions to offices or buildings or simply to borrow our stapler. Do your best to find any information that might help the visitor, and, yes, they can borrow the stapler or have some water from the water cooler. We want to make a practice of being as helpful as we can to everyone who walks through the door. Feel free to give them or let them take some promotional materials. Visitors, however, cannot use our computers or our printers unless they have an appointment. Receptionists should direct such visitors to the computer lab in McGaw Hall (McGaw 145) or in the Lewis Center (Lewis 1420). **(Note: We cannot provide any statistical information about the Writing Center, any other wings or programs in the UCWbL, or the UCWbL in general. Direct those inquiries to a Director or to the Business Manager.)**

What should I do if someone comes in and is looking for office information?

Information about our office hours can be found on WOnline. The extensions for both locations and Liz’s offices at both locations can be found posted near our office phones, and they are also available at the front of this handbook. Be sure to familiarize yourself with the services we offer, such as FBE and IM appointments, as well as resources on our website like grammar instruction and guidelines for fulfilling specific assignments, so that you can instruct students in how to access them. **Remember that we cannot give out information on office statistics or operations. All such questions should be directed to a Director or to the Business Manager.**

What should I do if I’m not sure what to do? Or if I don’t finish everything before I have to leave?

You’re not expected to know everything, but you are expected to do your best to know as much as possible. You’re also expected to search for the answers when you don’t know something. Consult your Receptionist

desks of both campus offices. You can also call the Receptionist working at the other office, find another Receptionist who is currently working. Or you can ask a Director, the Business Manager, an Office Manager or Graduate Assistant, or even an experienced tutor who might have the answer. Ultimately, if you’re not sure of an answer, don’t guess or pretend to know. Leave the job undone and leave a note on the front desk for the next Receptionist. Call the other Receptionist and leave a message with him or her or on the voicemail. Email wcenter@depaul.edu. It’s okay to not get everything done, but only if you make sure others know so that they can take care of it. Otherwise, everyone will assume a task has been taken care of, and it will never actually be dealt with.

DePaul University Center for Writing-based Learning

DePaul Writing Center Receptionist Handbook for the 2010-2011 Academic Year

© 2010, Paul Blom, UCWbL Business Manager [REDACTED]

1603 Lewis Center | 25 East Jackson Boulevard | Chicago, Illinois 60604 | [REDACTED]

www.tinyurl.com/paulblom