

Rock Valley College

THE WRITING CENTER

(815) 921-2370 | RockValleyCollege.edu/WritingCenter



AskUp

Upswing's Writing Lab

Submitting a Paper Online

Visiting the Writing Center for one-on-one coaching advice is always the best option. But in the case that a student is unable to make an appointment—for example, if the student is an online student or has a prohibitive schedule or if all appointment slots are filled—Upswing offers RVC students an option to upload an assignment for review.

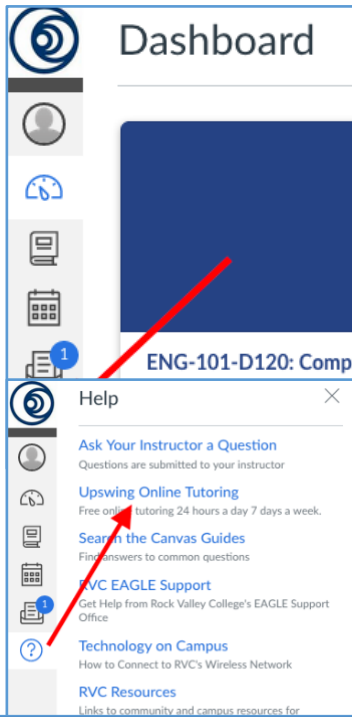
What you should know:

RVC's Writing Coaches have been trained to work with AskUp

- When a student uses AskUp to submit a paper for review, it is first offered to RVC's available Coaches
- When not in face to face sessions, RVC's Coaches will access AskUp and see if any RVC students have submitted work
 - If a student HAS submitted work and an RVC Coach is available, our Coach will review the work and be that student's touch point
 - If after 6 hours, no RVC Coach has claimed a student's submission, a Coach who works specifically for Upswing/AskUp will claim it
 - The student writer will receive feedback and communication on his or her paper within 54 hours after submission
 - There is currently no limit to the number of times a student can submit a paper or use the AskUp service

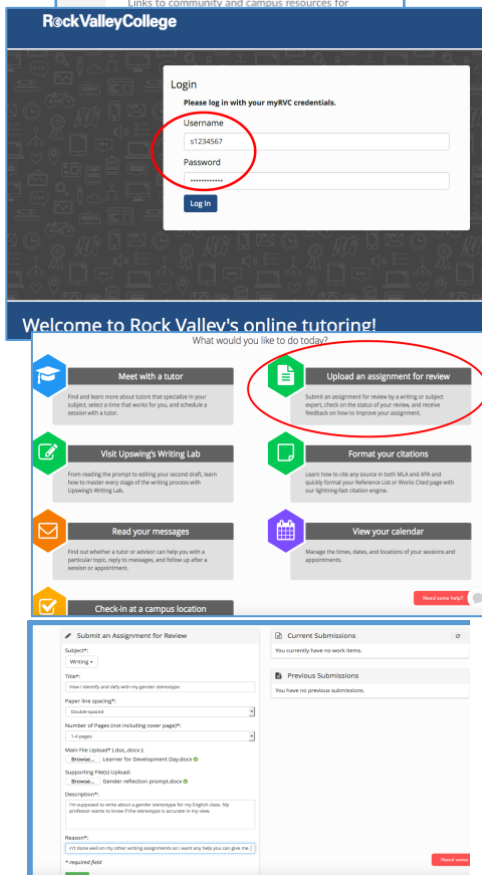


The illustrated tutorial on the next page will show you how to get started:



Start by logging in to EAGLE and finding the “Help” icon on the desktop. You should find the “Help” icon on the left-hand sidebar of your home screen in EAGLE. Just click on the icon (the question mark inside of a circle) and the option to go to Upswing Online Tutoring will appear in the menu of available “Help” options.

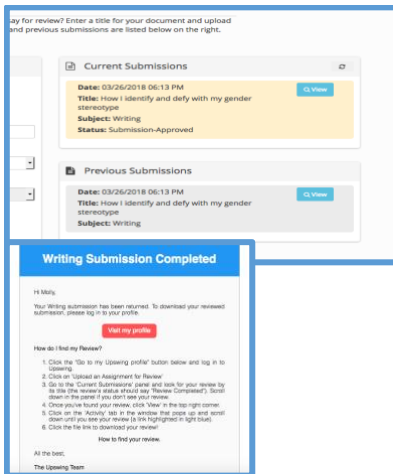
Note that Upswing’s Online Tutoring service and Writing Lab is available free of charge to students AND faculty 24 hours a day and 7 days a week.



Once you’ve clicked on “Upswing Online Tutoring” you will be taken to another screen, and you’ll need to log in again using the same student number and password that you use to access your EAGLE account.

From the home screen, go in to “Upload an assignment for review”. Be sure you have your paper and any supporting information in accessible files (for example, the assignment prompt your instructor provided).

Fill in all the appropriate information, including subject (Writing), the title of your paper, spacing (usually this is double spacing—but not always), and the number of pages you are submitting for review. Attach your file AND any supporting files (discussed above), and then in your own words explain to the best of your ability the assignment and your reason for contacting AskUp.



When your submission has been approved, you will receive an email confirming the approval, and your Assignment Review screen will show approval status. After that, it may take up to 52 hours for an AskUp staff member to respond to your assignment.

You will receive email confirmation similar to this once your paper has been reviewed. At that point, you can retrieve your feedback and consider that feedback as you continue to work on your assignment.

There are obvious pros and cons to both options: AskUp AND

Face-to-Face coaching.

- The online option is great for online students, students who are asking for appointments during high-volume times, and students whose personal schedules prevent their on-campus presence. The written feedback is something students can review and revisit as needed.
- The face-to-face option allows our Writing Coaches to better personalize feedback and respond to interpersonal cues. It also allows students to attempt to restructure portions and fix errors within their papers with the benefit of immediate feedback from a Coach sitting right beside them.

But regardless of the means by which our RVC students reach out for assistance with writing, we will continue to try our best to ensure that valuable feedback is provided to all student writers.