The Writers’ Block

Front Desk Manual

Fall 2017

Opening Procedure:

- Put signs out
    - The easel sign **MUST NOT** block the doorways! This is a fire/escape route hazard. It should be close to the wall after the double doorway and facing toward Morey Hall
- Turn on all lights and the printer
- Check the Voicemail (see Phone Procedures)

Closing Procedure:

- Bring in the signs
- Turn off all computers and the printer
- Turn off all lights
- Lock windows and doors (usually done by GA)
- [Amanda R will cancel next day’s open EOP appointments after 5pm]

Daily Tasks:

- Immediately greet every client in a friendly manner and assist them as much as you possible can.
    - Try not to turn anyone away
        - If you must, see **“No shows, late cancels, and turn-aways”**
    - If you cannot help them at that time apologize sincerely
- Start a Client Report Form (CRF) once a session has begun and put “Placeholder” in the “Assignment” and “Comments” lines. This confirms the appointment happens and shows when tutor goes in to update the CRF.
- Remind tutors to file Client Report Forms on WCOnline when sessions are over
- Please keep all doors and windows shut while the AC is on
- Maintain a quiet atmosphere & keep tables and floors clear

Reminders:

- Normally, book GAs (Carly & Elisabeth) only after all other tutor slots for the hour are filled. However, STP, plagiarism, or other referral normally go to them first. And if a writer requests them, please book with them.

Phone Procedures:

- Voicemail
    - Dial 4000 and enter the passcode 292292 (CWCCWC)
    - Record any messages on the messages pad
        - Be sure to collect the name, contact information, date, and time of the call
        - If messages are emailed to Dr. Mitchell, they should be marked “For Director”

Calling in Sick:

1. DO NOT just cancel your appointment in the schedule
2. Contact Dr. Mitchell or the desk staff ASAP
    a. Please provide at least 4 hours for us to provide your clients with another tutor

MYWCOnline:

- URL: potsdam.mywconline.com.
- Always refresh the website if you leave it for a few minutes. Otherwise your new appointment can be lost because you're no longer signed in.

1. **How to enter a new client:**
   - Click on the head icon in the upper left WELCOME section.
   - Input as much information as the client is comfortable giving.
     - Do your best to get their P#.
     - Input **carson106** as the password and DO NOT provide this to the client.
     - Select "NO" under "Notify Client."
     - Click "Create Account."

2. **Scheduling events:**
   - *Appointments:*
     - Click on the hour correlating with the desired tutor.
     - Enter the first three letters of their email or name under "Client" and select them from the list.
     - Enter the "Course," "Instructor," and as much information about the "Assignment" as possible.
     - If it is a shared appointment include each other client in the "What would you like to work on" section.
     - Click "Save Appointment."

   - *Recurring Appointment:*
     - Do not repeat the appointment.
     - Clients can book after each session or book multiple sessions in advance.

   - *Workshop/Peer Response Group:*
     - Click the hour correlating with the desired tutor.
     - Schedule as the client "Workshop this hour."
     - Fill in course and instructor information.
     - Provide a description of the session under "What would you like to work on."
       1. Include location, topic of the workshop/group, and class/group size.
     - Click "Save Appointment."

   - *Off Schedule Client Report:*
     - Email Dr. Mitchell for permission PRIOR to an off-schedule appointment. Log it:
     - Click the folded paper icon located under **WELCOME "Your Name"** titled "Enter an off schedule client report form."
     - Enter the relevant client, date, time, and tutor.
     - Complete the "Assignment" and "Comments" section as you would a regular client report form.
     - DO NOT email this form to a client.
     - Select "Save Report."

3. **Canceling an Appointment:**
    - Click on the appointment you want to cancel.
    - Click “Cancel this appointment.”
        - Appointment will disappear from the schedule but remain searchable by the tutor who gave the appointment.

4. **Client Report Form:**
    - Use the kiosk computer to put in detailed information about the client’s assignment, concerns and participation.
        - This is crucial, to describe the work we do to funders, record your experiences in case you see client again, and document in case there are problems later with a client or professor.
    - After the appointment is finished, double-click the appointment. Towards the bottom of the appointment screen, click “Add New” Client Report Form.
    - Write three to five lines of text.
        - Get the client to dictate the summary for you whenever possible. It’s good for them and rewarding for you.
    - Write an accurate list of kind of assignment, areas you worked on, and your sense of what the client gained (or not) and plans to do next (or not). Note any major concerns about the writer’s participation or goals.
    - Note suggestions for Writers’ Block policy or resources.
    - Click “SAVE REPORT” at the bottom of the screen.

5. **Canceling out a tutor/yourself:**
    - <u>NEVER</u> cancel yourself out if you have a client booked.
    - Select the time block you want to cancel.
    - Enter “Not Available" as the client.
    - Enter “Cancel” under “Instructor,” “Course,” and “What would…”
    - Do not check “Placeholder.”
    - Click “Save Appointment.”

<u>No shows, late cancels, and turn-aways:</u>

- Be sure these are kept track of in our online scheduling AND in the desk folders.
- Use the waiting list feature for student convenience (See **“Waiting List”**).
- Report these to Dr. Mitchell if there are issues or confusion.

For missed appointments, last-minute cancellations (2 hours or less) **EVERYONE** – desk staff, tutors, and supervisors – must work together to record the event on the paper list in folder **AND** in WCOnline. This double record system is the only way we can accurately record problems and enforce our cancellation policy – and it’s essential to managing timesheets, too. Honesty is essential. Dishonesty is not welcome and carries consequences. See next page.

1. **No Show Appointment:**
    - Towards the bottom of the screen check the box next to “Missed” and write in the comment box “client no-showed and tutor waited until….”
        1. Any appointment saved with the “missed” box check will count as one of the clients two allowed no shows.
        2. When a client has two no-shows, WCOnline will disable their account until next semester.
        3. WCOnline will automatically notify the client and remind them of our policy.
    - Click “Save Report” at the bottom of the screen.
    - **ALSO** log client name, date, and problem in no-show folder on reception desk.

2. **Late cancelled/ last-minute cancelled within two hours before appointment:**
    - Check the “Missed” box.
    - Enter “Late cancel at (hour)” in the “Comments” section for late canceled appointments.
    - Enter “Client arrived (x) minutes late. Tutor did/did not wait to work with the client” depending on the tutor’s availability.
    - Save the appointment again.
    - Log the client name, date/time, and issue in the “No Show” folder on the reception desk.