

## ***Frequently Asked Questions for all Writers' Block Clients***

Welcome to the Block! Any questions? Email [wblock@potsdam.edu](mailto:wblock@potsdam.edu) any time.

### **When is my Writers' Block session?**

- You'll get an email from the Writers' Block confirming your tutor, time and location. You'll also see the appointment in your Starfish account.
- You'll get a reminder on the morning of your appointment and 15 minutes before your appointment.
- (See How can I change my Starfish Notifications Settings, below.)

### **How can I change or cancel my appointment?**

Email your tutor or [wblock@potsdam.edu](mailto:wblock@potsdam.edu). Please notify us as soon as possible. And please don't stand up your tutor. When you change or cancel early, we can sometimes give that time to another student.

### **Where is my Writers' Block session?**

- *Virtual sessions:* Your tutor will call you on Teams. Have your Teams app open from your Microsoft platform. Be ready to share your teacher's instructions and your draft.
  - Your tutor will probably email you before the session to check in, so please watch for that, too.
- *In person on weekdays:* Loughheed Learning Commons Library 106: Enter and turn left!
  - Enter from Quad, across from clock tower. Turn left into a hallway with blue chairs. Go straight ahead to our glass door.
- *In person on weekends:* We meet in Barrington Student Union 219 on Fridays 4-7pm, Saturdays 12-5pm, and Sundays 12-5pm.
  - On Sundays, we're also open 3-7pm in Loughheed Learning Commons.
  - Your tutor will email you to confirm the location!

### **What should I bring to my Writers' Block session?**

- Your willingness to work is all we need! We're ready to help you at any point in your paper – from before you have a draft to when you're proofreading your final copy.
- Your tutor wants to know your teacher's requirements and they want to help you work on your draft. Therefore:

- If you have a draft, ideally, you will email them to your tutor or share a file/doc so they can read along and add comments. At least, you can use "share screen" to show your docs.

### **How can I change my Starfish Notifications Settings?**

- You can get text notifications from Starfish or send notifications to a different email.
  - To change your notifications settings, go to Starfish menu in upper left.
  - Click your name and choose "notifications." At top of notifications screen, turn on text notifications.
- You can also sync your Starfish appointments calendar with your Outlook to get notifications there.
  - Go to Starfish menu in upper left. Click your name and choose "appointment preferences," then scroll down to "Calendar Sync."
  - Under External Calendar Sync, follow the linked instructions to sync your Outlook calendar to your Starfish appointments. This page shows you how to go into your Outlook calendar and sync it with Starfish.

### ***Frequently Asked Questions for all SUNY Potsdam Students***

*Welcome to the Block! Any questions? Email [wblock@potsdam.edu](mailto:wblock@potsdam.edu) any time.*

### **What kind of writing can I bring to the Writers' Block tutors?**

- We'll help you improve any writing assignment. If you're in a 300 or 400 level course, be sure we book you with the right tutor for that kind of writing.
- Come in before you even write a draft – or when you're working on a draft or proofreading your final copy. We'll adjust to wherever you are in the writing process.
- You can also bring applications for scholarships, internships, jobs, and grad school (and see Career Services for help with those!).
- And you can bring creative writing or personal writing.

### **How can I book a one-to-one tutoring session in the Writers' Block?**

- Go to our webpage and click "Book a Session." We have a quick form for you to fill out.
- Email [wblock@potsdam.edu](mailto:wblock@potsdam.edu) with your free times and what you're working on.
- Stop by our front desk weekdays 11am-7pm or Sundays 3pm-7pm.
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### **Where is the Writers' Block located?**

- We are in Loughheed Learning Commons library, room 106. That's across from the clock tower. Enter the building, turn left, and walk down the hall to our glass doors.
- On weekends, we also hold sessions in Union 219.

### **What are the Writers' Block Hours?**

- Our tutors are available weekdays, weekday evenings, and weekend afternoons, virtually or in-person. See below for more details about locations.
- Our front desk is open Sundays 3-7pm and weekdays 11am-7pm (except Fridays, when the building closes at 4pm). You're always welcome!

### **Can I study in the Writers' Block?**

- Yes! Whenever we're open, students are welcome to use any available part of our space for quiet study or writing.
- Our four desktop computers are here for your use. They print to the library's public printer. (You have about 300 free pages per semester, then you pay a small fee.)

**Where can I find help online information about writing issues?** (These links might change. If they don't work, go straight to the Potsdam Writers' Block webpage and look at the menu on left.)

- Your copy of *Little Seagull Handbook* from your WAYS 102 course – or a similar book you got from a COMP course
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- Writers' Block [Getting Started handouts](#): we walk you through thesis statements, paragraph structure, paraphrasing, and more.
- Writers' Block handouts on [other writing issues](#) and types of writing
- Writers' Block Handouts on how to [cite your sources](#) and write your bibliography
- Youtube has great videos on paraphrasing, citing, and grammar issues. ESL teachers post great videos that are useful for all writers.
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- Our favorite [free online webpages](#) on college writing. Most are created by writing centers at large universities.
- Grammarly.com is a free app that will explain errors and help you correct them.
- Vocabulary.com is a free website with easy-to-read definitions. It also allows you to build your own vocabulary lists to review.

Jennifer Mitchell (she/her/hers)

Associate Professor in SUNY Potsdam Dept. of English and Communication

Director of The Writers' Block writing center

SUNY Potsdam is settled on the traditional territories of the Akwesasne Mohawk and their ancestors.