Asynchronous Academic Support:
Best Practices for Geographically Diverse Student Populations
Presented by: Eleni Siatra & Neena Wilson

Asynchronous vs. Synchronous

How Do Students Communicate?
- SnapChat
- Texting
- Facebook
- Tweet (messenger)
- Instagram
- Email
- Linkedin
- Phone Call
- Google Hangouts
- Skype
- Zoom
- F2F

We agree with Hewett that “the best modality for online writing tutoring depends heavily on institutional contexts and students’ unique needs” (as cited in Prince, Willard, Zamarripa, & Sharkey-Smith, 2018, p. 12).

Asynchronous vs. Synchronous

- Multiple Timezones vs. One Timezone
- Commuter Campus vs. Residential Campus
- Flexible Schedule vs. Appointment Required

Asynchronous vs. Synchronous

- Tutor Research Time vs. No Research Time
- Collaboration with tutors and faculty vs. Fast response
- Depth of Feedback vs. Quick Feedback

### Asynchronous Options: Writing & Math

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>Upswing</th>
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<tbody>
<tr>
<td>&lt; 200 contacts per term</td>
<td>800+ contacts per term</td>
<td></td>
</tr>
<tr>
<td>48hr turnaround</td>
<td>12hr turnaround</td>
<td></td>
</tr>
<tr>
<td>6-8 tutors</td>
<td>25+ tutors</td>
<td></td>
</tr>
<tr>
<td>2 administrators</td>
<td>4 administrators</td>
<td></td>
</tr>
<tr>
<td>Excel based tracking</td>
<td>Platform based tracking</td>
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(Email NOT effective for Math!)

### What Do Students Say?

**Anonymity:**
Evaluations show that some students prefer online consultations because they feel less intimidated to express opinions about their work.

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**Indiana University East Writing Center.** (2016b). Final student evaluations of online writing consultations. Richmond, IN: Indiana University East.

### How do students find us?

- **Online Writing and Math Support**
- **Canvas**
- **On the Web:** iuonline.iu.edu

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**The Future of Online Tutoring at IU East and IUOnline**

As Writing and Math Center Directors, we are fortunate to have **administrative support, technical support, time for research**, and a **user friendly platform** so that we can continue to maintain as well as improve our services.

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**Session Evaluations & Drawing**

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select “Evaluate Session” on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry

Five (5) $25 gift cards will be awarded to five (5) individuals
Must submit evals using the OLC Conferences mobile app or website