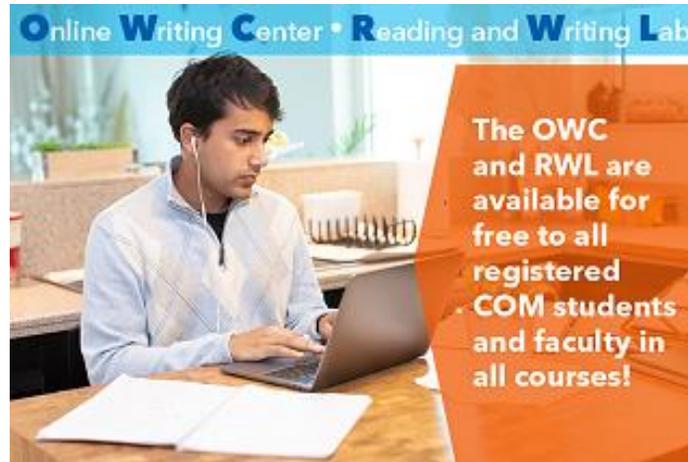


# Online Writing Center and Reading and Writing Lab



College of Marin offers online and on-campus tutoring spaces for reading and writing in any subject: the Reading and Writing Lab (RWL) and the Online Writing Center (OWC). In both labs, students can get help from COM English instructors and professional tutors with:

- Understanding assignments and readings
- Writing assignments for all college subjects
- Brainstorming, essay and paragraph organization, idea development, research, and grammar
- College entrance essays, UC/CSU applications
- Scholarship applications
- Resumes and cover letters

**You can choose one of three ways of working with a tutor (or try all three!):**

- RWL – Kentfield Campus, Building PV4: Drop in to work with an English instructor or tutor (M-Th 8 am – 5 pm; F 11 am – 1 pm) – No appointment necessary!
- RWL - Zoom appointment with a tutor or English instructor
- Online Writing Center (submit your work and receive a written response from a tutor)

**Follow these instructions to access the Canvas RWL/OWC page:**

1. Log into Canvas from the MyCOM portal.
2. Click the Student Support icon on the main navigation menu OR click on the **COM Online Tutoring/Labs** link in the course navigation bar in the left-hand column within your course.
3. Click the **Reading/Writing Lab & OWC** link.
4. Click the **Enroll in course** button.
5. You will now have the RWL/OWC course in Canvas on your dashboard. You can find all guidelines and instructions for accessing tutoring on this Canvas page. For your convenience, the instructions are also copied on the back of this sheet.

### **To schedule a Zoom RWL appointment:**

1. On the Canvas RWL/OWC page (or on your MyCOM portal), click on the “RWL Appointments” button.
2. Click on “Make Appointment.” Select the date and times that work for you and click on “Find Appointments.”
3. Select a day and time for an “Online Zoom appointment.”
4. On the next page, confirm your e-mail address. Click “Continue.”
5. Once scheduled, you and the instructor will receive a confirmation email with a link to the Zoom meeting.
6. At the time of the appointment, join the online meeting via the Zoom link.
7. The instructor may ask you to share your screen with your draft or e-mail your draft.
8. Please cancel the appointment if you are unable to attend. You can cancel the appointment on the first “RWL Appointments” page (see step 1).

### **To request tutoring assistance on the OWC:**

The OWC is open 24/7 to help students with writing assignments for all subjects. Students can drop off their rough draft and expect to receive feedback from a tutor within 36 hours.

1. On the Canvas RWL/OWC page, click on “OWC Tutoring Request.”
2. Review the OWC Tutoring Student Guidelines.
3. Click on **Submit OWC Tutoring Request**. You will be directed to a form to complete on the COM website (You may be required to re-enter your MyCOM login information.)
4. If submitting a paper, upload a Word document at the end of the form. Be sure to click on “Upload” and then “Submit.”
5. You will receive an email confirmation of your submission to the OWC service desk. The confirmation will go to your **MyCOM email and it will be from the “Service Desk.”**

### **Communicating with your Instructional Specialist:**

1. An Instructional Specialist will respond to your request. The response (from the “Service Desk”) will be sent to your MyCOM email address (*not your Canvas mail*).
2. You can reply to your Instructional Specialist directly from your MyCOM email.
3. The Instructional Specialist will close the ticket once he/she has responded to your request; if you have another question, please submit a new tutoring request.

**Troubleshooting:** If you do not receive an e-mail with your OWC feedback within 36 hours, you can find your feedback by logging in to the Service Desk. To do this:

- Log into MyCOM,
- Click on “Service Desk,” and
- Click on “Submit a Ticket.”

If you are still unable to access the tutor's feedback, or if you have other questions, please e-mail the RWL/OWC Coordinator, Beth Sheofsky, at [esheofsky@marin.edu](mailto:esheofsky@marin.edu).