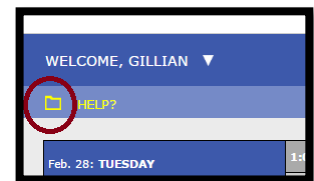
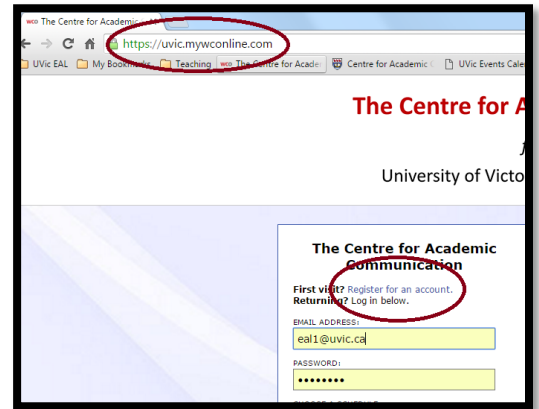


# The CAC's Distance Academic Communication Support



1. If you don't have one already, register for an account on <https://uvic.mywconline.com/>.
2. Log in and select a "Distance Appts" option: "48-hour written feedback," or "real time."
3. For "48-hour written feedback," you can expect a response within 48 hours, Monday through Friday. Although the booking page shows an hourly schedule, this is just to record your request; feedback is given on a first-come, first-served basis, so it's best to book when you are ready to upload an assignment. Choose **THE NEXT AVAILABLE** (closest to current time, and white) appointment slot and click on it.
4. For "real time" appointments, the tutor will meet you during the appointment time that you've selected. Choose your preferred method of wconline, Skype, or phone. \*Please note that Skype connections aren't secure. \*If none of these times works for you, email [twc@uvic.ca](mailto:twc@uvic.ca) to try to arrange a more convenient time.
5. Select the course you're working on and whether you'd like to work on writing or another academic communication issue. Specify the two to three areas you'd like the tutor to focus on, and tell us how you heard about the distance service. Was it a friend, an orientation session, a class visit, an instructor, or our website?
6. Save your appointment and upload the document you'd like help with **AS A WORD FILE**. \*If you miss this step, you can upload any time before the appointment by clicking the "folder" icon on the main page, beside the "HELP?" button (see right).



In the unlikely event that you cannot find an available appointment when you need one, please email [twc@uvic.ca](mailto:twc@uvic.ca) for assistance. We can always accommodate a 48-hour written feedback request from Monday to Friday, even if the schedule appears "full." ☺

# The CAC's Distance Academic Communication Support



For “real time” appointments, on the day of your appointment, “meet” your tutor via the method you selected at the appointment time: wconline, Skype, or phone. In wconline, select “Start or Join Online Consultation.”

The online tutor will “meet” you in your session, with your uploaded document copied into wconline’s “whiteboard” so that you can work on it together.

Please arrive early to familiarize yourself with wconline’s capabilities and test your audio equipment and microphone. If you prefer, you may use the chat box in the lower right hand corner.

As with our face-to-face bookings, if you do not “show up” to an appointment on time or attach an assignment before your appointment time, the appointment will be cancelled and flagged as “missed.” After two “missed” appointments, you will no longer be able to book appointments.

Not looking for writing help? We can also provide feedback on presentation skills and pronunciation! Either upload a video of your presentation or slides with voice-over, or submit an audio file and script to receive a pronunciation analysis.

If you have any questions, or would like help with an academic-communication-related concern that isn’t addressed here, please email Gillian at [ea1@uvic.ca](mailto:ea1@uvic.ca) to find out how we can support you in your academic communication skills development.