Q. How much does online tutoring cost?
A. Like in-person tutoring, online tutoring is free – it’s covered by your student fees.

Q. Can I just message you from my personal e-mail account?
A. No. University policy says we can only provide tutoring assistance to UTSA students, and in order to ensure this, UTSA requires students to access online tutoring through their official UTSA webmail accounts.

Q. Can I e-mail you my paper and have you fix it and then e-mail it back to me?
A. No. Like in-person tutoring, online tutoring is a process where tutors work with you to help you become a stronger writer, and that requires you to be “present” and engaged in the tutoring process.

Q. What if I need to show my professor proof that I saw a Writing Center tutor?
A. You can print out a copy of our e-mail conversation and provide that to your professor, but currently, we do not have a way to provide paper slips for online tutoring.

Q. How do I get my paper to you?
A. Once you add “utsatwc3” to your chat list and make sure there is a tutor online to help you, you can e-mail your paper to utsatwc3@gmail.com. We should be chatting during this time, and the tutor will let you know when the paper arrives via e-mail.

Q. How do we go over my paper together if it’s online?
A. Gmail has a system where people can edit a paper at the same time and watch each other’s changes in real time. When you send your paper to the tutor, the tutor will open the paper through Gmail’s document feature and add you as a collaborator. When you accept, both you and the tutor will be able to make changes to your paper. The tutor will make changes using the “track changes” feature.

Q. How does the “track changes” feature work?
A. This feature allows the tutor to insert comments directly into the margins of the document but in a different color than the default font color. For example, a tutor might highlight a sentence in your introduction and use the “track changes” feature to put a comment in the margins suggesting you add more information to the introduction. Next, the tutor would explain this further via Gmail chat, and you would have a chance to ask questions.

Q. Why won’t the tutor just fix the mistakes directly into the paper for me?
A. Just like in-person tutoring, online tutoring is about guiding you so you can begin making your own changes. With the “track changes” feature, the tutor can make suggestions and help you develop new skills, and then you can try out these new skills by making your own changes to your paper.

Q. Do I have to have a whole paper finished in order to see an online tutor?
A. No. We can help at any stage of the writing process. If you have a quick question about citations or you want to brainstorm ideas for a paper, feel free to chat with a tutor. You don’t have to have a rough draft in order to stop by and chat.