

S & M EVETT LTD

Supported Students and Institutions

Responded to system needs in light of COVID-19 restrictions and subsequent increase in student usage, ensuring robust continuity of service:

- Surveyed participating institutions about online writing support needs during remote instruction

- Lengthened the January–April semester by two weeks to accommodate extended deadlines for student writing assignments

- Increased staffing capacity: institutions added 299 hours in January–April 2020 in response to remote emergency teaching, and as part of the COVID Contingency Plan, institutions increased tutoring hours by 10% in the May–August 2020 and September–December 2020 semesters

- Revised and updated best practices for scheduling and procedures for backlogs

- Developed “grab and go” social media promotional kits for institutions to broaden marketing of the service and reach more students

Increased Outreach

- Reached out to six BC ELN Members that don't currently participate in WriteAway to discuss potential participation and how students can benefit from service

- Welcomed Alexander College as 18th WriteAway member

Supported Communities of Practice

- Held regular institutional coordinator meetings to share information on supporting tutors, WriteAway promotional strategies, and resource sharing within the service

- Connected with staff at institutions across Canada and the U.S. to discuss various aspects of writing support; topics included Indigenous ways of knowing in writing, research, and scholarship and promotional best practices

- Wrote article entitled [Asynchronous Affordances: WriteAway's Pandemic Experience](#) about WriteAway's value as an online student support service during the pandemic for the Canadian Writing Centre Association



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Participating Institutions as of December 2020

WriteAway is British Columbia's collaborative online writing tutoring service. Undergraduate

WriteAway Financials

	2019/20 Actual	2020/21 Projected
	Revenue	Revenue
Partner Institution Support Fee (Service & Infrastructure)	50,256	54,274
BC ELN Contribution	10,000	10,000
Miscellaneous Revenue - Includes flexible contributions, marketing, and previous year's carryforward (2018/19 carryforward was -\$2,207)	(1,628)	1,603
Total	58,628	65,877
	Expenses	Expenses
Staffing and Coordination Infrastructure	48,122	50,986
Administration/Communication/Governance	1,110	352
Software & Technical Infrastructure	8,842	8,842
Total	58,074	60,180
Revenue - Expenses (Carryforward)	554	5,697

A Look Ahead to 2021



WriteAway is a service of the [BC Electronic Library Network \(BC ELN\)](#). Interested in joining WriteAway or have questions about the service? Please contact the [WriteAway Administrative Centre](#).