Introduction to the Writing Centre

Hello, my name is Theresa Bell, and I’m the Writing Centre Manager at Royal Roads University. Welcome to the Writing Centre! In the next few minutes, I’m going to provide an overview of the Writing Centre’s services; if you would like to access the web pages I will mention, please return to the page where you accessed this recording to find the transcript of the text. I have hyperlinked the names of the resources in the text so that you can easily find them.

**What Does the Writing Centre Do?**

Writing is a lifelong learning skill that is essential to scholarly and professional communication. The Writing Centre helps students become skillful writers by providing assistance face-to-face, by phone, and online for all types of academic writing, such as a course assignment, major project, thesis, or dissertation, or scholarly communication. The goal of the Writing Centre’s services is to provide timely assistance at all stages of writing through one-on-one support and online resources. We don’t proofread or edit students’ work; instead, we help students build skills and confidence by empowering their development as writers.

**What Services are Available?**

The Writing Centre has a number of services available to students, and you are welcome to access any that are useful to you.

**Web Resources**

First, you can access the extensive resources on a wide variety of topics on the [Writing Centre website](http://library.royalroads.ca/writing-centre). The website aims to provide information to students who are at all stages of development as writers, as well as at different points in the writing process, so please spend a few minutes to familiarize yourself with what information is available to you. If you’re a new student, a good place to start learning more about academic writing are the resources called “[How to Write an Undergraduate-Level Essay](http://library.royalroads.ca/writing-centre/how-write-undergraduate-level-essay)” or “[How to Write a Graduate-Level Essay](http://library.royalroads.ca/writing-centre/how-write-graduate-level-essay)”, both of which are available via the Writing Centre’s [home page](http://library.royalroads.ca/writing-centre).

**Ask a Question Online**

Next, if you would like to ask a question to the Writing Centre, please try the [WriteAnswers](http://writeanswers.royalroads.ca/) "Ask us" function. You may be able to find the answer you need by searching the FAQs by keyword. You can also search the topics and view the most popular and/or recent answers. If you can’t find the information you need, please feel welcome to submit your question privately via the contact form. You will receive a private reply from the Writing Centre within three business days, though our typical turn-around time is within one business day. WriteAnswers is also available on most of the [Writing Centre website](http://library.royalroads.ca/writing-centre) pages; if you see a blue "Ask us" button, that's WriteAnswers at work!

If you would prefer to ask your question by phone, you can call us at area code (250) 391-2600, extension 4353. If you’re in North America, you can also reach us toll free Monday through Friday between 8 and 4:30 Pacific Standard Time by calling 1-800-788-8028 and asking University Reception to put you through to the Writing Centre. If you live elsewhere in the world, please book an appointment for a phone call and provide your exact international phone number with all necessary calling codes. We’ll be happy to call you so that RRU pays for the call.

**Schedule an Appointment**

Speaking of booking appointments, if you would like to schedule a conversation with us, you have a couple of options. If you would like to receive assistance to move forward with a work in progress, please book a 30-minute appointment so that we can focus on one or two key questions or challenges. During the conversation, you will continue to be the sole author of your text, which means that we will not proofread, edit, or otherwise make changes to draft documents. Instead, we’ll provide information and examples that will help you to make decisions about your text. At all times, you are responsible for the content in your document and for your own successes.

If you would like to improve overall as a writer, please book a 60-minute appointment to receive an in-depth analysis of your writing and personalized suggestions for improvement. We will provide detailed feedback on the graded version of an essay that includes the instructor’s feedback so that we can provide specific, constructive comments and suggestions regarding all aspects of writing. During our meeting, we’ll identify the positive and challenging patterns in the work, offer specific suggestions that incorporate your preferred approaches to thinking and writing, and answer any questions. The goal of these conversations is to give students practical, helpful information and tools that will assist them to be confident about writing for a variety of audiences.

For more information about appointments, booking and cancellation policies, and links to the online appointment booking system, please visit [Writing Centre Services](http://library.royalroads.ca/writing-centre/writing-centre-services). All appointments in the Writing Centre are free and they can occur either face-to-face, online, or by phone, in which case RRU pays for the call.

**Drop-in Meetings**

Finally, if you would like to speak with someone in the Writing Centre, either by phone or in-person, but you haven’t been able to book an appointment, please try our drop-in hours, which are times set aside for unscheduled meetings. During those times, we assist students on a first-come, first-served basis, and the meetings last a maximum of 15 minutes. For more information regarding drop-in meetings, please visit [Writing Centre Services](http://library.royalroads.ca/writing-centre/writing-centre-services).

**Summary**

In conclusion, to give you your options again, you can access the extensive online resources via the [Writing Centre website](http://library.royalroads.ca/writing-centre), ask questions in [WriteAnswers](http://writeanswers.royalroads.ca/), phone us, [book an appointment](http://library.royalroads.ca/writing-centre/writing-centre-services) for a one-on-one conversation, or drop in. I’ve provided a high level description in this introduction, but I hope you’ll visit [Writing Centre Services](http://library.royalroads.ca/writing-centre/writing-centre-services) to learn more. Please contact us if you have any questions or if we can provide any assistance, and we’re really looking forward to working with you!