



## Center for Tutoring and Academic Support

### How to Use TigerWrite

#### What is TigerWrite?

TigerWrite is a free, online tutoring service created to assist QCC students with their writing. Users can submit their writing assignment (essays, research papers, scholarships, resumes, etc.) to TigerWrite and receive feedback from trained QCC writing tutors.

The TigerWrite system is asynchronous, meaning students and tutors do not need to be logged in at the same time because it is not a live service. QCC students can submit paper drafts or revisions to TigerWrite, and an e-tutor will respond within 48 hours.

#### Is TigerWrite Right for Me?

Although not interactive like a face-to-face tutoring session, TigerWrite could be a helpful option for you if:

- You have a full or partial draft of your paper;
- You can wait 2 days for feedback and then revise your assignment before submitting it;
- You want writing assistance but are unable to come to campus; **and/or**
- Your instructor has required your class to submit an assignment to TigerWrite.

#### How Does TigerWrite Work?

TigerWrite is designed to be simple to use, with on-screen instructions that guide you each step of the way.

#### **Here is the basic process for creating your tutoring session in TigerWrite:**

1. Log into TigerWrite at <http://www3.qcc.cuny.edu/TigerWrite/>

Enter your:

First Name, Last Name, and Student ID#

The screenshot shows the TigerWrite login interface. On the left, there are two large blue buttons with white text: 'I AM A QCC STUDENT' and 'I AM A TUTOR'. To the right, under the heading 'How to use TigerWrite', there are three white input fields with orange borders, labeled 'First name', 'Last name', and 'Student ID'. Below these fields is a blue button with the word 'login' in white text.

2. Click "I want to submit a new writing assignment"



3. Then, select the class that your paper is for.

A dark blue rectangular box with two rows of course selection options. The first row is labeled "Your courses:" and features a dropdown menu with "Scholarship" selected, followed by a "submit" button. The second row is labeled "All courses:" and features a dropdown menu with "Select from list..." selected, followed by a "submit" button. The word "or" is centered between the two rows.

4. Next, tell us about your assignment\* and provide a copy of your paper:\*\*

A dark blue rectangular box titled "2. Your Assignment" in orange. It contains three sections: "A. Describe your assignment in detail (500 word limit)" with a large white text area; "B. Which draft are you working on" with radio buttons for "1st", "2nd", and "3rd"; and "C. Upload your paper (acceptable file formats are .doc, .docx, .pdf, maximum size 200K; filename cannot contain any special characters other than letters and numbers)" with a "Choose File" button and "No file chosen" text. Below section C is a large "OR" in white. At the bottom is a section labeled "Type or paste your paper here: (~2000 words limit)" with a rich text editor toolbar and a white text area.

**\*Tutor Tip 1:** The more details you provide, the better our feedback! Please upload your entire assignment sheet or copy/paste as many directions as you can.

**\*\*Tutor Tip 2:** For best results, upload your paper instead of pasting it on screen. This way, your tutor will be able to see all of the formatting features in your paper.

5. Finally, indicate what questions you have for the writing tutor:

**3. Your Writing Concerns**

What would you like feedback on? (Choose 1 or 2)\*

- ☐ Am I following the assignment?
- ☐ Is my thesis/main idea effective?
- ☐ Are my main points clear/developed enough?
- ☐ Is my paper well-organized?
- ☐ Do I use research/quotes appropriately?
- ☐ Have I applied APA/MLA style effectively?

Other: (200 word limit)

6. When the form is complete, click "submit" to send us your paper.
7. Within 48 hours, a CTAS Writing tutor will review your paper and respond to your concerns. You'll receive an automatic message from TigerWrite in your QCC email account with a link to your tutor's feedback online.

## TECHNICAL ISSUES & QUESTIONS

We have designed TigerWrite to be simple to use. However, sometimes students have questions or technical issues. Here are the most common:

- **I can't upload my attachments:** It's possible that files or settings on your computer are interfering with the uploading process. These steps might help:
  - Switch to a different browser. -or-
  - Delete the history and cache in your browser. Then, close and re-open the browser to refresh.
- **I haven't seen my TigerWrite feedback yet:** If it's been *fewer* than 48 hours since you submitted your session, we may not have responded yet. During the work week, we can often reply within 24 hours. It can take up to 48 hours (2 days) to hear back, however, especially during weekends, holidays, and busy times of the semester.
- **I didn't receive my TigerWrite feedback yet, and it has been longer than 48 hours:** Make sure that you're checking your QCC email account for the message saying that your feedback is ready. You can also log into TigerWrite directly and see if your feedback is posted on screen. If it is not there, you can reach us in two different ways to follow up:
  - Visit our [Virtual Front Desk](#) during our office hours (M-F 10-4).
  - Send an email to [AskTigerWrite@qcc.cuny.edu](mailto:AskTigerWrite@qcc.cuny.edu) at any other time.

## TIPS FROM TIGERWRITE TUTORS

*TigerWrite is a good resource for feedback from a QCC writing tutor, if you are not able to come to [drop-in](#) or [appointment](#) tutoring for a live conversation.*

For a successful TigerWrite tutoring session, please follow these steps:

- **Leave enough time to revise your paper!** We will reply within 48 hours (2 days) once we receive your submission.
- **Include your instructor's full directions for the paper.** This way, your writing tutor can help you determine if you are following the assignment correctly. Either paste in the directions, or upload them as a PDF or DOC file.
- **Make sure your paper text is successfully uploaded (preferred method), or pasted on screen.** If we do not receive your text, we cannot provide any feedback. If the text is missing, the tutor who opens your submission will ask you to re-submit.
- **Share your specific writing concerns or questions about the assignment.** This helps the tutor tailor the feedback to your particular needs.
- **Remember that we do not identify every issue or error in your paper.** As tutors, we offer feedback on key areas and skills to improve on for your next draft. It is then your job to think through and apply that advice as you revise.