**A brand new way for students to use YourTutor:** **24/7 help with writing**

For over a decade we have helped students get ‘unstuck’ right at the point of need, as soon as they became frustrated or confused about a concept, question, or their writing.

**In fact, more than 35% of all YourTutor tutorials – more than 300,000 - are English, literacy, and writing-based.**

Educators know that the iterative draft process demands that students *apply critical thinking*, *manage a timeline*, *apply research*, and *accept critical thought for new perspective and self-improvement*. That’s why our policies are clear: help students come to their own conclusions, ethically.

In 2015 we introduced a new way to increase the amount of support available, increase students’ applied-thinking skills, and improve the quality of students’ final work submitted to teachers.

**24/7 SUPPORT:**

School students now have two options inside YourTutor. They can still get help with writing on-demand – this is called **YourTutor *Connect Live*** – and now they can also upload a draft and get feedback in less than 24 hours – this is the new **24/7 writing feedback service***.*

This means students who have taken the time to do drafts ahead of time have the luxury of submitting a file 24/7 and having feedback returned within 24 hours, seven days a week.

Our same English experts manage both options, so you know the feedback quality is assured by the same trusted YourTutor service.

**Frequently asked questions:
YourTutor *24/7 writing feedback service*:**

*How does this work?*

If you know YourTutor, it’s the same – except instead of waiting while the tutor looks through the students’ writing and prompts areas for review, the student can leave their file, continue with other work, and the YourTutor system will send an email when the feedback is ready. The file can be found inside the normal YourTutor dashboard.

*How will the tutor make comments? How will this be communicated to the student?*

Just like a standard English session in the live, on-demand service, tutors prompt students’ own critical thinking with in-line comments, questions, and highlighting inside the file that the student provides.

*What is the timeframe for responses?*

 24 hours, 7 days a week

*How many words can the student submit?*

 Up to 5500

*Will the tutor comment on the content of the essay or just the grammar and punctuation?*

The tutor will comment on grammar, spelling, structure including introduction and conclusion presentation, question unpacking, and other literacy conventions.

Just like the on-demand YourTutor *Connect Live* service, the tutor won’t give the student new ideas about a particular text (for example, discussing the content of *To Kill a Mockingbird*), but the student will be able to better think about their approach to their work, answering the question, approaching themes, and appropriate referencing.

*What is the pricing model?*

The on-demand, live YourTutor *24/7 writing feedback service* is based on minutes, just like YourTutor *Connect Live*:

0-1000 words equivalent to 15 minutes of live tutoring

1001-1500 words equivalent to 20 minutes

1501-2000 words equivalent to 25 minutes

2001-3000 words equivalent to 35 minutes

3001-4000 words equivalent to 45 minutes

4001-5500 words equivalent to 60 minutes

*How do students access the new 24/7 writing feedback service? Is there another login page?*

It’s the same as the normal YourTutor access point, through your particular school’s log in page, or at [yourtutor.com.au/connect](http://yourtutor.com.au/connect)

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| **Want to know more about your new YourTutor 24/7 writing feedback service?**Contact your local YourTutor Manager, or reach the Head Office on (02) 9906 2700 (Mon – Fri, 8am – 5pm, AEST). |