

UPEI Writing Centre – Code of Conduct

The Writing Centre team is here to assist students, faculty, and staff with writing-related needs. Please note that we do not correct or modify your writing for you - rather, we discuss your writing with you and help you to review and revise it.

The Writing Centre is committed to providing a safe, friendly, inclusive, and inspiring space for everyone. To collaborate with our clients to the best of our ability, we ask that you:

Commit to the booked appointment. If you can't make it, please cancel so that we can offer the time slot to another client. We encourage you to reschedule.

Come prepared: have something ready on paper or on your laptop/ tablet so that you do not come to the appointment empty-handed. No matter what stage your work is at, in order to assist, we must see your writing or at least be able to discuss the question/ topic/ rubric to help you to get started. You can attach a file to your appointment on the booking system.

Bring in work that is yours. It is not our team's responsibility to analyze the authenticity of a client's work, but we will not help if we suspect that it is plagiarized and/ or AI-generated. We take academic honesty seriously: you are responsible if your work contains something that breaches academic integrity.

Focus on your own work. We can't help you if you ask us to comment on group work without the other team members present. We will not engage in any criticism of the others in the group even if you think that they have contributed less. Should you need a group appointment (max. 4 people), please mention this when booking.

Understand that we do not assess. We do not comment on your mark(s) and/ or the feedback that you have received from a professor/ instructor, nor do we grade your work, whether complete or incomplete. We can, however, help you to understand how you can move forward with your writing and/ or do better in the future.

Participate. Engage and interact. Be open to feedback. The appointment is about conversation and collaboration, and your commitment to both. Do not expect us to do your work for you. Ask questions and tell the tutor if you do not understand what they have explained. Because you are seeking help, we will offer constructive comments on aspects of your work. This is not criticism, and we do not judge you as a writer.

Make sure your camera and audio work for an online appointment. For the tutor to be able to collaborate with you effectively, and to ensure professional integrity, you must have *both* the camera and audio on during a virtual appointment – otherwise we will need to end the meeting.

Show kindness and courtesy. We have the right to ask clients to leave (and end an online appointment) if they behave in a disrespectful or threatening manner towards our team or other users of the Writing Centre.

Put your phone on silent and leave it in your bag or pocket. Phones can be a distraction and interfere with the appointment whether this happens in person or online. Please do not text or take/ make calls during your appointment. Clients are not permitted to record the appointment, take pictures, or video anything at the Writing Centre.

Avoid using strong fragrances when making an in-person appointment. We are a scent-free campus.

We are here to help and look forward to working with you!

The Writing Centre Team