

University Writing Center

Annual Report: 2017-2018

The mission of the University Writing Center is to foster effective writing strategies that will not only help writers with their current assignments, but also build foundations for success in future academic and professional writing situations.



ABOUT THE UNIVERSITY WRITING CENTER

The University Writing Center, located in the D.F. Lowry Building, is an academic support program that provides individual peer tutoring in writing to all UNCP students. The Center is supported jointly by Academic Affairs and the Department of English, Theatre, and Foreign Languages and is housed in Student Academic Support and Retention. The Interim Director of the Center, Dr. Michael J. Berntsen, is an assistant professor in the Department of English, Theatre, and Foreign Languages. The University Writing Center employs student tutors from all disciplines, paying them an hourly wage for their tutoring services. A Graduate Student Assistant is also assigned to the University Writing Center. The University Writing Center provides one-to-one tutoring in writing to UNCP students who are working on writing related to UNCP coursework, scholarships, or other applications.

This annual report provides usage information gleaned from our database of student records. It also provides updated information regarding improvements, new programs, and other developments that have taken place in the University Writing Center over the past academic year.

If you have questions about this report or would like more information, please contact:

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Director of the University Writing Center

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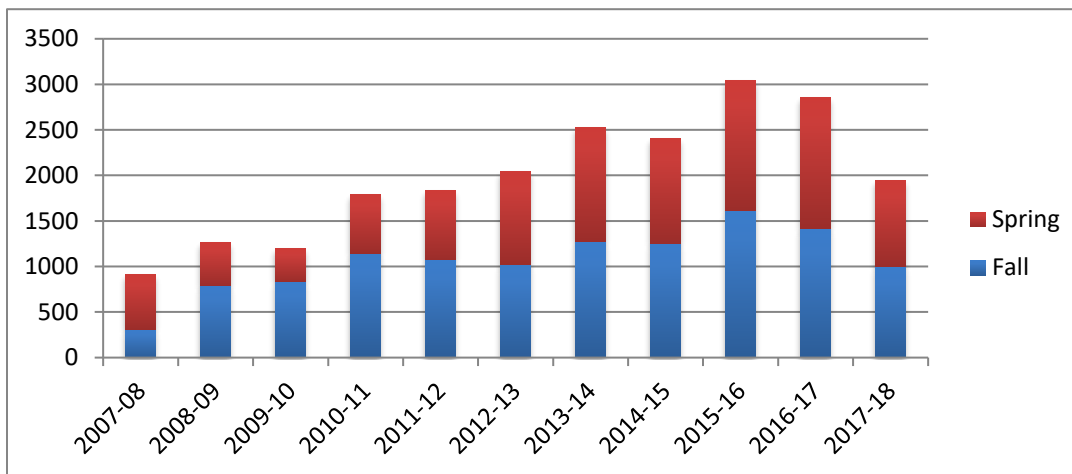
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Writing Center Usage

YEAR AT A GLANCE

- **1942 writing tutorials**
- **868 total unique student users**
- **401 online writing tutorials**

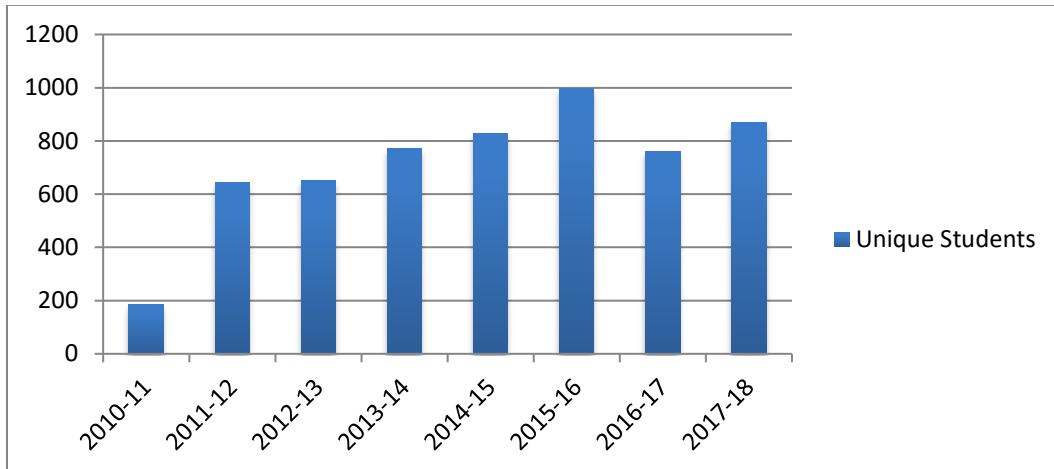
This year the writing center hosted 1942 sessions, which is a decrease of 917 tutorial sessions from last year.*



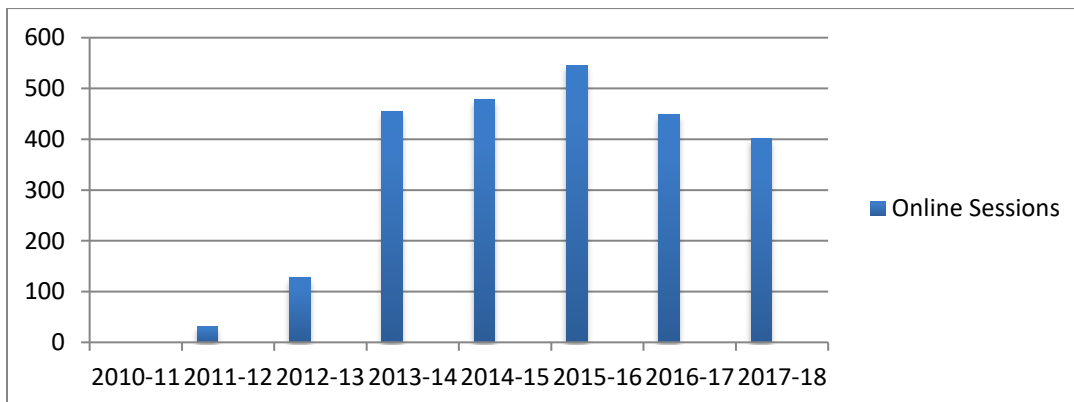
*The decrease in usage can be attributed to several factors related to the change in administration and staff.

- Dr. Brandy Lyn G. Brown joined UNCP as an Assistant Professor in the English Department and Writing Center Director. As Dr. Brown learned about the center and campus, there was a reduction in center promotion.
- The fall 2017 staff was two consultants smaller than previous semester.
- Unlike, Dr. Berntsen, Dr. Brown limited her hours in the center to maintain the peer-to-peer ethos of the center.

The total number of unique users increased by 108 students, to total at 868, 45.6% of students visiting the center returned multiple times. The Writing Center tutored 13.8% of the UNCP student body this academic year:



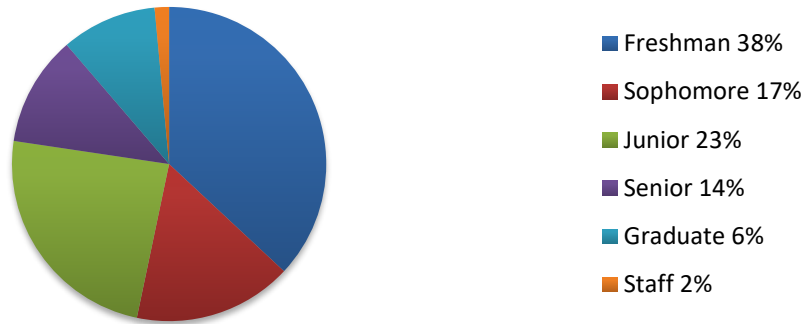
Online appointments decreased by 48 compared with last year, with a total of 401:*



**The decreases can be attributed to the factors listed above.*

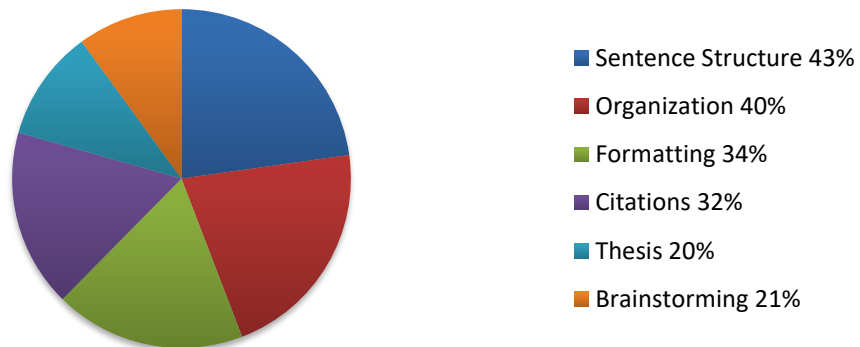
Student visits were made predominantly by freshman, but with a strong mix of upper-level and graduate visits as well:

Visits by Standing



Students requested assistance on various aspects of writing, with many requests focusing on sentence structure and organization:

Student Requests



Note about request data: Students are allowed to select more than one request.

WRITING CENTER USAGE & FUNDING

As is evident in the usage data above, the Writing Center's student usage has grown significantly over the past eight years. In the academic year 2017-2018, the writing center received an initial reduction in budget. There was also a decline in usage that may reflect the limited budget and hours. When additional funds were requested and granted, the center schedule increased, but usage did not bounce back as quickly.

As the center was under new directorship, the focus for this year has been on creating a unified staff and adapting to the new leadership.

In the Fall of 2017 most events and promotional efforts stayed the same, however attendance at workshops was poor and they were discontinued in Spring 2018.

As the writing center moves forward under new leadership, it will continue to focus inwardly on staff development, revising our mission and vision, and ensuring that the center maintains as diverse a staff as possible.

Technology

WCONLINE

For the past five years the University Writing Center has subscribed to WOnline, a web-based system that includes the following features:

- A web-based appointment system.
- A database that tracks students and student visits by various attributes.
- A survey tool.
- Usage reporting capabilities.
- Online tutoring capabilities.

ONLINE TUTOING SESSIONS

The online tutoring capabilities feature a web-based platform where students paste or upload documents to a shared space. Tutors and clients can both highlight and modify the document. Communication is carried out through a chat feature. This is a popular feature for online and distance students.

WEBSITE

The University Writing Center's website includes an 'about us' page which includes a mission statement and an explanation of our approach. The website also features a page for faculty, a page with pictures and biographies of the tutoring staff, a page of helpful links, a page that

explains how to apply for a tutoring position, and a page explaining our online tutoring platform. Students can make appointments via our website.

HARDWARE

The University Writing Center has six computers that are available for student use, one of which has DSS software installed. One printer is also available. The computers are less than two years old and in good condition. The Writing Center also has a StarBoard projector for presentations and for group writing projects.

Tutor Training & Professional Development

TUTOR TRAINING COURSE

University Writing Center tutors are trained in a full-credit course, ENG 2990: Writing Center Theory and Practice. In the course, students read theoretical and practical texts in the writing center field. They also write three papers, one of which requires research on a writing-center related topic. Each of the three papers is written in a different format: MLA, APA, and Chicago. The class creates a knowledgeable and skilled cohort of tutors in the University Writing Center. This experience and training greatly enhances the students' qualifications for teaching and related careers.

MONTHLY TRAINING SESSIONS

All University Writing Center tutors participate in monthly staff-training sessions. Many sessions this year focused on creating unity and coherence among the staff and new director.

CONFERENCES

The entire staff attended and participated in North Carolina Tutor Collaboration Day at Appalachian State University, Friday, Sept. 29.

UNCP Writing Center Website Projects

The entire staff has created writing worksheets for UNCP students to access when the center is closed.

Staffing & Recruitment

WRITING CENTER STAFF:

Fall 2017 to Spring 2018 Staff

Brandy Lyn G. Brown, Director

Graduate Student Assistant Directors:

- Amber Hester (English)
- Brittani Allen (English)

Undergraduate Tutors:

- Erin Duprey (English)
- Yuri Moore (English Education)
- Andrew Strickland (Secondary English Education)
- Citori Swink (Secondary Education)
- Jordan Williams (English)
- Angela Davis (English)
- Tonia Hunt (English)
- Heather Boggess (Psychology)

RECRUITMENT

To replace graduating staff, recruitment was undertaken in the spring. This consists of emails to all students and faculty announcing tutoring positions available and a job announcement on Brave Opportunities. For consideration, students submit a cover letter, an application form, and a writing sample. They also list at least one UNCP faculty reference. Potential tutors are interviewed and those selected are invited to enroll in English 2990.

University Outreach

FRESHMAN MOVE-IN

The Writing Center staff and interim-director participated in the Freshman Move-In as an effort to solidify the community spirit of UNCP and to introduce students to the tutoring services on campus.

CITATION WORKSHOPS

This year, the Writing Center staff developed and conducted several different citation workshops for MLA, and APA citation styles. We conducted four MLA, four APA, approximately 15 students attended the workshops.

LESSON PLAN WORKSHOP

Brittani Allen, one of the graduate assistants, created a Lesson Plan Workshop for education majors.

LIBRARY SATELLITE

The University Writing Center holds tutoring hours in the Mary Livermore Library Sunday-Tuesday 7:00pm – 10:00pm. Four tutors are on staff at these times. This service has proven to

be popular with students. Since the service is targeted at the “point of need,” in the place and at the time that students are working on writing assignments, the utilization is stronger than that at the Writing Center’s main location. We will make an effort to continue this service since it is so convenient and beneficial to students.

GRADUATE RESEARCH & WRITING ACADEMY

For the past four years, the Writing Center has participated in a weekend writing and research workshop for graduate students. Robert Arndt, Amber Hester, Brittani Allen, and Brandy Lyn Brown conducted one Graduate Research and Writing Academy sessions per semester on Saturday mornings.

FRESHMAN SEMINAR

Many Freshman Seminar instructors include the University Writing Center in their course. Some include the Center in their scavenger hunt, some bring their class by the Center, and some invite a representative of the Center to visit their class. We encourage all of the above and hope to strengthen our connection to Freshman Seminar in the coming year.

SPECIFIC COURSES

Many instructors teaching writing intensive courses have included the Writing Center in their syllabus. The instructors recommend, or in some cases require, all of their students to visit the Writing Center. Instructors forward copies of assignments and give us feedback on our work with their students. The Writing Center has relationships with instructors teaching courses in the following areas:

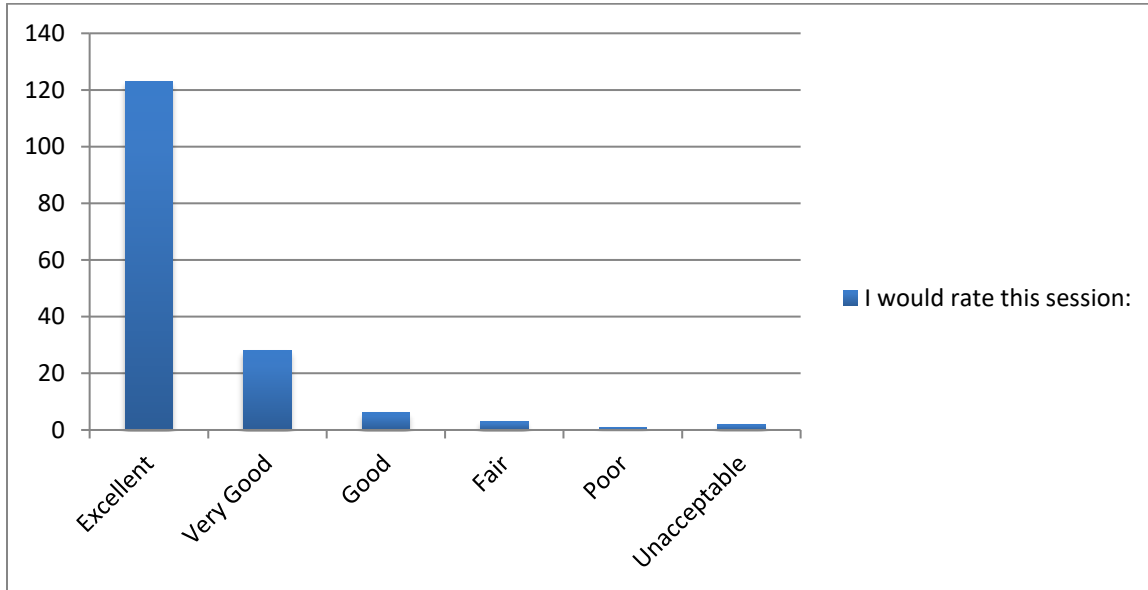
- English Composition
- Intro to Theatre
- History
- Religion
- Mass Communication
- Business Communication

Surveys

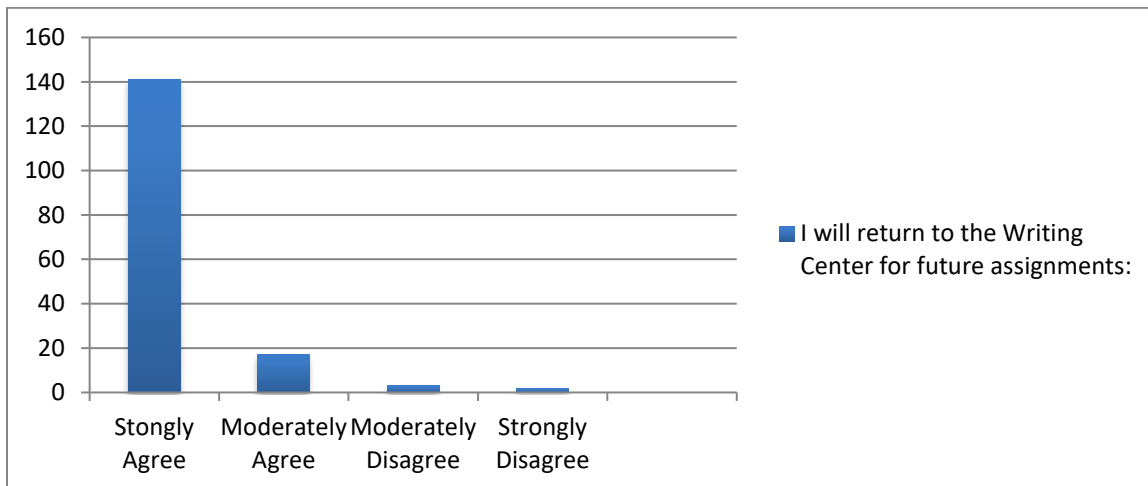
STUDENT SURVEYS

The student surveys were conducted throughout the 2017-2018 academic year. All students who visited the University Writing Center were sent an email with a link to the survey. 163 students responded.

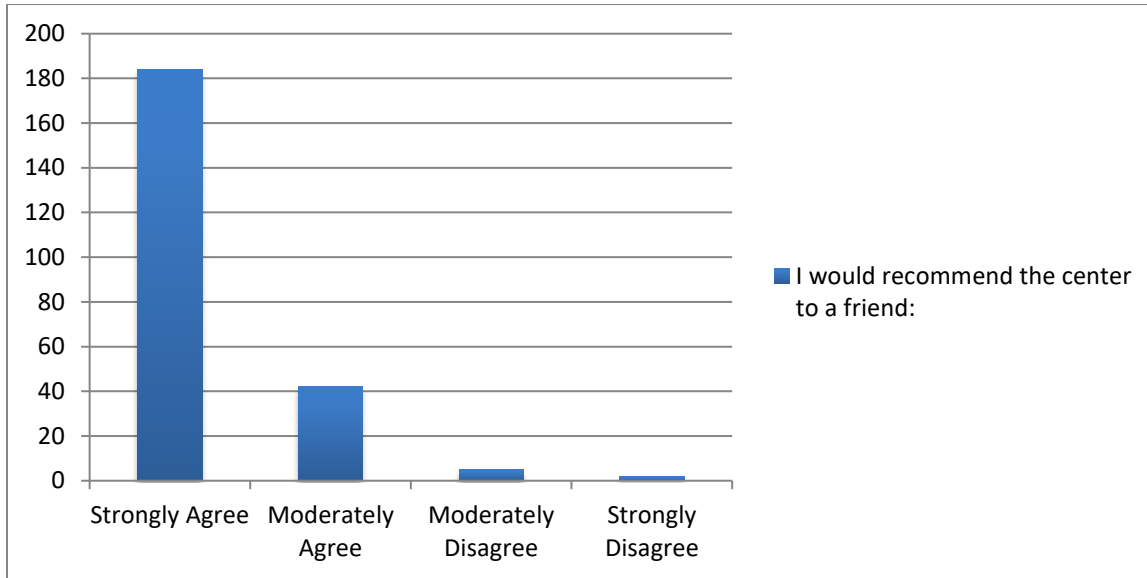
I would rate this session:



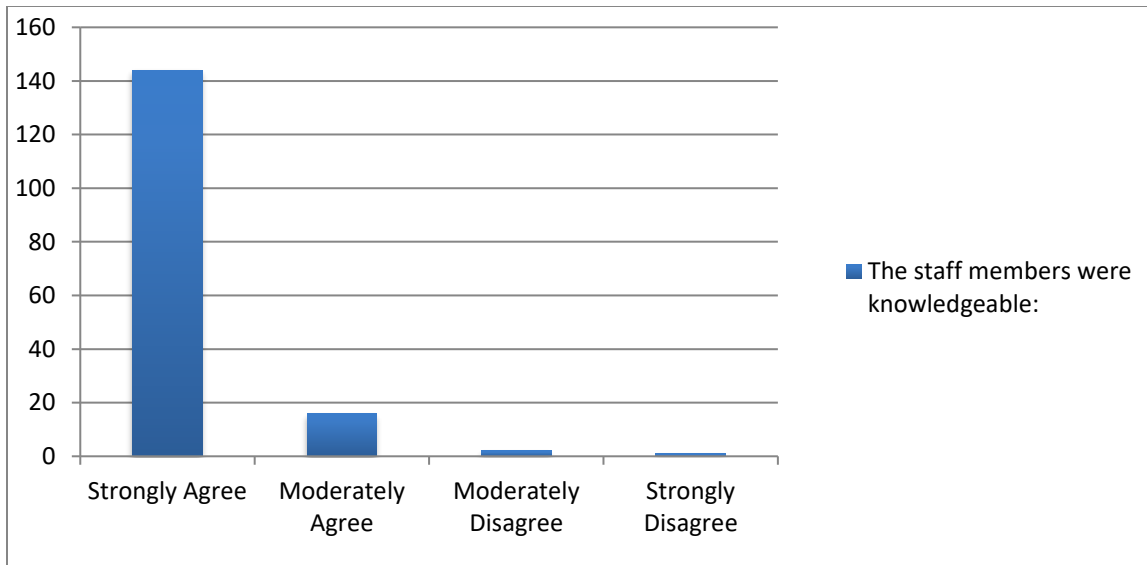
I will return to the Writing Center for future assignments:



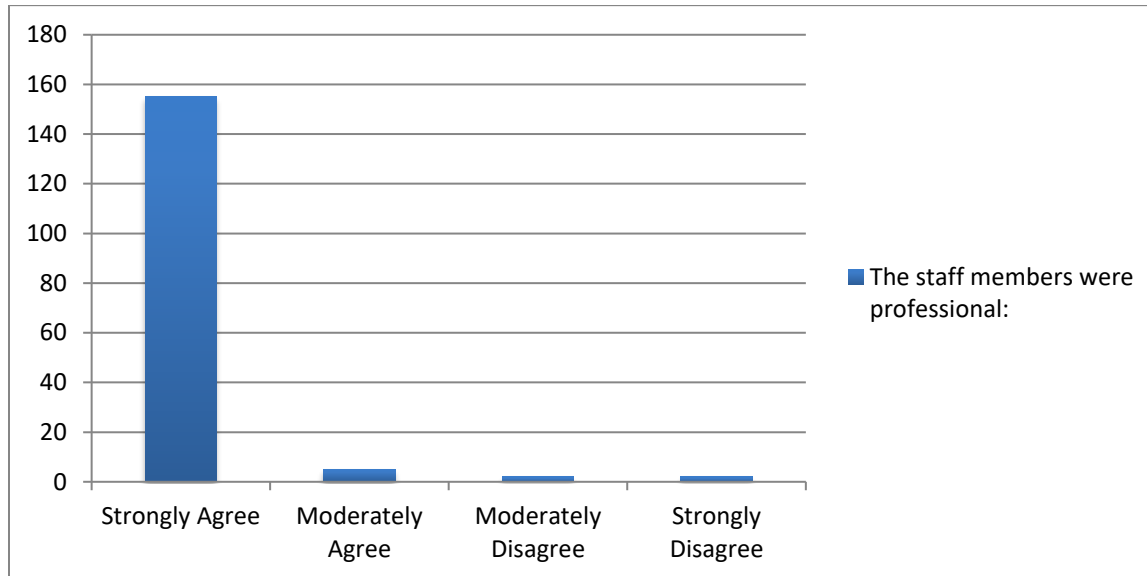
I would recommend the center to a friend:



The staff members were knowledgeable:



The staff members were professional:



STUDENT SURVEY: WRITTEN RESPONSES

All of my questions about my paper were answered, and based on the meeting I feel better about the work I will turn in.

[Tutor] is a great representation of the writing center. She is nice, caring, knowledgeable, helpful and so much more!

[Tutor] is amazing. I mainly wanted reassurance about my thesis: that the writing was clear. [Tutor] reassured me that my thesis conveyed the idea that I wanted it to. She was great!

[Tutor] is very knowledgeable about writing.

[Tutor] was very nice and knowledgeable.

[Tutor] is an amazing person to work with. I have learned a lot from him. My papers have started to get better since the beginning.

[Tutor] was great and I really appreciated her feedback!

[Tutor] was awesome. Very knowledgeable and professional. I would recommend her to anyone.

[Tutor] was extremely helpful in helping me brainstorm ideas. I will be back to see her very soon!!!

[Tutor] was great and I really appreciated her help. The feedback was informative and put into easy to understand words. Thanks!

[Tutor] was great! Thanks!

[Tutor] was very helpful and I will be returning to the writing center.

[Tutor] was wonderful and not only helped answer the questions I had about my paper but also helped me brainstorm where to go from there and reassured me. I felt much more confident after the session.

Comma use.. I have never used this resource, and I was missing out on a great experience. Please, thank [Tutor] for his time and knowledge!

[Tutor] is great I thank her, so much for her help in writing my papers for SW 3710 and Renaissance Art II. She is a wonderful worker for the UNC-P writing center.

[Tutor] is wonderful. She enjoys her work at the writing center. She really help my mind to open up to this difficult writing assignment. She made me laugh and forget about how hard it. We got the job done. Thank you for being there.

[Tutor] was very helpful in helping me understand how I could shift the focus in my paper which is what I needed help with.

Excellent help every time I go in for revisions.

Great experience. Thanks [Tutor]!

[Tutor] was great!

[Tutor] was very polite and helpful with the brainstorming process and ensuring my assignment. She was also very helpful with making sure the assignment was organized and flowed logically.

[Tutor] was very very helpful! She kept me going and helped me make sure I had every problem solved I would recommend and with work with her again!!

Helpful session to assist with paper completion.

I had a great session with [Tutor]. He was super helpful and built my confidence in my paper.

I really left the Writing Center feeling better about writing than I have prior to me attending the center. I still feel I have a good stretch before I can feel at least 75% happy /independent towards

writing in general. I AM REALLY APPRECIATIVE OF THE TIME, EFFORT AND CONCERNS [Tutor] SHOWED TO ME.

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