



UNIVERSITY WRITING CENTER

Annual Report
Academic Year: 2020-2021

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:

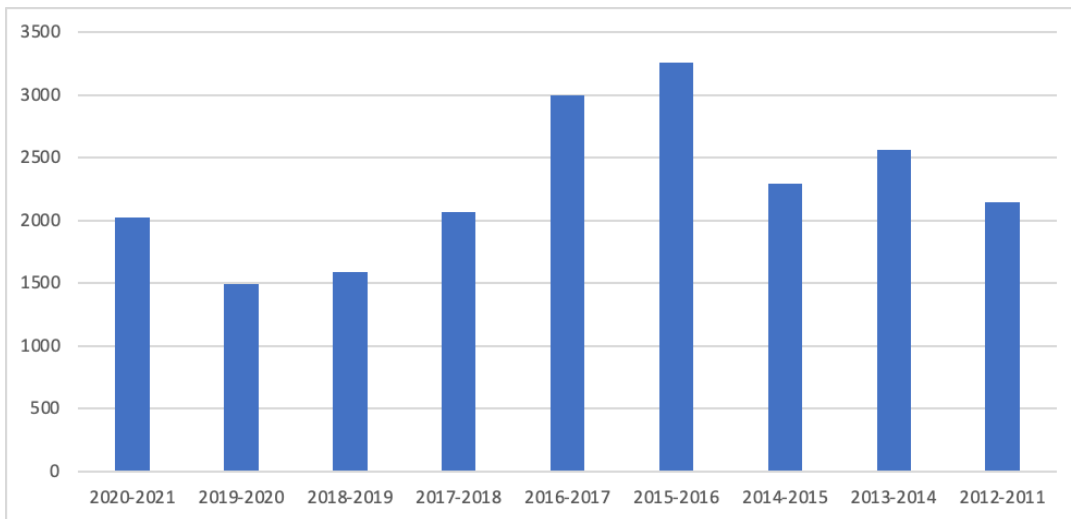
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WRITING CENTER USAGE

YEAR AT A GLANCE

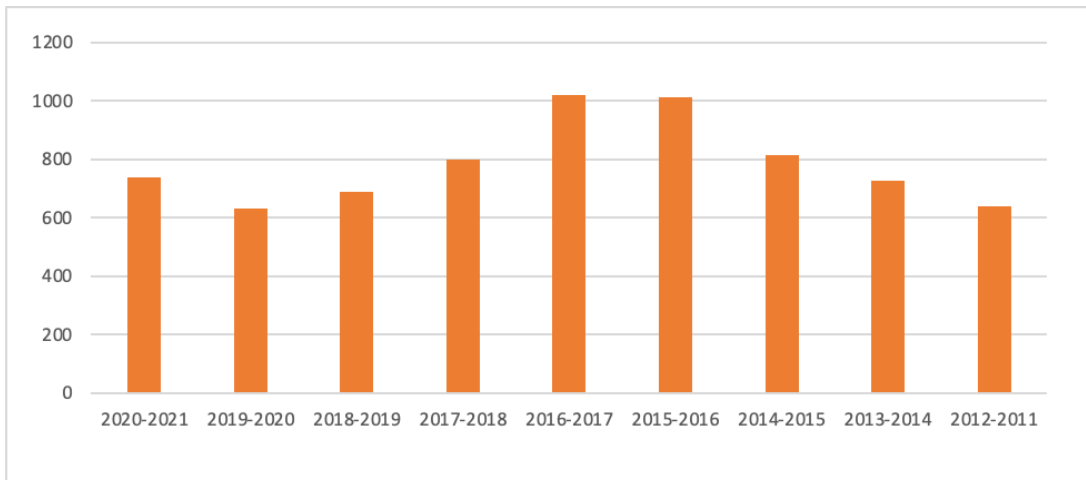
- 2024 writing consultations total
- 739 total unique users
- 2022 online consultations

This year saw an increase in 531 tutorial sessions, a 35% increase from last year.

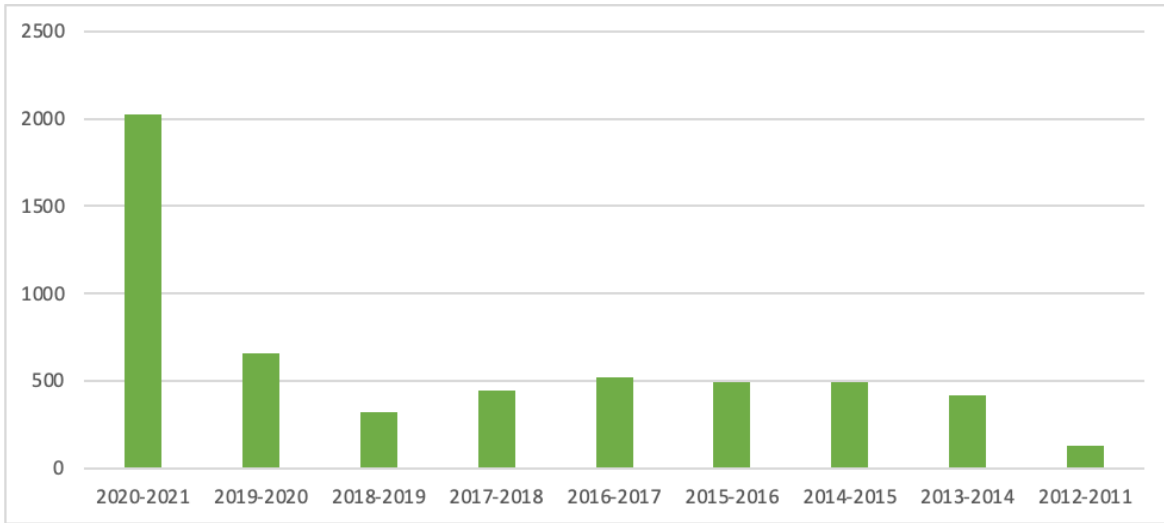


This increase could be attributed to the increased recommendation for students to access the writing center during the COVID-19 pandemic, which forced most students to attend online-only courses. In addition, a number of faculty mandated all their students to utilize the center throughout their semesters for class credit.

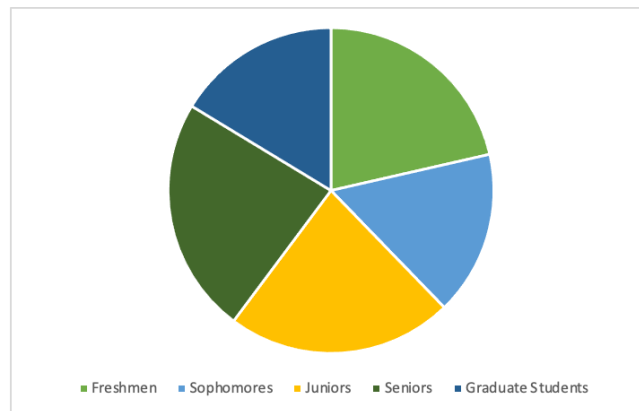
The total number of unique users increased by 109 students to 739 students. 52% of students visiting the center returned multiple times. The Writing Center tutored 8.9% of the total UNCP population this year.



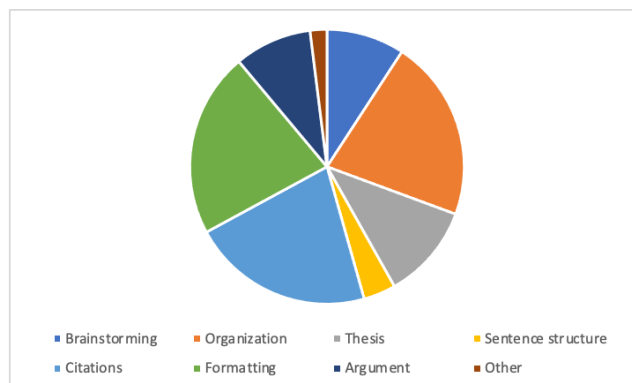
Online appointments increased by 1369 to 2024 students total. Again, this is due to the pandemic and the nearly entirely online experience at UNCP.



Student visits were made predominantly by junior and seniors, but with a strong mix of lower classmen and graduate students as well.



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



WRITING CENTER USAGE & FUNDING

The Writing Center's student usage has grown and slowed significantly over the past five years. According to past interim director Mike Berntsen, in the academic year 2017-2018, the writing center received an initial reduction in budget, which led to limited hours. Since then, the writing center has seen some difficult years, with the pandemic impacting what can and cannot be done in the center in terms of appointments and outreach. As the new writing center director, I focused this year on outreach through social media, building relationships across campus, and continuing our service online for the foreseeable future.

Moving forward, I hope to create a welcoming in-person writing center space, purchase new technology, find the funding to pay tutors a more acceptable wage (they are currently paid \$7.50/hour) and begin planning outreach events and workshops to encourage students to use the center.

TECHNOLOGY

WCONLINE

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

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

ONLINE TUTORING 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 three years old and in acceptable 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. Students in this class are required to complete four projects: a reflective narrative, a researched argument, a multimodal assignment, and a tutoring philosophy. In class, we discuss recent and foundational writing center texts and practice consulting each other. Students are also required to complete multiple observations of current tutors. 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.

BI-WEEKLY TRAINING SESSIONS

All University Writing Center tutors participate in bi-weekly staff-training sessions. Many sessions this year focused on trouble-shooting online sessions, providing guidance for “dropoff” papers, and reading through Laura Greenfield's *Radical Writing Center Praxis*.

STAFF & RECRUITMENT

WRITING CENTER STAFF

Fall 2020-Spring 2021 Staff

Elise Dixon, Director

Graduate Assistant:

- Elizabeth Gagne (English Ed)

Undergraduate Tutors:

- Lily Monaghan (Sociology/Political Science major)
- Elijah Johnson (English major)
- Kalyn Brown (Biology)
- Amanda Brownsberger (English)
- Brianna Thompson (Information Technology)
- Nicole Lawrence (Social Work)

RECRUITMENT

To replace graduating staff, recruitment was undertaken in the Spring. This consists of emails to faculty seeking out nominations for excellent writers, or helpful collaborators that they have seen in their courses. Once I receive the

nominations, I send an email to all nominated students to register for ENG 2990. After students take the course, students apply to work in the center by submitting their resume, cover letter, and tutoring philosophy.

UNIVERSITY OUTREACH

WORKSHOPS

This year, due to COVID, the writing center did not conduct any workshops in classrooms. However, as writing center director, I served as a guest speaker in the Office of Online Teaching and Learning Podcast Series in early September 2020. In addition, I facilitated a workshop on Writing Effective Literature Reviews for the Department of Social Work in Spring 2021.

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
- Math

SOCIAL MEDIA

This year, since the university itself – including the center– were working primarily online, the Writing Center made a concerted effort to increase its social media presence. We created a Twitter account and Instagram and re-started our Facebook account. These efforts were led by Elizabeth Gagne, the graduate assistant coordinator.

SURVEYS

STUDENT SURVEYS

The student surveys were conducted throughout the 2020-2021 academic year. All students who visited the University Writing Center were sent an email with a link to the survey. 190 students responded.

I would rate this session

Excellent	A: 144		75.79%
Fair	A: 1		0.53%
Good	A: 9		4.74%
Poor	A: 4		2.11%
Unacceptable	A: 7		3.68%
Very Good	A: 25		13.16%

I will recommend the center to a friend.

Moderately Agree	A: 17		8.95%
Moderately Disagree	A: 6		3.16%
Strongly Agree	A: 161		84.74%
Strongly Disagree	A: 6		3.16%

I will return to the center for future assignments.

Moderately Agree	A: 16		8.42%
Moderately Disagree	A: 5		2.63%
Strongly Agree	A: 164		86.32%
Strongly Disagree	A: 5		2.63%

I left the writing center with ideas for revision.

Moderately Agree	A: 14		7.37%
Moderately Disagree	A: 3		1.58%
Strongly Agree	A: 162		85.26%
Strongly Disagree	A: 11		5.79%

Staff member(s) were knowledgeable.

Moderately Agree	A: 14		7.37%
Moderately Disagree	A: 5		2.63%
Strongly Agree	A: 165		86.84%
Strongly Disagree	A: 6		3.16%

STUDENT SURVEY: WRITTEN RESPONSES

- 10/10. Get that man a raise. (1)

- Although my tutor was not familiar with this type of math she did direct me to Ms. Nicole. So I scheduled an appointment with her for Wed. July 22, 2020 at 11 am. I need understanding on how to estimate confidence intervals proportions, what is standard error/deviation within a group. (1)
- Amanda was amazing ! I will definitely come back next week ! She was so encouraging, and made me feel comfortable! (1)
- Amanda was excellent. Really helped me make sure I had everything done correctly! (1)
- Amanda was very professional and thoughtful. Highly recommended. (1)
- Dr. Dixon, on top of helping me with my writing, has been really helpful in breaking things down and explaining things so that I can have a better understanding. I want to learn how to become a better writer, but with my learning disabilities, it's been difficult. I'm thankful for the writing center staff and resources to help me achieve this goal. (1)
- Eli is a wonderful asset to UNCP! He gave me the direction I needed and because of his help received the grade I wanted on my assignment. Thanks Eli! (1)
- Eli was great! He was very professional and helped me a bunch! Already have another session scheduled with him to tie everything together! (1)
- Elise Dixon was very much helpful when I was trying to figure out how to change my citations to summary more than a paraphrase. (1)
- Elise is very excellent and she did great contributions to my work. (1)
- Elise was very helpful. She walked me through the process of MLA formatting. She also shared tips within Word I had not known were available. She also shared a website to reference. She was patient, professional, and knowledgeable. (1)
- Free databases for peer reviewed articles. Gange' was great! (1)
- Great feedback for corrections I needed to make to finish up my paper. (1)
- I always try to schedule with Rebecca. She's very professional and when we work together, it feels like we've been close friends forever. (1)
- I am a novice writer in the APA 7th edition format. It would have been more helpful to give me specifics as to what was wrong with my reference page verses telling me to look at OWLs Purdue. (1)
- I am still waiting for my revisions so I can edit my paper and turn in my final draft. (1)
- I appreciate the assistance and email to my professor. (1)
- I did not have an issue with Heather, the system froze several times and I had to log off multiple times which negatively impacted my experience. I was not able to get the help I needed. (1)
- I feel more confident in my assignment after the writing appointment. It's a challenging assignment, especially formatting and citations. (1)
- I had a great experience with the staff member. I look forward to working with her again. (1)
- I had a wonderful session with Nicole, but later found out that the APA citation changes she recommended were incorrect and resulted in a lower grade on my assignment. I don't have a copy of the suggestions she made, so I am not even able to show the mistakes were not mine in order to get points back on my assignment. (1)
- I have met with Nicole twice so far this semester for my papers, she is very knowledgeable! (1)
- I truly appreciate all of the feedback that Amanda provided for me. This was my first time ever scheduling an appointment with the writing center and I am grateful for it. Thank you! (1)
- I was actually happy that my work was given positives first before the work needed. It made me feel confident that I belong in college (1)

- I was unable to keep the appointment because I was not done with the writing but the person to contact me too try and remind me about my appointment and it was greatly appreciated (1)
- I will definitely choose Amanda for my next visit to discuss a writing assignment. (1)
- Kalyn was great. I would book with her again ! (1)
- Lakota was my reviewer who looked over my assignment and provided feedback on sentence structuring as well as APA formatting critique. She was timely and her revisions sounded nice and were very helpful. Nothing negative to say. (1)
- Lakota was very knowledgeable and thorough (1)
- Lakota was willing to work with me and help me out, even more than they had to. (1)
- Lily has been a lifesaver for my paper. Her insights were extremely helpful. (1)
- Lily has been a lifesaver for my paper. Her insights were extremely helpful. She extended my session so she would write a thorough review. (1)
- Lily helped me correct mistakes that I did not notice. For example, she suggested that I rephrase run-on sentences. I used her feedback to improve my paper. (1)
- Lily indicated the parts of my essay that were strong or needed improvement. (1)
- Lily is always very helpful and today she proofread my final paper which gave me the confidence needed to make it to the end of the semester.
- Lily is my favorite. She takes her time and gives great suggestions. (1)
- Lily is wonderful and very helpful! (1)
- Lily was great and I look forward to coming back for more help on future assignments. (1)
- Lily was very excited about helping me. She was very knowledge about writing. The overall session was unbelievable. I really enjoyed the knowledge that she gave. (1)
- Nicole is so far my favorite to go writting tutor. She does read your notes on what you need help on and she is professional and nice. (2)
- Nicole was very professional and patient as this was my first time using the writing center. I will be using the writing center in the future, (2)
- Rebekah has been the individual I have worked with for the last 3 writing center appointments, and each time I have left feeling more confident in my writing assignment and overall performance here at UNCP. Her personality is welcoming and her feedback is given in a helpful and professional manner. The ability to interact live with my tutor has created an experience that I look forward to, and if there's any way Rebekah can be given a high-five - she deserves it, because she is nailing this! (1)
- Research and understanding how to navigate the Livermore Library site. (1)
- Revision feedback. (1)
- Second to none; simply amazing! (1)
- Shannon provided valuable recommendations for my paper. Thanks (1)
- She is great! (1)
- She not only helped me correct the citation but also helped me find the grammatical mistakes. She's really nice! (2)
- She was a big help (1)
- She was great and helped me so much!! I appreciate the help! (1)
- She was very helpful and I loved how she explained and walked me through why she would change or fix certain things. (1)
- She was very knowledgeable. She made me feel very comfortable working with her. I have definitely scheduled another session with her, and will continue to utilize this service. (1)

- She went straight to the point and was honest about things I needed to work on. I didn't know who to go to because my writing was for Composition I and it was about a summary. She helped me explain things VERY well because I would have not realized that I was citing things wrong and I didn't even know there can be too many quotes. (1)
- Staff members recommendation was to proofread my research paper, which I was expecting some feedback and received none. (1)
- Super professional, is willing to work outside his schedule. Helped me revise my paper and got me an A+. (1)
- Thank you so much for this service. Eli was very helpful! (1)
- Thank you so much Shannon (1)
- The writing center was very helpful in giving me areas that needed improving. Without their help, I wouldn't have gotten an A on my literature review. (1)
- This is the second session I scheduled with Shannon. She is knowledgeable, kind, patient, and helpful. I would recommend this service to all students. (1)
- This was my first time using the writing center. As a student with learning and processing disabilities, I was nervous about reaching out for help with writing. We had our session over the phone because it takes me a long time to read and write. Nicole was so easy to talk to and she spoke in a way that was easy to understand. She spent a good 40 minutes going over all the requirements for my upcoming paper. I have a better understanding and I don't feel as overwhelmed with starting my paper as I did before I talked with her. (1)
- This was my first time using the Writing Center. There was a small mix up with my first draft that I submitted the week prior. I was able to call the Writing Center and the staff was able to discover what happened. I resubmitted my draft and Lily worked quickly to get it revised and sent back. She stayed in contact with me during the process, provided helpful notes and feedback, and offered her contact information if I had any additional questions. This turned out to be a great experience, and I was happy to have the opportunity to work with Lily as well as the other staff at the Writing Center. Thank you so much for all the help that was provided! (1)
- Very helpful (2)
- Very helpful with my assignment! Very good at explaining herself and why she suggested the changes. (1)
- Very thankful for the virtual meeting option. This is a great resource for UNCP students. Shannon was very courteous, professional, and knowledgeable. (1)