

# Writing & English 800 Center User Survey

## Summary Data

Conducted June 2013 (n = 417)



**1. Are you familiar with the Writing Center and the English 800 Center resources and how to make use of them?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Yes                | 341   | 94.5 |
| No                 | 20    | 5.5  |
| Number of Students | 361   |      |

**2. Was the Center open during the hours when you needed it?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Always             | 297   | 71.9 |
| Most of the time   | 95    | 23.0 |
| Sometimes          | 14    | 3.4  |
| Rarely             | 5     | 1.2  |
| Never              | 2     | 0.5  |
| Number of Students | 413   |      |

**3. Did you understand the procedures for using the Center? Were they clear and easy to follow?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Yes                | 400   | 96.9 |
| No                 | 13    | 3.1  |
| Number of Students | 413   |      |

**4. Overall, how would you rate the quality of the Center's service**

|                    | Count | Pct  |
|--------------------|-------|------|
| Excellent          | 241   | 58.1 |
| Very Good          | 133   | 32.0 |
| Good               | 31    | 7.5  |
| Fair               | 8     | 1.9  |
| Poor               | 2     | 0.5  |
| Number of Students | 415   |      |

**5. Were the Instructional Aides and student assistants in the Center helpful?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Very helpful       | 298   | 75.8 |
| Somewhat helpful   | 91    | 23.2 |
| Not helpful        | 4     | 1.0  |
| Number of Students | 393   |      |

**6. Were the Center faculty helpful during one-on-one tutoring (essay conferences)?**

|                                       | Count | Pct  |
|---------------------------------------|-------|------|
| Very helpful                          | 252   | 70.2 |
| Somewhat helpful                      | 103   | 28.7 |
| Not helpful                           | 4     | 1.1  |
| Number of Students                    | 359   |      |
| I did not have one-on-one conferences | 49    |      |

**7. When meeting with instructors in the Center, which of the following areas did you focus on? (Check all that apply)**

| I focused on...                          | Yes         | No          | Total |
|--|-------------|-------------|-------|
| a. Understanding writing assignments     | 31.7% (132) | 68.3% (285) | 417   |
| b. Thesis organization                   | 25.2% (105) | 74.8% (312) | 417   |
| c. Essay organization                    | 33.1% (138) | 66.9% (279) | 417   |
| d. Using quotations                      | 27.8% (116) | 72.2% (301) | 417   |
| e. Sentence fluency and coherence        | 27.1% (113) | 72.9% (304) | 417   |
| f. Planning and outlining                | 26.6% (111) | 73.4% (306) | 417   |
| g. Developing essays                     | 29.0% (121) | 71.0% (296) | 417   |
| h. Summarizing and paraphrasing readings | 40.5% (169) | 59.5% (248) | 417   |
| i. Topic sentence and paragraph focus    | 38.8% (162) | 61.2% (255) | 417   |
| j. Grammar and proofreading              | 31.4% (131) | 68.6% (286) | 417   |
| k. Other                                 | 29.0% (121) | 71.0% (296) | 417   |

Note: Counts are listed in (parentheses).

**8. Did you use computers in the Quiet Room, Writing Center, or English 800 Center to do your coursework?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Yes                | 298   | 73.6 |
| Sometimes          | 47    | 11.6 |
| No                 | 60    | 14.8 |
| Number of Students | 405   |      |

**9. Was the equipment (e.g., computers, printers, software) you needed readily available and working properly?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Always             | 287   | 75.1 |
| Most of the time   | 80    | 20.9 |
| Sometimes          | 11    | 2.9  |
| Rarely             | 4     | 1.0  |
| Number of Students | 382   |      |
| Does not apply     | 24    |      |

**10. Has the work that you have done in this Center helped in your writing?**

|                    | Count | Pct  |
|--------------------|-------|------|
| Helpful            | 160   | 40.4 |
| Very helpful       | 226   | 57.1 |
| Not helpful        | 10    | 2.5  |
| Number of Students | 396   |      |

**12. If you have completed tutorials in the Center, did these tutorials help your writing?**

|                              | Count | Pct  |
|------------------------------|-------|------|
| They were very helpful       | 89    | 49.4 |
| They were helpful            | 81    | 45.0 |
| They were not helpful        | 10    | 5.6  |
| Number of Students           | 180   |      |
| I did NOT complete tutorials | 171   |      |