

Writing & English 800 Center User Survey

Summary Data

Conducted Spring 2014 & Fall 2014 (n = 375)



1. Are you familiar with the Centers' resources (e.g., essay conferences and tutorials) and how to make use of them?

	Count	Pct
Yes	354	94.7
No	20	5.3
Number of Students	374	

2. Were the Writing Center and English 800 Center open during the hours when you needed them?

	Count	Pct
Always	247	66.4
Most of the time	93	25.0
Sometimes	27	7.3
Rarely	4	1.1
Never	1	0.3
Number of Students	372	

3. Were the procedures for using the Writing Center and English 800 Center clear?

	Count	Pct
Yes	354	95.4
No	17	4.6
Number of Students	371	

4. Overall, how would you rate the quality of the Centers' services?

	Count	Pct
Excellent	185	49.3
Very Good	131	34.9
Good	45	12.0
Fair	7	1.9
Poor	7	1.9
Number of Students	375	

5. Were the Center instructors helpful during one-on-one tutoring (essay conferences)?

	Count	Pct
Always	195	59.6
Most of the time	97	29.7
Sometimes	29	8.9
Rarely	3	0.9
Never	3	0.9
Number of Students	327	
I did not have one-on-one conferences	46	

6. When meeting with instructors in the Writing Center or English 800 Center, which of the areas below did you focus on? (Please check ALL that apply)

I focused on...	Yes	No	Total
a. Understanding writing assignments	30.4% (114)	69.6% (261)	375
b. Thesis organization	31.2% (117)	68.8% (258)	375
c. Essay organization	20.5% (77)	79.5% (298)	375
d. Using quotations	37.6% (141)	62.4% (234)	375
e. Sentence fluency and coherence	22.9% (86)	77.1% (289)	375
f. Planning and outlining	27.7% (104)	72.3% (271)	375
g. Developing essays	32.8% (123)	67.2% (252)	375
h. Summarizing and paraphrasing readings	31.2% (117)	68.8% (258)	375
i. Topic sentence and paragraph focus	47.2% (177)	52.8% (198)	375
j. Grammar and proofreading	41.9% (157)	58.1% (218)	375
k. Other	28.8% (108)	71.2% (267)	375

Note: Counts are listed in (parentheses).

7. How many essay conferences did you have this semester?

	Count	Pct
1	96	28.1
2	93	27.2
3	76	22.2
4-5	53	15.5
6 or more	24	7.0
Number of Students	342	

8. After your essay conferences with faculty, were you able to identify and understand the writing skills that you needed to work on?

	Count	Pct
Yes	325	94.8
No	18	5.2
Number of Students	343	

9. Was the front desk staff in the Writing Center and/or English 800 Center helpful?

	Count	Pct
Always	307	83.0
Most of the time	51	13.8
Sometimes	7	1.9
Rarely	2	0.5
Never	3	0.8
Number of Students	370	

10. When you used equipment (e.g., computers, printers, software) in the centers, was it readily available and working properly?

	Count	Pct
Always	257	74.1
Most of the time	75	21.6
Sometimes	12	3.5
Rarely	2	0.6
Never	1	0.3
Number of Students	347	
I did not use center equipment	21	

11. Has the work that you have done in the Writing Center or English 800 Center helped your writing?

	Count	Pct
It helped a great deal	163	44.4
It helped	166	45.2
It helped a little	31	8.4
It did not help	7	1.9
Number of Students	367	

13. If you have completed Writing Center or English 800 Center tutorials in the center, did these tutorials help your writing?

	Count	Pct
I did complete tutorials, and they were very helpful	66	41.3
I did complete tutorials, and they were helpful	54	33.8
I did complete tutorials, and they were somewhat helpful	28	17.5
I did complete tutorials, and they were not helpful	12	7.5
Number of Students	160	

14. How often did you access your online reporting form this semester?

	Count	Pct
Frequently	60	16.3
Sometimes	123	33.5
Once or twice	114	31.1
Never	70	19.1
Number of Students	367	

15. Was your online reporting form easy to access?

	Count	Pct
Yes	275	87.3
No	40	12.7
Number of Students	315	

**College of San Mateo Student Survey
Writing Center & English 800 Center
Spring 2014 & Fall 2014
Narrative Responses to Open-Ended Questions**

Q#3. Briefly explain:

- ALL GOOD MORE ROOM TO USE THE COMPUTERS AND MORE APPTS AVAILABLE
- Be able to plan for future weeks! A headed of time!!
- Staff are awesome!
- Unclear on what is the purpose of the English/Writing Center.
- Essay conference procedures were clear but tutorials were not.
- Everyone is very helpful.
- For my English 100 class, we had a short 15 minute meeting in the writing center. To go over the services and procedures. Even though it was only 16 minutes, the services were explained in too many detail. I'm sure the procedures were clear.
- I can always get help if I don't know how to use it
- I found the writing center very useful, especially in my situation as a single mother. Writing center opens until 8:30 which gives me a time to do my homework. Also, was able to help me with my essay to improve. But there is a little thing concern me was the printing regulation. There were certain papers you can only print out and every time you print the staff member has to enter the password, which is taking more time to do it, especially on the busy day when everyone has to print their essay in last minute. The room can be crowded and has only limited computer you can use, print and most of the time were occupied.
- I like the quite room for studying.
- If I ever need help, the staff was very helpful.
- in regards to class requirements, it's extremely
- It is very confusing when it is required for English to do four tutorials and on top of that do 4 essay conferences, which nobody has time to do all of that.
- Less hours should be required for this and teacher didn't explain well enough that we were to do this on our own right away. I kept waiting for him to set up an appointment or time and I was very confused about the whole thing. The tutorials would be great except I don't have Internet at home because I can't afford it. I can't put my baby in daycare even longer than she already is just to come 2 hrs. earlier than my classes to do this requirement and I can't afford gas to go back and forth more than once a day. I appreciate all the help you offer but part time students should not have the same mandatory hours to fulfill as full time.
- Our English class required it
- sign up were a bit confusing since there are 2 separate books

Q#5. Briefly Explain

- 20-minute tutoring is too short

- ALL GOOD
- Always concerned to provide the best help fix the student
- The appointment are always filled up.
- The essay conferences were instrumental in my success.
- The girl at front desk helped me with my essay tremendously and she's 19 (age of my 1st child) and she's brilliant!
- The instructors are quite nice
- The instructors would always read the prompt for the essay, underlined the requirement, and proofread as they help us with other needs.
- The professors can always find out the main errors in my essay and give me lots of helpful suggestions.
- The teachers really seem to be on the students side, but offer good constructive criticism
- Very good instructors
- Very helpful, but certain counselors give conflicting advice.
- Every tutor had something useful to say.
- have yet to receive
- Very helpful
- I haven't had a one-on-one tutor yet
- I love that conferences are run by professors! Please keep the professors there!
- I would like more time with instructor
- I would prefer it if an instructor would read through my essay (or at least skim it quickly) before going over it with me. The line-by-line method may work with some students, but I find the 20 minute conference time too short to cover a nine to 12-page essay.
- I'm sure not all, but some instructors focus on tutoring different points other than what I desired and asked to get tutored.
- Instructor was very helpful but this is my first appointment here so I can't mark ""always.""
- It was always packed, & couldn't get an open space.
- I've had XXXX a few times, and I think XXXX really helpful
- More appointments and professor made available for students for help
- more drop in hours (always packed)
- Not enough time during visit to get appropriate feedback
- Not instructors are helpful.
- Not required from classes this semester
- One conference I was told my essay was completely wrong and should redo- I went to my professor and he/she said that wasn't too.
- online conference
- Online sessions were difficult
- Only have had one tutorial conference.
- Professor XXXX and XXXX were very good.

- Professor XXXX was awesome!
- Somehow is very helpful but every teacher has different teaching method in grammar. Sometimes it confuse me the way the grammar I was thought.
- sometimes I feel the tutoring sessions are a little rushed
- Sometimes I felt that the time was too short rushed
- Would love to have one though

Q#6. Briefly Explain:

- Computers to type my essay
- Couldn't get a conference (always full)
- didn't meet w/instructors
- Didn't meet with an instructor
- Transitioning sentences and relating back to thesis
- tutorials
- going over an essay to better the new ones
- Help with citation
- I also did a lot of tutorials and had them corrected by one of the tutors.
- I did not meet w/anyone.
- I did not meet with an instructor
- I didn't have any meetings with instructors.
- Learning the basics of English and covering the English structure.
- n/a
- Overall essay coherence, paragraph transitions, developing a conclusion
- Printing
- Revising

Q#8. Briefly Explain:

- ALL GOOD
- As I wrote above, 20 minutes isn't enough time if the essay is dissected line-by-line without an overview of where the student might be having difficulties.
- but still not enough time
- surely my grammar and preposition
- The instructors would always point out the weakness and strong paragraph in my essay. I would always have clear thoughts and idea on how to edit my essay to improve it.
- The professor pointed out what needs to be added on my essay to make it stronger.
- The staff has lots of insight, but they did not have enough time to improve my whole outline.
- I had to practice to improve my sentence fluency.
- I hadn't essays conferences
- I wasn't able to get more. It was always busy.

- XXXX is an instructor that help me progress in creating a brief summary well organized, and discovered new words are useful for essays.
- n/a
- Never had a meeting
- sometimes

Q#9. Briefly Explain:

- Again they are really helpful in terms of last min appt
- ALL GOOD SERVICE AND REALLY FAST
- Always a warm and welcoming atmosphere, and a willingness to assist in any way.
- Always impressed by the staff's consistent friendliness.
- Always on tasks.
- Always super friendly + helpful!
- Super friendly and say hello most of the time.
- They are all very kind and ready to help with anything.
- They are very helpful and have a very good attitude
- They helped me sign up for essay conferences in person and on the telephone. They also helped with signing in at the Writing Center when the computer had a glitch.
- They were great at being very attentive and helpful in explaining/answering anything.
- They're sweet, just not enough time/resources for mtgs...
- They're very helpful, approachable, and friendly. :)
- Very friendly front desk staff :)
- XXXX and XXXX and XXXX are amazing
- XXXX is very helpful + willing to Accommodate and so is XXXX
- Very helpful
- I rarely see the staff in their chairs, they are always helping students to print or remind students about the appointment. Yes! They are very helpful.
- I think it's great that the front desk staff are friendly and welcoming.
- Love the Staff.
- Wonderful!
- You guys are amazing!!

Q#12. If you have completed Writing Center or English 800 Center tutorials, which tutorials did you complete? Please list them here:

- #1, 2, 3, 4, 6, 7, 8, 9, 17 (intro)
- #17, #21
- #2, #10
- 1 & 4
- Advanced Subject-verb
- All of the punctuation + research tutorials.
- All of them; Please, make more

- Comma tutorial
- Commas
- Commas
- Critical Reading
- Critical Thinking Skills Tutorial: Logical Method: Induction and Deduction
- Critical Thinking: Hidden Assumptions
- Did not receive one
- Didn't need to do tutorials.
- special tenses
- Sub+Cord
- Subordination + Coordination
- Subordination and coordination
- Topic sentences + paragraph format
- Tutor for essays.
- Tutorial #1
- Tutorial #2
- Tutorial #3 (Can't remember the name of the tutorial.) Subject & verb tense!
- Tutorials #1-3
- Using Commas
- Verb agreement
- Verbal phrases
- don't remember
- Drawing inferences
- Drawing Inferences
- Drawing inferences from literature
- Emily
- ENG 110
- Essays
- First tutorial, showing us around
- Fragment sentence
- Fragments
- Grammar, noun phrase agreement.
- Hidden Assumptions, Inferences, Drawing Facts, Judgments, Logical Fallacies
- I completed the first four since they were required.
- I have completed more than 8 tutorials.
- I have completed the 1st 8 tutorials, from Subject-verb agreement to parallel structure.
- I have completed the first 8 tutorials.
- I have not used any at the moment.
- I have not yet
- I haven't done any workshop
- I just talk to my English teacher
- I never done tutorials

- I never used tutorials. I am a part-time student
- I've been helped with 2 essay outlines.
- Joining Ideas
- XXXX was great learned a lot very helpful and very nice!
- library
- Logical Fallacies
- making inferences
- n/a
- n/a
- N/A I didn't have the time. =(
- Yes
- No
- no tutorials
- No,
- No, I haven't yet because I missed the tutorials that I should be attending.
- No.
- NONE
- none
- None was needed
- None yet
- Not yet, I will do them next week.
- one
- Past tense verbs
- pronoun agreement
- Pronoun Agreement
- Pronoun agreement and sentence fragment
- Pronoun agreement, drawing inferences from literature, facts, inferences and judgments, hidden assumptions, logical fallacies.
- Pronoun tutorial
- Pronouns
- pronouns
- Reading tutorials & writing tutorials
- Research process, plagiarism+copyright, search techniques, online database, internet searching, & citing sources
- RTS tutorial
- Run on sentences
- Run together sentences
- Run-on sentences
- Run-on sentences
- Run-ons
- run-ons tutorial & fragment
- Run-ons, fragments

- Run-together sentences, introductory tutorial, sentence fragments
- Run-together sentences
- Run-together sentences, Drawing Inferences Literature
- Sent. focus and MLA
- Sentence development tutorials
- Sentence focus
- sentence focus & run-together-sentence tutorials
- Sentence Focus Drawing Inference From Literature
- Sentence focus, hidden assumptions
- Sentence focus.
- sentence fragment
- Sentence Fragment
- Sentence fragment, run together sentences, pronoun agreement
- Sentence Fragments
- Sentence Fragments
- Sentence fragments & commas.
- Sentence fragments, Run ons
- Sentence structures, thesis statement
- What's English 800 center?
- Yes.

Q#15. Briefly Explain:

- somewhat, that program is new to me
- Sort of, I forgot about it more often than not
- The CSM Writing Center is a great resource for those who need extra help with their writing and reading comprehension and for those who don't have a computer at home. I do understand that CSM needs students to use the Writing Center to justify its funding. However, I think students should be able to petition their professors to adapt the hour per week requirement tagged onto many English courses. Even though the CSM Writing Center is open Monday through Thursday until 8:30 pm, working/commuting students may be hard pressed to meet the minimum hours required for a semester.
- This was the only thing I couldn't grasp, I still don't know how to check how many hours I've accumulated.
- Don't know about it
- Don't know how to do.
- Even though I only access my reporting form sometimes, I highly appreciate its availability. =)
- Good help and great service.
- Great way to keep things organized.
- Hard at first
- Have to scroll through quite a lot of email to get to it. Hard on the eyes.

- Haven't used it yet
- I don't even know where this is.
- I don't know what it is
- I don't know what the online reporting form is, or its significance.
- I haven't done it yet
- I just never accessed it b/c I didn't know I needed to
- I never even completely understood how I was supposed to use it.
- I was confused where to look for it
- I'd like to see how many hours I spend at writing center as well in the website.
- I'm not sure what that is...
- Is that our grades?
- Kind of tricky but I found it
- n/a
- Never made one
- Only have had one conference today.
- wasn't sure where the tutorials were at 1st
- Well I had an appt for tutorial conference and it took less than 5 minute to correct, so I asked the professor if she could help me with essay conference. I thought maybe since the conference appt included the essay conference then it would show up on my report, but it didn't. Maybe something needs to be changed about that to save time for students and staff.
- Yes because you can access on a computer, tablet and android.

Q#16. Please use the space below for additional comments:

- Often at 8:00am Writing Center is not open on time this semester, so hope prove this.
- About drop in hours is not helpful method, because usually when I need to sign during the drop in hours, I come early then I take one of the numbers, and then I'm waiting until they call my number, but they ended up this method with enough of students even though I was at the writing center before some students who take an appointment. So I hope this way be more logical next semester.
- ALL GOOD SERVICE
- all good, maybe more conferences in the morning & have the study room w/ more space & let people not to talk in there, but overall good & very nice & helpful
- Appointments are hard to come by but the instructors are great.
- Appointments in the writing center are always full that is way I have never done any appointment
- Awesome I love the Writing Center.
- CSM really needs to get an A/C person to fix the air in the quiet room. It's freezing, even in the hot weather. This is NOT conducive to writing or reading.
- Staff is really nice and helpful.
- stay classy
- Super reliable and helpful. I'm glad you guys are around to help.

- Thank you for all of your help Writing Center!
- Thank you for helping
- Thank you for this great service =)
- Thank you!
- Thank you!! :)
- Thanks!
- The center is very helpful, but feels somewhat understaffed.
- The hours completed M the semester doesn't appear M my online reporting and when the teacher came to look it didn't appear too.
- The instructors are very friendly.
- The instructors I've had are really nice and helpful.
- The lotter is interesting for drop-ons. It'd be cool for later afternoon drop in times too.
- The ones I left blank, I haven't done yet.
- The reason why I have #4 a poor rating is because the center's too busy, therefore it's hard to schedule an appointment, and the appointment time is short.
- The resource center is not that much helpful or reliable in my opinion. It was barely possible to make appointments due to the times that were only available for me to make.
- The staff are always friendly :)
- The staff is awesome here in the Writing Center
- The staff is nice and helpful.
- The Writing Center is a great help to students!
- The writing center is a resource that helps many students to succeed in their writing. Personally it's been very helpful for me and friends that I know.
- The writing center is really helpful.
- The writing center is the best place to study side from the library because there are machines that is available for research and printing, it's quiet, there are people who can help us students right away, and very quiet. :) Keep it up!! :)
- The writing center is very helpful, and I am very happy CSM has such an amazing place to go for help.
- The writing center was very helpful when it came to using equipment and working by myself. I think they should expand the writing center because conference are always full. Maybe implement new way to get different/more students to be able to attend conferences.
- There are many students at times and there isn't enough computers to print. I think there should be a few more computers.
- This center is a great help for me to succeed. Please keep it.
- Very good resource at CSM. Thanks
- Very helpful place
- English is fun to write stories
- Everyone has been helpful in trying to accommodate my schedule. Very friendly & understanding people help guide me around. A quiet Writing room is amazing.

- Everyone in here is so nice! Very welcoming and helpful.
- Everyone is awesome at the Learning Center! They always make sure students get to meet with an instructor (at least tries) to edit essays. Everyone's always so patient with students' questions and requests (Printing, drop in hours, and online tutorials). They would always make sure the quiet room stays quiet, so everyone gets to study in a quiet environment.
- Everything are ok, thank you All staff
- Everything is good in the writing center. However, sometimes it's hard to make any appointments with professors, hopefully, this issue will improve.
- Good
- Front desk staff are very kind, helped me a lot before in the past. In past semesters had also gotten a lot of help and input for how I can improve my essays.
- Good enough.
- Good job!
- Great idea better if teachers were the ones overlooking instead of students so teachers can readily assist students on a first come first serve basis!
- Great people. Helps a ton
- XXXX is awesome!
- I am really glad that the writing center was very helpful especially to non-native speaker like. I wish the copier and printer will more convenient and lenient.
- I am very grateful for the Writing Center and could not imagine how my writing could have improved so quickly without it!
- I did not know about the center before this semester, and I am so grateful for it. The staff is esp. is wonderful!
- I don't really like how students are chosen for the drop-in conferences I understand why it is done like that, but I think it would be better if everyone who was given a red card got the appointment
- I find it hard to get on essay conferences. For a student who has a tight schedule. Perhaps, have an appointment list not only for 1 week, but 2 weeks would have been better.
- I had to print a very important paper this semester and I came in an 8:00AM the writing center remained closed till 8:30AM very deceiving that you open at 8:00am!
- I haven't done half of these things.
- I hope we can have more tutors to choose and open more hours that someone can help my essay anytime.
- I like the paper method more than the online method
- I love how organized the center is. The staff always greeted me each time. =)
- I love the WC -I come here even just to study compared to the math center (which is awful) I find the WC to be more helpful + inviting.
- I love the Writing Center - it's an amazing resource and I don't take it for granted.
- I love using this center. I look forward to coming next semester. :)
- I really appreciate the staff so friendly and very professional.

- I really enjoy having the essay conferences and the resources in the English 800 Center are very helpful to my improving in writing essays.
- I think it's great that CSM has this resource! :)
- I think the drop in hour's policy is really bad. Sometimes i went there very early in order to get one appointment, but i was the last one to get picked, so there is no open appointment for me. I think it is unfair that people who go in first should get the appointment, not the people who is lucky get the appointment.
- I wish for the Writing Center to be open at the time they post of opening hours. There has been more than 5 times in the morning that it's posted to be open at 8am and I have waited over 30min and no one shows up to open the writing center until 8:40am or almost 9am.
- I wish there can be more appointments available for essay conferences.
- I wish there can be more essay conferences available.
- I wish there were more drop-in hours since I had class during the vast majority of them. Additionally appointments were often fully booked even a week in advance.
- I'm not sure if this is a comment for WC or Eng. Dept. but required hours are horrible.
- It is very helpful and a nice place to study.
- It is very helpful to me.
- It was really good they helped that I got while being in the writing center.
- It's really difficult trying to get a spot for conferences. But the system works.
- XXXX helped me a great deal on my essay, and I believe I have a much better essay because of it. Thank you!
- XXXX is great learned so much from her.
- Keep up the good work!
- XXXX tells students how the English center is very useful.
- Maybe the AC in the Quiet Room should be turned off.
- Meetings with instructors are very short. It doesn't help when we have 6 or more pages essays.
- More space or table for students to work on. Most table have the sign where we can't sit because it's reserved for an instructor
- n/a
- n/a
- N/A Thank you for the resources!
- Nice.
- No.
- NONE
- None.
- Nope
- Not enough time for night student. You should open on Saturdays too.
- open more appointments please, thank you for everything
- Overall a very good helpful resource for students. I also appreciate the M-F hours, they help me be able to access the center despite working.

- People are great workers here!
- People at the front desk would always greet me with a smile. Great way to start working on an assignment. :)
- Please add more appointment!
- please don't limit the drop-in hour for tutorials and make 2 teachers for each appointment hours in the peak time (not only in drop in hours), thank you
- Please have more help w/ essays! Very helpful but I don't like how its set times.
- Very nice staff
- We need more available times for essay conferences
- We need more time for our essay conferences. 20 mins is not enough. It should be at least be 30 mins.
- Writing center helped me a great deal.
- You guys have an amazing staff, and I appreciate all the hard work you guys do.