

# Writing & English 800 Center User Survey

## Summary Data

Conducted Spring 2015 & Fall 2015 (n = 804)



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

	Count	Pct
Yes	761	95.6
No	35	4.4
Number of Students	796	

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

	Count	Pct
Always	526	65.9
Most of the time	217	27.2
Sometimes	39	4.9
Rarely	16	2.0
Never	0	0.0
Number of Students	798	

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

	Count	Pct
Yes	766	97.1
No	23	2.9
Number of Students	789	

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

	Count	Pct
Excellent	430	54.0
Very Good	289	36.3
Good	70	8.8
Fair	6	0.8
Poor	1	0.1
Number of Students	796	

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

	Count	Pct
Always	435	62.8
Most of the time	208	30.0
Sometimes	46	6.6
Rarely	4	0.6
Never	0	0.0
Number of Students	693	
I did not have one-on-one conferences	102	

**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	31.2% (251)	68.8% (553)	804
b. Thesis statements	30.1% (242)	69.9% (562)	804
c. Essay organization	19.7% (158)	80.3% (646)	804
d. Using quotations	34.5% (277)	65.5% (527)	804
e. Sentence fluency and coherence	26.1% (210)	73.9% (594)	804
f. Planning and outlining	26.5% (213)	73.5% (591)	804
g. Developing essays	27.2% (219)	72.8% (585)	804
h. Summarizing and paraphrasing readings	33.6% (270)	66.4% (534)	804
i. Topic sentence and paragraph focus	43.9% (353)	56.1% (451)	804
j. Grammar and proofreading	37.1% (298)	62.9% (506)	804
k. Other	29.1% (234)	70.9% (570)	804

Note: Counts are listed in (parentheses).

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

	Count	Pct
1	173	34.8
2	138	27.8
3	92	18.5
4-5	65	13.1
6 or more	29	5.8
Number of Students	497	

**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	607	96.0
No	25	4.0
Number of Students	632	

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

	Count	Pct
Always	648	83.3
Most of the time	112	14.4
Sometimes	14	1.8
Rarely	4	0.5
Never	0	0.0
Number of Students	778	

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

	Count	Pct
Always	540	72.2
Most of the time	184	24.6
Sometimes	21	2.8
Rarely	3	0.4
Never	0	0.0
Number of Students	748	
I did not use center equipment	33	

**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	392	50.8
It helped	319	41.3
It helped a little	52	6.7
It did not help	9	1.2
Number of Students	772	100.0

**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	121	43.7
I did complete tutorials, and they were helpful	109	39.4
I did complete tutorials, and they were somewhat helpful	41	14.8
I did complete tutorials, and they were not helpful	6	2.2
Number of Students	277	

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

	<b>Count</b>	<b>Pct</b>
Frequently	113	20.9
Sometimes	155	28.7
Once or twice	133	24.6
Never	139	25.7
Number of Students	540	

**15. Was your online reporting form easy to access?**

	<b>Count</b>	<b>Pct</b>
Yes	396	85.9
No	65	14.1
Number of Students	461	

# Writing & English 800 Center User Survey

## Summary Data

Conducted Spring 2016 (n = 283)



### 1. Were the Writing Center and English 800 Center open during the hours you needed them?

	Count	Pct
Always	201	72.8
Most of the time	56	20.3
Sometimes	15	5.4
Rarely	3	1.1
Never	1	0.4
Number of Students	276	

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

	Count	Pct
Yes	262	95.3
No	13	4.7
Number of Students	275	

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

	Count	Pct
Yes	268	98.2
No	5	1.8
Number of Students	273	

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

	Count	Pct
Excellent	149	55.2
Very Good	93	34.4
Good	24	8.9
Fair	3	1.1
Poor	1	0.4
Number of Students	270	

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

	Count	Pct
Always	137	54.6%
Most of the time	86	34.3%
Sometimes	25	10.0%
Rarely	1	0.4%
Never	2	0.8%
Number of Students	251	
I did not have one-on-one conferences	18	

**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	33.9% (96)	66.1% (187)	283
b. Thesis statements	36.4% (103)	63.6% (180)	283
c. Essay organization	26.5% (75)	73.5% (208)	283
d. Using quotations	39.9% (113)	60.1% (170)	283
e. Sentence fluency and coherence	27.9% (79)	72.1% (204)	283
f. Planning and outlining	31.1% (88)	68.9% (195)	283
g. Developing essays	30% (85)	70% (198)	283
h. Summarizing and paraphrasing readings	38.5% (109)	61.5% (174)	283
i. Topic sentence and paragraph focus	49.8% (141)	50.2% (142)	283
j. Grammar and proofreading	37.8% (107)	62.2% (176)	283
k. Other	30% (85)	70% (198)	283

Note: Counts are listed in (parentheses).

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

	Count	Pct
1	74	28.7
2	69	26.7
3	63	24.4
4-5	42	16.3
6 or more	10	3.9
Number of Students	258	

**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	249	98.0
No	5	2.0
Number of Students	254	

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

	Count	Pct
Always	217	83.1
Most of the time	36	13.8
Sometimes	8	3.1
Rarely	0	0.0
Never	0	0.0
Number of Students	261	

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

	Count	Pct
Always	184	72.2
Most of the time	61	23.9
Sometimes	9	3.5
Rarely	1	0.4
Never	0	0.0
Number of Students	255	
I did not use center equipment	9	

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

	Count	Pct
It helped very much	136	52.3
It helped	120	46.2
It did not help	4	1.5
Number of Students	260	

**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	56	53.3
I did complete tutorials, and they were helpful	35	33.3
I did complete tutorials, and they were somewhat helpful	12	11.4
I did complete tutorials, and they were not helpful	2	1.9
Number of Students	105	

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

	<b>Count</b>	<b>Pct</b>
Frequently	48	18.8
Sometimes	92	35.9
Once or twice	69	27.0
Never	47	18.4
Number of Students	256	

**15. Was your online reporting form easy to access?**

	<b>Count</b>	<b>Pct</b>
Yes	205	85.8
No	34	14.2
Number of Students	239	