

Writing & English 800 Center User Survey

Summary Data (Essays)
Conducted 2017-18 (n = 367)



1. Were the Writing Center open during the hours you needed it?

	Count	Pct
Always	264	72.1
Most of the time	78	21.3
Sometimes	21	5.7
Rarely	3	0.8
Never	0	0.0
Number of Students	366	100.0

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

	Count	Pct
Yes	297	80.9
Somewhat	61	16.6
No	9	2.5
Number of Students	367	100.0

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

	Count	Pct
Always	289	82.6
Most of the time	57	16.3
Sometimes	4	1.1
Rarely	0	0.0
Never	0	0.0
Number of Students	350	100.0
I did not use center equipment	15	

4. Was the front desk staff in the Writing Center helpful?

	Count	Pct
Completely	334	91.8
Mostly	26	7.1
Somewhat	3	0.8
Not at all	1	0.3
Number of Students	364	

5. Which of the areas below did you focus on in your conference? (Please check ALL that apply)

I focused on...	Yes	Total
a. Understanding writing assignments	32.4% (119)	367
b. Thesis statements	39.8% (146)	367
c. Essay organization	35.4% (130)	367
d. Using quotations	31.9% (117)	367
e. Sentence fluency and coherence	24% (88)	367
f. Planning and outlining	25.9% (95)	367
g. Developing essays	24% (88)	367
h. Summarizing and paraphrasing readings	21.5% (79)	367
i. Topic sentence and paragraph focus	25.1% (92)	367
j. Grammar and proofreading	27.8% (102)	367
k. Other	33% (121)	367

Note: Counts are listed in (parentheses).

6. Was the Center instructor helpful during your most recent one-on-one essay conferences?

	Count	Pct
Completely	276	80.2
Mostly	55	16.0
Somewhat	13	3.8
Not at all	0	0.0
Number of Students	344	100.0

7. In general, 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	337	98.5
No	5	1.5
Number of Students	342	100.0

8. Has the work that you have done in the Writing Center helped your writing?

	Count	Pct
It helped very much	273	79.6
It helped some	66	19.2
It did not help	4	1.2
Number of Students	343	100.0

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

	Count	Pct
Excellent	256	74.4
Very Good	77	22.4
Good	9	2.6
Fair	2	0.6
Poor	0	0.0
Number of Students	344	100.0