

College of San Mateo Student Survey
Writing Center & English 800 Center (ESSAYS)
2017-18
Narrative

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

- Contact info for the instructors I work well with?
- If I don't know about something, then I ask someone at the desk for help and everyone is so very nice and willing to help
- I've never needed or used a tutorial
- Not enough appointment slots.
- I don't know what the tutorials are.
- I've been at CSM for a while and have used the services before but am still not 100% sure how to use 100% of the services. If I have questions then I just consult the handout I have.
- The Writing Center is very resourceful.
- We need more time.
- Very helpful.
- Writing Center is very helpful
- This is my first semester with an English class, so I haven't made use of all the resources yet.
- Really welcoming area to study and the instructors are awesome. Totally will come to check my essay.
- Essay conferences need to be longer
- Open until 4:00 pm on Fridays
- The presentation in the beginning of the semester helped out.
- This is the second time I have filled this out and still no one has come to me to help me get familiar with the center's tutorials and how to make use of them.
- If writing center became bigger, it will be better.
- I don't know so much about tutorials.
- Not sure what Tutorials are.
- More open schedules
- Good. You guys are awesome.
- Thanks!
- Would be nice to be open longer on Friday's

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

- They are so nice! I am not afraid to ask for help.
- Very nice and accommodating
- The front desk is always so helpful and eager to provide what I need!
- [name redacted] is very helpful and nice.
- I am satisfied with the service the writing center has provided.
- I was witness to a frustrating situation a few times in The Writing Center where someone would accidentally print something for another class, and the lady at the front desk would throw it all of it away. I didn't understand why she would throw it away after it had been already printed, it seemed like such a waste of materials. I think a better and more economical way to get around that, would be to educate the person that accidentally printed for another class, and let them know that they shouldn't print for any other class other than English or ELS.
- Always smiling and welcoming students, love it!
- Very nice and helpful.
- They are always nice and helpful, so it makes it easier to ask questions.
- Always Positive.
- Margaret has been very helpful with my curriculum skills and the teachers have been positive. They help me succeed a lot. [name redacted]!!! [name redacted]
- Would be nice if we can spend more time with them but it's very helpful.
- Need more tutors and appointments!
- Good job staff!!
- They are excellent!
- Very good communication.
- Always with a smile
- Great staff and even went out of the way to try and find a last minute appointment. Thank you very much.
- Love [name redacted] + [name redacted]
- Very good
- Yeah, so whenever I tried to write my name for appointment the list will be already full, and sometimes I have my essay due on the next day. But I drop in so it is ok.
- [name redacted] was very helpful and able to answer questions.
- Always have helped me more than needed! It's great!
- They are always kind and helpful.
- The teachers and student instructors are always very friendly and helpful. I once had a problem with my report and called the front desk. The teacher answered my question very clearly.
- Thanks :)
- Without the Writing Center, where would I be?
- I want to say, thank all of you for everything! :)

- More appointments needed
- Front desk staff is amazing!
- Very helpful and great people.
- Longer appointment times would be awesome. More available times for it to be available would be awesome as well.

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

- Conclusion statements
- Brainstorming
- Scheduling my revisions at each draft.
- Subordinates and coordinators
- Check my introduction
- Adding your own explanation and analysis
- Rephrasing and order of ideas
- Personal Statement of CSM scholarship application
- Research question
- Introduction fluency
- proofreading my essay
- redundancy in essays

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

- If desired, please add a brief comment below: View Response
- Some professors are a lot better and more helpful than others
- I got points off for something I asked about that she said was correct, but it wasn't.
- Sometimes I would like more feedback on the quality of writing verses grammar revisions
- The professors I've had so far during the semester are very nice and very helpful. I could get a lot of ideas!
- But the time is too short and they usually only focus on grammar errors. Need more help for essay organization and something else.
- I enjoy working in the writing center and getting help there, but I can only work with the same instructor all the time because I can't find the other instructors helpful. It seems that other instructors answer other questions but mine. This is the reason I have to accommodate my schedule to be able to work with [name redacted]. I wish they all were helpful.
- [name redacted] was wonderful.
- Professor [name redacted] was super helpful and nice.
- Very good

- Read my essay word for word, corrected my grammar mistakes and gave me suggestions on MLA.
- [name redacted] is awesome!
- Because I have ADD/ADHD and a learning disorder, it makes it two times harder for me to understand no matter how simple it was explained. I need to meet with professors more often.
- I got lots of comment from every essay conference.
- The center instructors always inspire me with brilliant ideas. As a foreign student, sometimes it is hard to think in an American way. The instructors explain the social environment and people's attitudes towards the essay's topic very detailed.
- Would be better if there was more time and our preferred professors were available.
- I wasn't as prepared as I should have been.
- [name redacted] was so helpful and always is nice!
- Very kind and helpful.
- Do different with my classroom instructor orders. Makes me more confusing.
- Great people.
- Love the idea of this I come for every essay.
- Most have been great. Some have been unhelpful
- I thank all my instructors for helping me.
- Thank you!
- She is very helpful, Thank you!
- Professor [name redacted] was a great help!

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?

- Great job
- New goals. My reading book assignment.
- Article
- I got a really clear mind after talking to an instructor here! Appreciate it.
- I know my mistakes and how to improve.
- It takes repetitive practice with help, tutors or professors by my side. I get it when I have done it over and over again.
- Good to have an outside perspective.

10. Please use the space below for additional comments:

- There isn't enough appointment slots for all the students to get an appointment if they need one. There should be more slots and more editors.
- The writing center is my favorite place to go study, I believe it's the quietist place to study on campus even compared to the library. In my experience the essay tutoring was

everything I had expected feedback wise, although I wish there would be allowed more time. For example instead of 10 min max meeting, make it at least 15-20min. Another small improvement would be to somehow notify students maybe with a giant sign asking the people coming and going from the computer room to the right of the entrance to make sure the door is closed all the way to block out sounds. For someone with a learning disability this was distracting, and 70% of the students were oblivious that they had left it open. Another small improve my would be if the writing center sent out notifications to students saying how many hours they had put in to attending the writing center. For some classes the hours of attendance at the writing center adds up to extra credit at the end of the semester. It would be nice to see or get emailed a mini progress report. Over all I enjoyed the writing center and all it has to offer. Thank you

- The writing center is one of my favorite places to go. The staff is really helpful and really nice. Thank you for your help and for being there to help most of the time.
- My only complaint is the way that one single front desk employee handled the printing situations.
- 20 minutes sometimes is not enough time to do because we are international students and our writing often has a lot of mistakes.
- Everything is great.
- I think it is difficult to pick the professors who I want to meet in a specific time sometimes may due to too much students.
- Increase hours of drop in time.
- I like it!
- Add more conferences.
- Preparing new challenges. Getting ready for my next essay topics.
- Thank you for all your help!
- Please add more chances for students to correct their essays. We do need it!
- Everything was perfect. The only problem was there wasn't enough time to talk to the tutor who I met with. 20 minutes doesn't really enough time to talk with the tutor. But the professor who I met was awesome!
- I was able to understand my mistakes in my essay and how to fix them. I also learned more about grammar which will help me in the future.
- I feel so thankful about what instructor told me, and even there is no space in normal hours to have an appointment, I can still go on drop-in hours. It's so helpful! Glad to have writing center here!!
- Thank you for help! [name redacted] is a great help!
- I was pleased with the help I received towards my paper. I want to commend Professor [name redacted] for the feedback she was able to put towards my essay.
- Thank you very much.
- I always look forward to coming here.
- Everyone there was very helpful.

- It helps my paper a lot! :) I like it!
- Essay conferences need to be longer
- Faculty is very helpful and helps make students feel comfortable.
- Thank you!
- Thank you.
- I wish the Writing Center had late hours or that it would be open during the weekends.
- [name redacted] is awesome!
- Thank you so much for being here for us.
- Thank you to the entire staff
- Fantastic!
- I wish I was given more opportunities to meet with professors more often than the other students because I am mentally ill.
- Thank you all for giving us this additional help. Thumbs up!
- Having more appointments available.
- I do wish there were more spaces open for appointments though
- There are definitely differences between professors. I felt some were more helpful than others.
- Love the Writing Center. Wish the instructor appt. were longer though! 30 min would be perfect.
- Perfect! Thank you for all the help.
- I need it extra time but thank you.
- Helpful Professors.
- Keep at it. You guys are the best resource on campus.
- Thanks a lot!
- Please consider about different class, different instructor's order and different situation?
- Love the writing center.
- Only issue I had was, I asked for the next available appointment and they gave me a time and 20 minutes later someone else comes in for the next available appointment and they got an earlier time because someone canceled their appointment if that's the case they should've gave me priority because I was waiting.
- Writing Center works great, staff is very friendly and helpful and the conferences are incredibly useful in the process of working on my essays. The only thing I wish that would change is making appointments online.
- The conference has a time limitation, which is 15 minutes. This is not enough at all. And if I want to sign for another conference, usually that's hard.