

# Writing Center Semester Usage and Operations Data for Spring 2018

## Usage Data

Total student visits to the center or lab = 2258  
 Total unique student visitors to center or lab = 836

## Data on Tutoring Contacts

Number of 1-1 Tutoring Sessions = 457  
     Number of Quick Shot tutoring sessions = 117  
     Number of Workshop Participants = 131 (*from 12 Workshops*)  
     Total Number of Tutoring Sessions = 705

## Tutoring Frequency Data

Total Tutor Sessions = 455  
     Total # of one-time tutoring sessions = 183  
     Total # of students w/ repeat tutoring sessions = 97 students did 272 sessions  
     Total # of unique students receiving tutoring = 279 individual students  
     Ave. # of sessions for repeat clients = 3.56 sessions

## Tutor Sessions by Discipline

	Class		Class	
ENGL students % = 62%	ACCT	0	ENGR	0
	ACNT	0	ESLA	2
Other Disciplines % = 38%	ARCH	0	GEOG	0
	ARTS	4	GEOL	0
Total # of Sessions = 455	BIOL	4	GOVT	9
	BMGT	0	HIST	25
	CDEC	0	HUMA	2
	CHEM	1	INRW	3
	COMM	1	N/A	17
	CRIJ	0	Other	35
	DACC	0	PHIL	7
	DANC	0	PSYC	22
	DFTG	0	RNSG	4
	DNTA	8	Scholarship	1
	DRAM	0	SDEV	1
	ECON	0	SLNG	0
	EDUC	7	SPCH	1
	ENGA	20	SOCI	1
	ENGL	280	SOCW	0

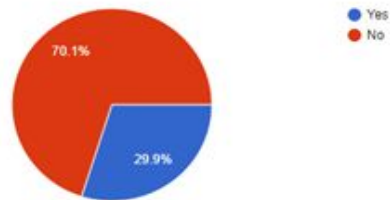
## Orientations

Number of Student Orientations = 20  
Estimated Number of Students Oriented = 347

## Required vs Non-Required Tutoring %

### Required Tutoring

455 responses



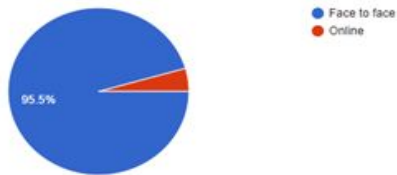
30% required

70% not required

## Face-to-Face vs. Online Tutoring

### Type of Session

448 responses



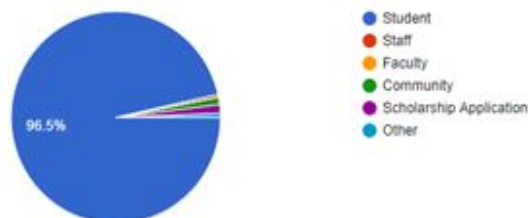
96 % of sessions were face-to-face

or 18 of 448 online sessions

## Who Do We Tutor

### Kind of Tutoring Client

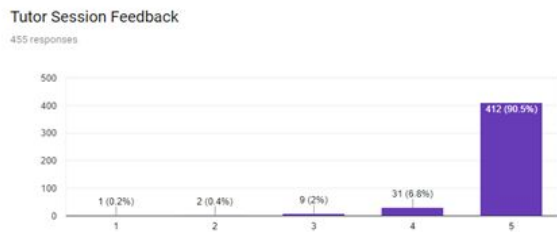
455 responses



96% students tutored

## Tutor Session Feedback from Students

Scale: 1 = not helpful to 5 = very helpful



**90 % rated very helpful**

**97% rated 4 or above**

### Sample of feedback from students

Very good. Thank you

She was very helpful

He was very helpful. He helped me clean up my essay and talked about the different writing style needed for this kind of essay

Jerry was outstanding for one of his first training sessions. They had me begin by reading my essays aloud and the ideas came from there. He helped me tremendously and I'm grateful I actually showed up for the session. Also, Cristal was extremely helpful with extra added ideas.

Amber was so helpful to me, she really made so clear what I had to do. She was very patient with me.

Julie, my tutor, helped me figure out what I need to do for assignment but seemed confused as was I about what Mr Johnston is wanting me to do

She helped me correct my grammar and word count and was extremely helpful and friendly. Thank you! :)

Cristal was so helpful. It was a great session and I am glad this is made available for the community as well. This is perfect for people like myself who are out of school but still need guidance. This is also a great service for those who have busy lives, non traditional students and those who are limited to transportation or a disability. Please keep this service going! I love it so much!!! I do not have many Saturdays off to work on my material but it's nice to know I can set up a session in advance to work on my writing skills with a tutor. I hope the writing lab expands to other days too. Keep up the great work.

AJ was very helpful in getting ideas flowing in my head. He opened up many different views on the approach I was taking in writing my paper. He was friendly and easy to talk to.

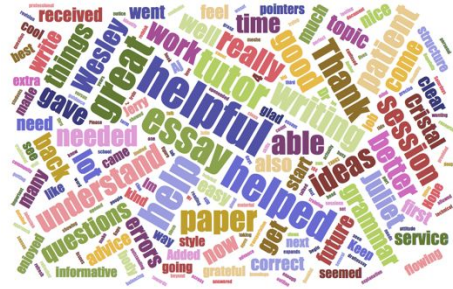
I needed more time but she was very helpful and patient.

Very sweet and gave great advice. Hope to see her again.

She was trying to help me understand the issues, so in the future I would be able to write better sentences.

Wesley was very helpful and informative. Thank you! :)

## Word Cloud of ALL Student Feedback on Tutoring Sessions



## Writing Center Staff Information

Number of Academic Specialists = 1

**Number of Hourly Tutors = 8**

Number of Work Study Tutors = 5

Number of QEP Tutors = 1

Names of Writing Center Staff and Tutoring Level for Spring 2018: 15

- Carlos Lopez (Lvl 3+ Academic Program Specialist)
- Juliet Trevino (Lvl 3+ Tutor)
- Samantha Lerma (Lvl 3+ Tutor)
- Maria Chavez (Lvl 3+ Tutor)
- AJ Arellano (Lvl 3+ Tutor)
- Wesley Carrera (Lvl 3+ Tutor)
- Crystal Escobales (Lvl 3+ Tutor)
- Cristal Mendez (Lvl 3+ Tutor)
- Amber Meyer (Lvl 1 Tutor)
- Gerry Hernandez (Lvl 1 Tutor)
- Raul Martinez (Lvl 1 Tutor)
- Sabrina Rivas (Work Study)
- Misty Berry (Work Study)
- Brittany Gonzales-Madsen (Work Study)
- Karen Briere (Lvl 1 QEP Tutor)

## CRLA Tutor Training Information

**Total # of Tutors in Training = 10**

--4 Writing Center tutors, 6 INRW Lab Tutors

Certified Tutors Level 1 Trained during term = 9

Certified Tutors Level 2 Trained during term = 1  
Certified Tutors Level 3 Trained during term = 0

Total Tutors Completing CRLA Levels = 4

**Writing Center Tutors in Training**

*\*\*Tutors who completed the level are underlined*

**Level 1:** Misty Berry, Jerry Hernandez, Amber Meyer, Raul Martinez

**INRW Lab Tutors in Training**

*\*\*Tutors who completed the level are underlined*

**Level 1 (1/2 Level):** Julia Giglio, Sandra Gonzales, Dillon Holloway, Harley Sherman, Bailey White

**Level 2 (1/2 Level):** La-Tieka Sims