

# UGA Writing Center End of Year Report, 2014-2015

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## Introduction

The UGA Writing Center has had a productive and exciting year. Writing Center consultants have served students of all levels from all over UGA's campus in both traditional one-on-one consultations as well as workshops, presentations, and other ~~to~~ many formats. Statistically, this academic year continued trends seen in previous years with a slight decline in spring use compared to fall use, due to a significantly lower number of First Year Composition courses being offered; however, this spring also saw higher levels of student satisfaction compared to fall, again, continuing trends from years past, and witnessed use increase compared to Spring 2014. Three of the Writing Center's four in-person locations tend to serve location-specific clientele: Park 66 works most often with First Year composition students, the MLC location with non-FYC undergraduates, and the Science Library with international graduate students.

Park 117— the fourth in-person location— also called First Year Composition Consulting, was a new addition this year, emerging from a committed renovation and staff training program. The program is working to create a hybrid space specializing in new ~~writing~~ ~~by~~ cross training Writing Center consultants and Emma lab workers in one another's fields. This year, Park 117 struggled to find a unique clientele, although we have worked hard to publicize it. Consultants emphasized it in their promotional classroom visits, one consultant made and distributed flyers advertising it, and it was discussed in the First Year Composition Guide. Physically, 117 resembles a computer lab and lacks the usual arrangement of a UGA Writing Center location, so potential ~~clients~~ ~~passing~~ by could easily miss the presence of a Writing Center location. Park 117 will be renovated in Summer 2015, and we hope that the new, more flexible, more inviting space will be more conducive to Writing Center consultations. Additionally, the current and incoming Writing Center Assistant Directors, along with the Assistant Director of First Year Composition are currently working on a rebranding effort for 117 that would draw a clientele interested in working on specific issues in research and ~~media~~ writing.

Overall, the Writing Center has continued its long traditions of working with a large and diverse clientele on issues of content, development, and style.

## End of Year Filled, Unfilled, and No-Show Sessions

The End of Year Sessions ~~table~~ show the number of Filled, Unfilled and No Show sessions for Summer 2014, Fall 2014, and Spring 2015. As mentioned previously, spring utilization figures are always lower than fall figures, but the Spring 2015 utilization rate improved on the previous ~~years~~ by around ten percent.<sup>1</sup> We are extremely pleased with the improvement and credit it to several changes since Spring 2014.

1. In Spring 2014, students frequently cancelled appointments just a few minutes before the appointments were scheduled to begin. The ~~last~~ minute cancellations wasted consultants' time,

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<sup>1</sup> Spring 2014 had 1,982 filled sessions and 105 ~~show~~ appointments out of a total 3,363 available sessions, or a 62.06% utilization rate. Last year's report miscalculated the total utilization percentage because of an error in simple arithmetic.

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prevented other students from taking the new appointments, and were listed in the system as unused appointments. Not infrequently, a day would display as completely booked in the morning and half-empty in the evening because of last-minute cancellations. This spring, we limited cancellations to twelve hours or more before the appointment's scheduled start time. This change essentially eliminated last-minute cancellations, although it also resulted in more no-show appointments (clients' accounts are locked after two no-show appointments to prevent abuse of the scheduling system).

2. Every semester, the Assistant Director invites instructors to request promotional class visits from Writing Center consultants, and these proved extremely popular this past year. In the fall, consultants visited twenty seven classrooms, reaching almost six hundred students (assuming twenty two students per class). In the spring, consultants visited twenty six classrooms, including several large lecture classes outside of the English department. These information sessions, combined with the distribution of Writing Center business cards (generously donated by consultant Megan Morgan), certainly helped boost Writing Center attendance.

3. The Writing Center Outreach Initiative has doubtlessly contributed to the Writing Center's increased visibility. Although not all consultants participate in the Outreach Initiative (it is encouraged, though not mandatory), those who did helped promote the Writing Center in different departments. Some consultants created promotional flyers and distributed them around campus; other consultants hailing from outside of the English department worked to inform their departments of the Writing Center's services; and the Assistant Director conducted workshops and informational sessions for various graduate and undergraduate classes as well as visiting the UGA Writing Fellows group and promoting the Writing Center.

Park Hall 30-minute Sessions	Summer 2014	Fall 2014	Spring 2015
<b>Filled Sessions*</b>	154	1300	1429
<b>Unfilled Sessions</b>	28	228	538
<b>No Show Sessions**</b>	17	123	119
<b>Percent Filled</b>	85.79%	86.27%	74.36%
<b>Totals</b>	199	1651	2086

\*Filled sessions include no-show appointments, since consultants can help other clients during these sessions.

\*\*The analyzing software does not differentiate between no-show sessions that are 30 minutes or 60 minutes long in terms of counting the number of no-show sessions, i.e., a 60-minute no-show session is counted as one, not two 30-minute sessions; however, the system does take the time difference into account for overall session usage. Thus, the percent filled, which is calculated with the system using time rather than session numbers, is the correct figure, and the totals presented here are slightly lower in number than should be.

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<b>Science Library 30-minute Sessions</b>		
	<b>Fall 2014</b>	<b>Spring 2015</b>
<b>Filled Sessions*</b>	346	247
<b>Unfilled Sessions</b>	98	141
<b>No Show Sessions</b>	20	12
<b>Percent Filled</b>	79.67%	65.61%
<b>Totals</b>	464	400

<b>Miller Learning Center 30-minute Sessions</b>		
	<b>Fall 2014</b>	<b>Spring 2015</b>
<b>Filled Sessions*</b>	278	146
<b>Unfilled Sessions</b>	80	85
<b>No Show Sessions</b>	26	9
<b>Percent Filled</b>	91.86%	66.27%
<b>Totals</b>	384	240

<b>Online Consultations 60-minute Sessions</b>		
	<b>Fall 2014</b>	<b>Spring 2015</b>
<b>Filled Sessions*</b>	20	23
<b>Unfilled Sessions</b>	19	19
<b>No Show Sessions</b>	6	6
<b>Percent Filled</b>	66.67%	54.76%
<b>Totals</b>	39	48

<b>All Locations 30-minute Sessions</b>			
	<b>Summer 2014</b>	<b>Fall 2014</b>	<b>Spring 2015</b>
<b>Filled Sessions</b>	154	1964	1868
<b>Unfilled Sessions</b>	28	444	802
<b>No Show Sessions</b>	17	169	152
<b>Percent Filled</b>	85.79%	82.77%	71.58%
<b>Totals</b>	199	2577	2,822 sessions

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## Visits Per Client

The Visits Per Client tables show the number of times each individual client visited the Writing Center.\* The majority of clients visited the Writing Center only once, but in Park 66, our largest location, nearly half of clients returned more than once. A dedicated minority returned almost every week. In some cases, consultants encouraged these clients (especially international students seeking help with grammar and idiom) to have confidence in their editing abilities and only visit the Center with specific issues or content questions.

### Visits Per Client: Summer 2014

	Park 66
Visited Once	28 (48.28%)
Visited Twice	16 (27.59%)
Visited Three Times	3 (5.17%)
Visited Four Times	2 (3.45%)
Visited Five Times	0
Visited Six Times	0
Visited Seven Times	0
Visited Eight Times	1 (1.72%)
Visited Nine Times	0
Visited 10+ Times**	1 (1.72%)

\*These figures are all slightly lower than they should be because the software only records multiple visits by a client visiting a single site. It is common for students to visit more than Writing Center location.

\*\*This figure includes "Desk Duty" sessions: recurring appointments given once every three hours or so. Consultants on desk duty greet clients, help them find their consultants, work on outreach initiatives, and take walk-in appointments. Desk shifts are made in the Assistant Director's name and so skew numbers somewhat.

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### Visits Per Client: Fall 2014

	Park 66	Science Library 201	MLC 302	Park 117	Online
<b>Visited Once</b>	332 (56.75%)	110 (74.32%)	90 (70.87%)	102 (72.34%)	18 (78.26%)
<b>Visited Twice</b>	100 (17.09%)	12 (8.11%)	9 (7.09%)	16 (11.35%)	1 (4.35%)
<b>Visited Three Times</b>	40 (6.84%)	4 (2.7%)	2 (1.57%)	8 (5.67%)	0
<b>Visited Four Times</b>	27 (4.62%)	3 (2.03%)	1 (0.79%)	0	0
<b>Visited Five Times</b>	7 (1.2%)	1 (0.68%)	0	1 (0.71%)	0
<b>Visited Six Times</b>	4 (0.68%)	1 (0.68%)	0	1 (0.71%)	0
<b>Visited Seven Times</b>	2 (0.34%)	2 (1.35%)	2 (1.57%)	0	0
<b>Visited Eight Times</b>	2 (0.34%)	0	2 (1.57%)	0	0
<b>Visited Nine Times</b>	3 (0.51%)	0	1 (0.79%)	0	0
<b>Visited 10+ Times*</b>	9 (1.54%)	1 (0.68%)	2 (1.57%)	1 (0.71%)	0

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### Visits Per Client: Spring 2015

	Park 66	Science Library 201	MLC 302	Park 117	Online
<b>Visited Once</b>	278 (53.36%)	73 (69.52%)	65 (78.31%)	41 (61.19%)	6 (40%)
<b>Visited Twice</b>	94 (18.04%)	16 (15.24%)	7 (8.43%)	12 (17.9%)	2 (13.33%)
<b>Visited Three Times</b>	51 (9.79%)	5 (4.76%)	2 (2.41%)	2 (2.99%)	1 (6.67%)
<b>Visited Four Times</b>	20 (3.84%)	2 (1.9%)	2 (2.41%)	0	1 (6.67%)
<b>Visited Five Times</b>	9 (1.73%)	0	0	0	0
<b>Visited Six Times</b>	7 (1.34%)	1 (0.95%)	0	0	0
<b>Visited Seven Times</b>	2 (0.38%)	1 (0.95%)	0	1 (1.49%)	0
<b>Visited Eight Times</b>	3 (0.58%)	1 (0.95%)	0	0	0
<b>Visited Nine Times</b>	6 (1.15%)	0	0	0	0
<b>Visited 10+ Times*</b>	5 (0.96%)	2 (1.9%)	1 (1.2%)	1 (1.49%)	0

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## Clients' Preferred Times

The Clients' Preferred Times tables show the most popularly scheduled times of day, days of the week, and months of the year for each location during each semester. Peak times were influenced significantly by the availability of consultants, particularly in the Science Library and MLC locations. Generally speaking, clients seem to prefer the late afternoon hours: 1:00PM-3:00PM repeatedly proves the most popular time period. Much like last year, October is the busiest month in the fall, and April is the busiest in the spring. Appointments seem to cluster in the middle of the week, probably due in part to consultants' preferences for midweek work shifts.

Statistics for Summer 2014 and Online Consultations have not been included since the available hours were so limited as to be useless for showing student preferences.

### Preferred Times: Fall 2014

	Park 66	Science Library	MLC 302	Park 117*
<b>Peak Times of Day</b>	10:00AM- 12:00; 1:00PM- 3:00	1:00PM- 3:00; 9:30AM- 11:30	6:00PM- 8:00	11:00AM- 12:00; 1:00PM- 2:00
<b>Day of Week</b>	Wednesday (25%) Tuesday (24%)	Thursday (40%); Wednesday (37%)	Monday (52%); Tuesday (33%)	Monday (31%); Wednesday (26%)
<b>Month of Year</b>	October (33%)	October (33%); September (31%)	September (31%)	October (34%); September (28%)

### Spring 2015

	Park 66	Science Library	MLC 302	Park 117*
<b>Peak Times of Day</b>	1:00PM- 3:30; 10:00AM- 11:30	1:30PM- 2:30; 3:00PM- 4:00	6:00PM- 7:00	11:00AM- 11:30; 1:00PM- 1:30
<b>Day of Week</b>	Thursday (23%); Wednesday (22%)	Thursday (42%); Tuesday (33%)	Monday (51%)	Thursday (25%); Friday (24%)
<b>Month of Year</b>	April (30%); February (29%)	February (31%); April (30%)	February (32%); March (28%)	April (34%); March (27%)

\*As part of the Emmlab/Writing Center hybridization project, consultants staffing this location were allotted half of their designated Writing Center hours as "Flex Time," intended to be used for software training and content development. These were kept in the system asisting appointments with the lab's director, Dr. Lisa Bolding. Because of the way they were scheduled, Flex hours will skew clients' preferred times of day and days of week significantly.

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## Clients' Standings

These tables show our clients' areas. As one might expect, Park 66 sees more traffic from First Year Composition students, the Science Library serves the highest percentage of international graduate students, and the MLC sees the highest percentage of First Year undergraduate students. Park 117, as discussed earlier, is still seeking its niche. Three of the four University Writing Center locations serve a target demographic that appears to select by location.

### Clients' Standings: Fall 2014

	Park 66	Science Library 201	MLC 302	Park 117	Online Consultations
<b>Blank</b>	3 (0.5%)	1 (0.7%)	1 (0.9%)	0	0
<b>English 1101</b>	179 (34%)	16 (11.9%)	23 (21.1%)	36 (27.9%)	1 (5.3%)
<b>English 1102/3</b>	172 (32%)	24 (17.9%)	22 (20.2%)	27 (20.9%)	2 (10.5%)
<b>English Int'l Graduate</b>	5 (0.9%)	9 (6.7%)	4 (3.7%)	4 (3.1%)	2 (10.5%)
<b>English Int'l Undergraduate</b>	4 (0.7%)	0	1 (0.9%)	1 (0.8%)	0
<b>Other English Graduate</b>	4 (0.7%)	2 (1.5%)	1 (0.9%)	5 (3.9%)	0
<b>Other English Undergraduate</b>	19 (3.6%)	4 (3.0%)	2 (1.8%)	2 (1.6%)	0
<b>Other Graduate</b>	21 (4.0%)	14 (10.4%)	8 (7.3%)	11 (8.5%)	4 (21.1%)
<b>Other Int'l Graduate</b>	38 (7.2%)	32 (23.9%)	20 (18.3%)	21 (16.3%)	5 (26.3%)
<b>Other Int'l Undergraduate</b>	8 (1.5%)	3 (2.2%)	3 (2.8%)	2 (1.6%)	0
<b>Other Undergraduate</b>	73 (13.9%)	29 (21.6%)	24 (22.0%)	20 (15.5%)	5 (26.3%)

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### Clients' Standings: Spring 2015

	<b>Park 66</b>	<b>Science Library 201</b>	<b>MLC 302</b>	<b>Park 117</b>	<b>Online Consultations</b>
<b>Blank</b>	0	1 (1.0%)	2 (2.6%)	1 (1.8%)	0
<b>English 1101</b>	102 (21.5%)	10 (10.0%)	14 (18.2%)	11 (19.3%)	0
<b>English 1102/3</b>	174 (36.6%)	15 (14.9%)	12 (15.6%)	18 (31.6%)	1 (10%)
<b>English Int'l Graduate</b>	3 (0.6%)	6 (5.9%)	3 (3.9%)	0	1 (10%)
<b>English Int'l Undergraduate</b>	2 (0.4%)	2 (2.0%)	0	1 (1.8%)	0
<b>Other English Graduate</b>	6 (1.3%)	2 (2.0%)	2 (2.6%)	5 (8.8%)	0
<b>Other English Undergraduate</b>	23 (4.8%)	3 (3.0%)	5 (6.5%)	3 (5.3%)	0
<b>Other Graduate</b>	27 (5.7%)	18 (17.8%)	7 (9.1%)	3 (5.3%)	3 (30%)
<b>Other Int'l Graduate</b>	38 (8.0%)	24 (23.8%)	14 (18.2%)	8 (14.0%)	1 (10%)
<b>Other Int'l Undergraduate</b>	9 (1.9%)	3 (3.0%)	4 (5.2%)	2 (3.5%)	0
<b>Other Undergraduate</b>	91 (19.2%)	17 (16.8%)	14 (18.2%)	5 (8.8%)	4 (40%)

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## Clients' Home or First Languages

The Clients' Home or First Languages table shows the Writing Center's clients' first languages (calculated by unique client registrations).

### Fall 2014

Language	Park 66	Science Library	MLC 302	Park 117	Online Consultations
English	74.3%	48.5%	54.1%	53.5%	42.1%
Chinese	12.9%	23.1%	24.8%	28.7%	15.8%
Korean	4.6%	16.4%	11.0%	7.0%	31.6%
Spanish	0.8%	0.7%	0	0	0
Japanese	1.0%	1.5%	0.9%	0	0
French	0.4%	0	0	0	0
German	0	0	0	0.8%	0
Arabic	0.2%	0.7%	0	0.8%	0
Portuguese	0.6%	0.7%	0.9%	0.8%	5.3%
Russian	0	0	0	0	0
Other	5.1%	8.2%	8.3%	8.5%	5.3%
Blank	0.2%	0	0	0	0

### Spring 2015

Language	Park 66	Science Library	MLC 302	Park 117	Online Consultations
English	72.6%	44.0%	48.1%	56.1%	50.0%
Chinese	13.1%	22.8%	23.4%	19.3%	20.0%
Korean	6.9%	17.8%	15.6%	14.0%	10.0%
Spanish	1.3%	1.0%	2.6%	1.8%	0
Japanese	0.6%	0	2.6%	0	0
French	0	0	0	0	0
German	0	0	0	0	0
Arabic	0.6%	0	0	3.5%	0
Portuguese	0.2%	2.0%	0	0	0
Russian	0.2%	0	0	0	0
Other	4.2%	12.9%	7.8%	5.3%	20.0%
Blank	0.2%	0	0	0	0

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### Client Satisfaction: "I Would Rate This Session..."

The first Client Satisfaction table shows student responses to the question "I would rate this session...". Students had overwhelmingly positive responses to their consultations, with few negative responses barely registering.

Although overall attendance decreased in Spring 2015, survey results were significantly better. In general, Spring 2015 was a semester of "quality over quantity."

	Summer 2014	Fall 2014	Spring 2015	Summer/Fall/ Spring Average
<b>Excellent</b>	17 (76%)	178 (57%)	212 (74%)	65.75%
<b>Very Good</b>	3 (14%)	82 (26%)	53 (19%)	22.29%
<b>Good</b>	1 (5%)	29 (9%)	13 (5%)	6.95%
<b>Fair</b>	1 (5%)	12 (4%)	3 (1%)	2.58%
<b>Poor</b>	0	6 (2%)	3 (1%)	1.45%
<b>Unacceptable</b>	0	4 (1%)	2 (1%)	0.97%

### Client Satisfaction: "I Will Return to the Center"

The second Client Satisfaction table shows student responses to the question "I will return to the center."

	Summer 2014	Fall 2014	Spring 2015	Summer/Fall/ Spring Average
<b>Yes</b>	19 (90%)	289 (93%)	262 (92%)	92.23%
<b>Maybe</b>	2 (10%)	11 (4%)	22 (8%)	5.66%
<b>No</b>	0	11 (4%)	2 (1%)	2.10%

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### Client Satisfaction: "I Will Recommend the Center"

The third Client Satisfaction table shows student responses to the question "I will recommend the center." Spring 2015 shows significant growth over Fall 2014.

	<b>Summer 2014</b>	<b>Fall 2014</b>	<b>Spring 2015</b>	<b>Summer/Fall/ Spring Average</b>
<b>Yes</b>	19 (90%)	283 (91%)	271 (95%)	92.72%
<b>Maybe</b>	2 (10%)	19 (6%)	12 (4%)	5.33%
<b>No</b>	0	9 (3%)	3 (1%)	1.94%