

UGA Writing Center 2011 - 2012 End of Year Report

Procedural changes and a new online scheduling system during the 2010-2011 academic year, made record keeping in 2011-2012 simpler and more accurate.

Session Statistics:*

Appointments

Term	Sessions	No-Shows
Fall 2011	2537	83
Spring 2012	1981	103
End of Year 2011-2012	4532	186

Repeat Appointments

Number of Visits	Fall	Spring	End of Year Total
1 Session	436	335	632
2 Sessions	176	144	246
3 Sessions	87	76	148
4 Sessions	39	35	84
5 Sessions	16	25	41
6 Sessions	6	12	31
7 Sessions	10	4	13
8 Sessions	7	2	12
9 Sessions	3	3	8
10 or more Sessions	6	4	24

Scheduling Appointments

Appointment	Fall	Spring	End of Year Total
Time of Day	9:00 – 2:00	10:00 – 3:00	10:00 – 3:00
Day of Week	Monday (31%)	Monday (26%)	Monday (29%) Tuesday (29%)
Month of Year	October (19%)	February (14%) April (14%)	October (19)

Client Demographics:*Home or First Language*

Language	Fall	Spring	End of Year Total
English	85%	83%	79%
Chinese	5%	5%	7%
Korean	6%	8%	7%
Spanish	1%	1%	2%
Arabic	<1%	<1%	<1%
French	0	<1%	<1%
Geman	0	<1%	<1%
Japanese	<1%	<1%	<1%
Potuguese	<1%	<1%	<1%
Russian	<1%	<1%	<1%
Other	2%	2%	2%

Sessions by Student Status

Status	Fall	Spring	End of Year Total
FYC	37%	36%	37%
Other Undergraduate	14%	15%	13%
Graduate	12%	12%	13%
Did not Select	32%	32%	32%

Scheduling System Survey Results—*Question #1: "How would you rate this session?"*

Ranking	Fall	Spring	End of Year Total
Excellent	69	67	68
Very Good	23	22	22
Good	5	8	6
Fair	2	2	2
Poor	1	1	1
Unacceptable	1	1	1

Question #2: "Will you return to the Center?"

Ranking	Fall	Spring	End of Year Total
Yes	95	96	95
Maybe	4	3	4
No	1	1	1

Question #3: "Will you recommend the Center?"

Ranking	Fall	Spring	End of Year Total
Yes	95	95	95
Maybe	4	3	4
No	1	2	1

Question #4: Would you like to leave a note about your writing consultant?

Comments are available as an electronic document.

Because I could not determine which hours and days students prefer to meet, I added the following three questions at the beginning of Spring Semester automatic survey:

Question #5: I prefer appointments scheduled at which location?

Ranking	Fall	Spring	End of Year Total
Park Hall, Room 6		58	58
South Campus Writing Center/Science Library		18	18
Miller Learning Center		20	20

Question #6: I prefer appointments on which day?

Ranking	Fall	Spring	End of Year Total
Monday		34	34
Tuesday		24	24
Wednesday		18	18
Thursday		12	12
Friday		6	6
Saturday		1	1
Sunday			

Question #7: I prefer appointments scheduled at which time of the day?

Ranking	Fall	Spring	End of Year Total
8:00 AM – Noon		30	30
Noon – 5:00 PM		53	53
5:00 PM – 9:00 PM		12	12