

City Tech Writing Center Fall 2023 Data Overview

Quantitative Data

Utilization:

Fall: 383 appointments out of 525 available, which is **73% utilization.**

Day/month:

Tuesday was our busiest day each week with 30% of our appointments.

October (30%) and **November** (36%) were our busiest months.

Visitation:

56% were one-time visitors **26%** were two-time visitors **18%** visited three or more times

Mode:

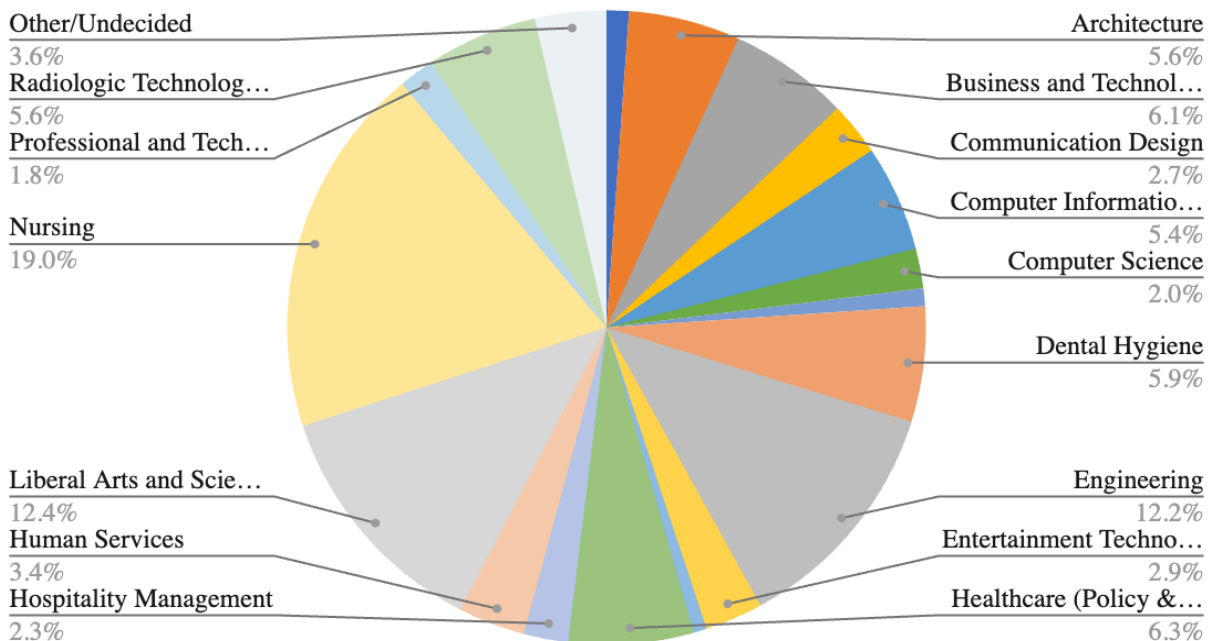
48% were **in-person** appointments. **52%** were **online** appointments.

Academic Programs:

66% of our appointments were for **English courses**

Top 3 other programs: **Nursing, Engineering, Liberal Arts and Sciences**

Majors



¹ The classification of majors is determined based on the time of registration.

Qualitative Data

Post-appointment student survey

Students were automatically sent a post-session survey to complete voluntarily. 53 students responded, an increase from the Spring semester total of 36. The session ratings were: **Excellent: 85%**. Very good: 13%. Good: 2%

- **98%** of students responded that they would definitely return to the Center for another appointment.

Students were also asked to answer a series of short answer questions detailing their CTWC experience.

Below are a selection of things students said tutors assisted them with:

- “Paragraph flow and structure and readability”
- “gathering my ideas in a organized way”
- “Feedback on the direction of the writing and brainstorming ideas”
- “How to use MLA Citations”
- “how to look for articles and what exactly to search for my paper”
- “The encouragements and questions that helped me get started!”

Next, some feedback and/or suggestions our students had for the Center over the course of the semester:

- “add more virtual appointments.”
- “Keep amazing people there to help to us. The candy is nice touch.”
- “I liked the pace and the reading and analysis of my essay piece by piece, stopping to make comments and critiques.”

And finally, a select few student testimonials about their experience:

- “it’s a place that understands the students struggles in writing with compassion and is point of help in expressing your ideas in your work of writings”
- “[Tutor] was excellent, she was patient, understanding and helped me keep my goals off in academic writing. Her feedback was positive and constructive and I left feeling confident about my work of writing for submission.”
- “The writing center will help me improve my experience in the school. It is a great tool, it is given me the confidence that I need to succeed. I will visit it again and again.”

Client Reports

Of the **383 total appointments** that took place during the Fall semester, there were **360 total Client Reports**.

Key components of CTWC sessions consistently mentioned in Client Reports:

- Brainstorming, formatting, APA/MLA Citation (both works cited page and in-text citation), paraphrasing, organization/overall structure, details, tone/voice, audience, edits (grammar), edits (syntax), research
- Tools consistently utilized by CTWC tutors mentioned in Client Reports:
 - Reverse outlines, reading aloud, freewriting, note-taking/transcribing, City Tech Library research tools, Purdue Owl, CitationMachine
- Patterns in student difficulty:
 - Professor assignment prompts/professor comments unclear
 - Understanding/fully reading the material provided by the professor
 - AI/ChatGPT-generated portions of assignments
 - Self-editing (students often have the tools necessary to check their own work)
 - Research techniques
 - Finding appropriate sources
 - Utilizing City Tech resources