University Writing Center
Annual Report (Spring, Summer, & Fall 2020)

Staff:

Duane Theobald, Director (through July 2020); Coordinator (July 2020-present)¹
Aaron Bremyer, Assistant Director (through July 2020)
Stephanie Urich, Administrative Assistant (through July 2020)
Alex Hovanec, Part-Time Administrative Assistant

Overview of Services:

The University Writing Center (UWC) exists to assist students, both undergraduate and graduate, in their pursuit to become better writers and scholars. In thirty-minute and hour-long consultations, our staff assists students from various disciplines with any writing assignment for any particular course. Not only do we provide guidance for students regarding written coursework, but we also assist students with other writing tasks (i.e. scholarship essays, letters of intent, creative works). In addition to providing consultations for students, the UWC also conducts both introductory class visits and specialized workshops, allowing faculty, staff, and students to receive further writing assistance outside of the UWC itself.

Overview of Report:

This report serves to detail the activity of the UWC during the Spring, Summer, and Fall 2020 semesters. Please note that, due to the significant impact that the COVID-19 pandemic had on our campus community, the UWC’s services were significantly impacted—thereby causing fluctuations in session figures, outreach data, etc.

Spring 2020

Spring 2020 UWC Online Stats:

Along with the rest of UWG, the University Writing Center (UWC) made the quick transition to online services. To ensure that we could provide timely assistance to both undergraduate and graduate students, we opted for asynchronous online tutoring. Students submitted their writing assignment, completed or not, to our writing@westga.edu email address, and they were asked to provide assignment guidelines and a list of questions or concerns for the consultant that would review their work. Prior to the start of our online move, due to the pandemic, we had hosted a total of 337 face-to-face sessions. During our four weeks online, the UWC had a total of 120 online submissions. Below is the percentage breakdown by college of said online appointments:

¹ Due to budget reductions and reorganization, the UWC’s professional staff changed significantly—causing us to lose staff members and see restructuring of current staff (including job titles).
**Of note, the majority of the online COE submissions were for graduate-level courses.**

**Also, due to working remotely, we do not have our face-to-face UWC tutorial figures on hand for this brief report. We’ll be sure to include them in a larger Annual Report at a later date.**

**Spring 2020 UWC Outreach:**

Per usual, the UWC continued outreach to our campus community. In total, Mr. Theobald, Mr. Bremyer, and Mr. Hovanec participated in **69** outreach events this semester. These events include in-class presentations & writing workshops, table set-ups, special after-hours events with campus partners, etc. Additionally, Mr. Theobald offered video presentations to faculty across campus during UWG’s transition to online learning for the Spring ‘20 semester. These video presentations constitute **18** of the above total number of outreach events.

**UWC Online--Moving Forward**

Before the move to online instruction in Spring ‘20, the UWC had crafted a plan for an asynchronous online tutoring pilot for the upcoming academic year. During the Summer ‘20, Fall ‘20, and Spring ‘21 semesters, the UWC will offer asynchronous online consultations via assignment submissions to our CourseDen “course.” We’ve opted to utilize the functionality of CourseDen because the majority of UWG students are quite familiar with this platform, and we have on-campus technical support through the Center for Teaching & Learning and UWG Online. We plan to utilize the “course” not just as a place for online submissions but also as a site where students can access various writing resources for their classes. Furthermore, we’ll be
using the instant messaging technology to answer quick writing and citation-related questions that do not require an online submission.

As the UWC will be serving the entire student body remotely during the summer, we’ll be marketing the online submissions and instant messaging services to the entire UWG student population in the coming weeks. Moving into Fall ’20 and Spring ‘21, the plan for online services is to pull back and focus on smaller student populations and programs for the remainder of the pilot. This is, of course, contingent on University System-wide plans for instruction moving forward.

**Summer 2020**

**Summer 2020 UWC Online Stats:**

As UWG remained remote for the entirety of Summer 2020, the University Writing Center (UWC) remained in an online format and launched our new CourseDen location, **University Writing Center Online Consultations**. Through this platform, all students enrolled in Summer classes, both undergraduate and graduate students, had the opportunity to submit assignments for asynchronous review with a 48-hour turnaround. Additionally, we utilized a short-form “chat” function where students could reach out to a consultant during our hours of operation, Monday-Thursday, 10 a.m.-3 p.m., with quick writing and/or citation-related questions.

In total, the UWC reviewed **196 assignments submitted for asynchronous review** and assisted students with quick questions in a total of **39 “chat” sessions**. This easily exceeds our Summer ‘19 total appointment & online submission total of 124. Below is the percentage breakdown of asynchronous paper reviews by college:
**Of note, the total number of submissions between the undergraduate and graduate student populations were nearly identical—with undergraduates totaling 99 submissions & graduates totalling 97 submissions.**

**Summer 2020 UWC Outreach:**

Per usual, the UWC worked to reach out to both undergraduate and graduate faculty & classes, offering both pre-recorded video presentations and synchronous sessions within the confines of individual classes. Mr. Theobald provided video presentations to undergraduate classes in Music, Nursing, Community Wellness, and Sociology & an “Introduction to the UWC” video presentation to two doctoral programs in the College of Education: School Improvement and Higher Education Administration. Additionally, Mr. Theobald presented in synchronous sessions for the MBA/MPAcc Program Orientation and a 3000-level Sociology class.

Finally, using EAB Navigate and access to syllabi from across campus, Mr. Theobald regularly reached out to various student populations (by class and by major) via email, promoting the UWC’s services for Summer ‘20. Anecdotally, this outreach proved quite successful—as student groups & classes that were reached out to submitted work to the UWC’s CourseDen location shortly after receiving a personalized email.

**UWC--Moving into Fall ‘20**

In an effort to best serve students in whatever environment they find themselves in Fall ‘20, the UWC will be offering three modes of writing support:

- **Face-to-Face**: We'll host limited availability for one-on-one sessions with a consultant. Students may stop-by TLC 1201, call 678-839-6513, or email writing@westga.edu to schedule an appointment. *(Availability TBD)*

- **Asynchronous Paper Review**: Every UWG student at UWG will have access to our CourseDen location, *University Writing Center Online Consultations*, and have the opportunity to submit assignments for review. Turnaround time will be no more than 48 hours, and we do ask that submissions be no more than 7 pages. *(Availability TBD)*
  - Quick note: Due to technical glitches during Summer ‘20, the UWC’s CourseDen location will temporarily disable our “chat” service while some much needed updates and tweaks are completed to make it operate more efficiently and become more user friendly. With the support of the Center for Teaching & Learning and UWG Online, we hope to have this back as part of our services in the future.

- **Synchronous Video Sessions**: Students can email writing@westga.edu to schedule a synchronous video session (using Collaborate Ultra) with one of our consultants. The session will be scheduled by our staff, and a meeting link will be emailed to the student and the consultant. *(Availability TBD)*

In terms of outreach, the UWC will continue utilizing a variety of modes to connect with students, faculty, and staff. In addition to utilizing the capabilities of EAB Navigate to directly
connect to various student populations, Mr. Theobald and Mr. Hovanec will offer both asynchronous video presentation & synchronous class session options to faculty across campus. We’ll reach out to faculty closer to Fall ‘20 to begin the scheduling process. We’ll also attend classes face-to-face at the request of faculty.

Finally, Mr. Hovanec will offer a few writing-specific workshops online throughout the Fall ‘20 semester. Topics will likely include Brainstorming/Getting Started with an Assignment, Thesis Statements/Topic Sentences, and Plagiarism. The online platform we’ll utilize for these workshops has yet to be determined.

Fall 2020

Fall 2020 Session Information:

The University Writing Center (UWC) experienced a number of changes during the Fall ‘20 semester. In addition to adjusting our services to best serve the needs of our student population, offering face-to-face, synchronous, and asynchronous formats, we also had to operate on less professional and consultant staffing. Despite the challenges that this semester brought, the UWC successfully hosted 725 one-on-one writing sessions. A breakdown of our sessions, in multiple formats, can be seen in the graphs below:
Fall 2020 Outreach:

Given the challenging circumstances that the Fall ‘20 semester brought, the UWC desired to do whatever we could to ensure that the UWG student population had opportunities to meaningfully engage with our services--whether that be through one-on-one sessions or other means of outreach. Per usual, Mr. Theobald and Mr. Hovanec made sure classes had basic information about the UWC and our services through our “Introduction to the UWC” presentation. This was provided both via a brief video (crafted by Mr. Hovanec) and face-to-face presentations to requested classes. Additionally, Mr. Theobald crafted and executed a myriad of writing-specific presentations to both undergraduate and graduate classes--doing so in face-to-face, synchronous, and asynchronous fashion. Mr. Theobald also participated and presented in synchronous settings through opportunities from the Center for Teaching & Learning, Career Services, the Counseling Center, New Student Programs, and the Emerging Healthcare Leaders. In total, Mr. Theobald and Mr. Hovanec conducted **89 outreach events** during the Fall ‘20 semester. A breakdown of outreach, by type & college, can be found below:
Finally, using EAB Navigate and access to campus-wide syllabi via Concourse, Mr. Theobald regularly reached out to various student populations (by class and by major) via email, promoting the UWC’s services for Fall ‘20. Anecdotally, this outreach proved quite successful—as student groups & classes that were reached out to often submitted work to the UWC’s CourseDen location, scheduled a video session, and/or scheduled a face-to-face session shortly after receiving a personalized email.
### Fall 2020 Post-Session Survey Data:
How did you hear about the University Writing Center? Select any and all that apply:

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Class Visit/Workshop</td>
<td>15.70%</td>
<td>19</td>
</tr>
<tr>
<td>2</td>
<td>Social Media</td>
<td>4.13%</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>Table Set-Up</td>
<td>0.83%</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Professor Recommendation</td>
<td>33.88%</td>
<td>41</td>
</tr>
<tr>
<td>5</td>
<td>Advertisements</td>
<td>23.97%</td>
<td>29</td>
</tr>
<tr>
<td>6</td>
<td>Other</td>
<td>21.49%</td>
<td>26</td>
</tr>
</tbody>
</table>
### How would you rate your Writing Center appointment?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How would you rate your Writing Center appointment?</td>
<td>2.00</td>
<td>5.00</td>
<td>4.49</td>
<td>0.68</td>
<td>0.47</td>
<td>92</td>
</tr>
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**Answer Breakdown:**

<table>
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<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
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<tbody>
<tr>
<td>1</td>
<td>Extremely dissatisfied</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Dissatisfied</td>
<td>1.09%</td>
<td>1</td>
</tr>
</tbody>
</table>
3 | Neither satisfied nor dissatisfied | 7.61% | 7

4 | Satisfied | 32.61% | 30

5 | Extremely satisfied | 58.70% | 54

Total | 100% | 92

How likely are you to come back to the University Writing Center for another appointment?

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<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How likely are you to come back to the University Writing Center for another appointment?</td>
<td>2.00</td>
<td>5.00</td>
<td>4.75</td>
<td>0.52</td>
<td>0.27</td>
<td>92</td>
</tr>
</tbody>
</table>
In an effort to continue best serve students in whatever environment they find themselves in Spring ’21, the UWC continue offering three modes of writing support:

- **Face-to-Face**: We'll host limited availability for one-on-one sessions with a consultant. Students may stop-by TLC 1201, call 678-839-6513, or email writing@westga.edu to schedule an appointment. *(Availability TBD)*

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- **Synchronous Video Sessions**: Students can email writing@westga.edu to schedule a synchronous video session (using Collaborate Ultra) with one of our consultants. The session will be scheduled by our staff, and a meeting link will be emailed to the student and the consultant. *(Availability TBD)*

Outreach to classes & specific student populations will continue as it did in the Fall ‘20 semester. Mr. Theobald and Mr. Hovanec will visit classes face-to-face to promote services and/or conduct writing-specific workshops and offer synchronous and asynchronous options to classes and faculty that might find these more conducive to their circumstances. Additionally, Mr. Theobald
will host scheduled MLA and APA workshops, specifically targeted toward students and majors that utilize these styles the most. Given that citation style questions are common across all three modes of operations, we think this might be a great opportunity to share valuable information that can help students and also give us another platform to further promote what we do as a center.

On a professional-development level, Mr. Theobald will offer three reading group sessions during the semester, providing our consultants the opportunity to learn more about the Writing Center as a scholarly entity and what is currently being explored within it. Mr. Theobald, along with Mr. Hovanec, will work to get the UWC Advisory Committee staffed again so that we can continue business that needs to be addressed within the UWC itself.

**Conclusion:**

Despite the challenges presented by the emergence of the COVID-19 pandemic, the UWC has overcome a lot of change and continued to purposefully serve our campus community. The Center has continued to grow and expand its reach across UWG’s campus. It is our hope that through the continued dedication of the UWC staff, the Center will continue to grow and thrive like never before.

University Writing Center
678-839-6513
writing@westga.edu
www.westga.edu/writing