



## Write to Excellence Center

#8 Plan cycle - 8

Plan cycle 2022/2023

7/1/22 - 6/30/23

## **Introduction**

The mission of the Write to Excellence Center is to foster improvements in student learning primarily through individual writing instruction and selective tutorials for a range of disciplines. The center serves as a resource for students, faculty, and staff and complements classroom instruction where writing is emphasized. The center engages in collaborative arrangements with on-campus units to support the needs of specific populations. To support community and external agencies, the center also targets outreach as needed.

## **Performance Objective 1 Provide a sustainable learning resource by ensuring ongoing demand of, and satisfaction with, services.**

### **1 Assessment and Benchmark**

Benchmark: At least 5% of students will utilize WTEC services each term.

Prior to 2019-2020, the benchmark was maintain a consistent number of clientele at each level each term (f to f comparison; sp to sp comparisons; range 5%).

#### **1.1 Data**

Semester	Students utilizing WTEC services	
	#	%
Fall 2017	597/7,638	7.82%
Spring 2018	296/6,827	4.33%
Fall 2018	426/7,649	5.56%
Spring 2019	273/6,844	3.98%
Fall 2019	566/7,302	7.75%
Spring 2020	205/6,634	3.09%
Fall 2020	157/7,287	2.15%
Spring 2021	139/6,428	2.16%
Fall 2021	319/6,456	4.94%
Spring 2022	198/5,764	3.44%
Fall 2022	354/6,236	5.68%
Spring 2023	259/5,606	4.62%

#### **1.1.1 Analysis of Data and Plan for Continuous Improvement**

2018-2019:

- Benchmark wording makes this hard to quantify. Numbers are lower, but fewer courses use Writing Enriched standard. Also, fewer professors require lengthy writing assignments. Lower numbers in Spring 2019 may also reflect students' not knowing where the writing center moved to (during Christmas break). A few instructors reported having walked their classes to the previous site, not knowing WTEC had moved. One of these instructors did not follow up by bringing classes to new site. Others may have experienced similar situations and not contacted WTEC.
- As noted previously, drops in numbers from Fall to Spring semesters are normal (new enrollment is lower, and enrollment overall is lower, plus there are fewer students taking ENGL Composition courses). Also, numbers don't reflect our total number of contacts with students, including by phone, email, in the hallway, etc. Logs developed for staff to note client interaction are still being tweaked, and staff are still developing the habit of using them. There are logs for student athletes, for students taking makeup tests, for contact with faculty and staff, and for visiting classes. These are a lot for thinly-stretched staff to keep up with, while also focusing on the clients themselves. Staff will work on keeping up with logs. Numbers will never be totally accurate, due to time and staff constraints.
- Numbers do not reflect missed, cancelled, or placeholder appointments. They also do not include entire classes who came in to WTEC as a group or whom WTEC staff visited. These are logged separately, in a binder in director's office ("Gigs, etc.").
- Director will publicize WTEC's services and value to students, faculty, and staff more, including in personal meetings with department heads and new faculty as well as in social media. Also, outreach to graduate students will be implemented. Department heads can assist with this. WTEC will ask department heads in all disciplines (approach minimum of two per semester, five per AY) to allow us to visit their classes and present information on WTEC services. Also, more tutors will be trained in online tutoring to accommodate students' schedules better. Work with MSU media services and with new Engage system. Grad assistants can help with this.

## 2019-2020:

- Benchmark was met for Fall, but possibly not for Spring. Numbers, as noted above, do not reflect walk-ins, classes visited, and other WTEC outreach and resource use. Busy staff members do not always record these. This year, a significant drop off occurred with the COVID-19 quarantine. Although staff immediately began promoting online-only tutoring, students did not always take advantage of it, did not understand how to use it, or were unaware that it was available. WTEC, ENFL, CoLA, Frazar Memorial Library, plus campus media, promoted this service with a short video for faculty, explaining how to access this and asking faculty to let students know. Over summer break, WTEC is putting together a video for social media and will be a more steady presence on Facebook and possibly Twitter. Campus media is working with us to promote our services, including in articles in the Contraband student publication. WTEC is also revamping training for tutors to become more efficient with online tutoring and to follow up on clients who have been inactive. It is also clear from instructors that many students did not keep up with communications from campus and "checked out" of school altogether during the pandemic. WTEC will reassure students that we are here to help them through this.

## 2020-2021:

- Benchmark not met.
- As noted previously, data does not reflect all students assisted by WTEC, directly or indirectly. Information on our services, plus writing style guides and other aides, is shared with instructors and posted in ENFL and other Moodle sites. Phone calls, emails, and other communications with WTEC Director were not logged during this AY as we were out of the office (due to COVID and to hurricane damage). As with Spring 2020 semester, access for students was challenging, but tutors kept appointments as well as they could (online only). Faculty in other departments noted that many students failed to follow up on recommendations to get help from the writing center, despite faculty's urging them to do so. WTEC continued to let students know that tutors were available to help them. Campus email, Facebook posts, and word of mouth were all used, but many students did not have access to reliable internet. More seriously, many students seemed to just give up or to turn in minimal, rushed, last-minute work.
- In the wake of this disastrous AY, WTEC tutors will need to be especially proactive about taking appointments in a timely manner and following through with students who need more help. The Director will target all new faculty to let them know about our services, and all faculty will be reminded about the online tutoring option for students who cannot meet face to face. It will also be important to train tutors well in professionalism so clients feel valued. Making the writing center feel inviting and safe is high priority for the coming school year, for tutors and clients alike.

## 2021-2022:

- Benchmark almost met for Fall, but not for Spring. Typically, numbers are lower in Spring, when there are fewer Freshman English 101 courses. Numbers are still higher than previous AY, but not as high as pre-Covid numbers.
- As noted in previous years, data from the online schedule for the writing center do not account for clients who call, email, or walk in the door with a quick question, or who are present at class presentations, etc. This also does not reflect those who come in just to study. Numbers also do not include missed or cancelled appointments, nor do they include students who attended WTEC class presentations. For Fall 2021, class presentations included 258 students, and Spring 2022 presentations included 77.
- Class attendance on campus was generally low, and many students worked entirely from home. In addition, anecdotal evidence from instructors shows that many students did not use campus resources, despite their instructors' recommendations.
- WTEC sent several emails to campus listserv, to remind students, faculty, and staff of the services available to them. WTEC will continue to send emails to campus media, but will also post more info to Facebook plus open a Twitter account to get the word out to students. One grad assistant has been designated to take charge of social media outreach. WTEC will also reach out more to new

instructors as well as to returning faculty, beginning with the Faculty Retreat in August 2022. WTEC is partnering with other units on campus to present support services to faculty and explain how students can be referred to us, as well as what students (and faculty) can expect. This will help faculty see the value in the services we offer.

- Reinforce professionalism in staff trainings so clients feel valued and return for more assistance.

#### 2022-2023:

- Benchmark exceeded for Fall, not quite met for Spring. In both cases, term-to-term (f-f and sp-sp) comparisons show improvement. Numbers are typically lower in Spring, due to lower enrollment campus-wide and to fewer English 100-level composition courses. However, numbers do not reflect the number of students who received services or information from WTEC in other ways, as our online schedule only tracks numbers of appointments. Students who attended presentations by WTEC staff, either in the WTEC center or in their own classrooms, or who came in to study (as a class, in small groups, or on their own) number over 300 for Fall and 200 for Spring. These numbers also do not reflect those who called or emailed with a question, or walked in to ask without registering an account. Classes who requested visits to or from WTEC are logged separately, in a binder in director's office ("Gigs, etc."). In addition, these numbers do not include those who missed or cancelled appointments, or were "no shows." These numbers also do not indicate the hundreds of students WTEC reaches out to each semester, including weekends, breaks, and Summer semester, through orientations, Cowboy Camp, and other recruiting and retention efforts. WTEC participated in at least 10 such events during the AY.
- Director will continue to publicize WTEC's services and value to students, faculty, and staff, including in personal meetings with department heads and new faculty as well as in social media, as time allows. Also, outreach to graduate students will be more intentional. Department heads can assist with this. WTEC will ask department heads in all disciplines (approach minimum of two per semester, five per AY) to allow us to visit their classes and present information on WTEC services. At present, Biology has five classes we will present to this Fall 2023, and ENFL will have many, and we will reach out to Nursing. Also, tutors will be trained more intensively in online delivery of services, to better accommodate students' schedules. We are working with campus media, who prepared a video for us and presented it to various media, including social. We'll incorporate the new Presence system (a change from Engage) and have graduate assistants helping with this. WTEC presented information to faculty and staff in workshops at the Faculty Retreat in August 2022 and to onboarding for new faculty in Spring 2023 and will continue to look for opportunities to remind faculty of what we can do for their students.
- Will reinforce professionalism in staff trainings so clients feel valued and return for more assistance.
- Are currently updating training materials to provide more effective service for clients.

## 2 Assessment and Benchmark

Benchmark: Maintain 200+ multiple visitors per term.

### 2.1 Data

Semester	Multiple Visits per Term
Fall 2017	335
Spring 2018	114
Fall 2018	177
Spring 2019	112
Fall 2019	254
Spring 2020	94
Fall 2020	69
Spring 2021	75
Fall 2021	164
Spring 2022	71
Fall 2022	179

Spring 2023

117

**2.1.1 Analysis of Data and Plan for Continuous Improvement**

2018-2019:

- Benchmark not met in either semester, but Spring to Spring number was fairly consistent. Drop from Fall to Fall is much greater, although some clients noted in other logs are repeat clients who were not in the data from the online system. While it is too tedious to disaggregate the data from the handwritten logs vs. the online system data, numbers should be qualified. WTEC will continue to use the numbers from the online system data in trying to reach benchmarks. Drops in the academic year, from Fall to Spring, are normal, with fewer Freshman English composition courses offered.
- Tutors will be vigilant about inviting students to return, plus asking them to answer surveys. Tutors will also reach out to students who cancel appointments, especially those who repeatedly do so, to see how we can meet them.
- Director will follow up with and thank faculty who send their classes. WTEC will also ask for copies of assignments, prompts, etc., for more informed assistance of their students.

2019-2020:

- Benchmark met for Fall, but not for Spring. Numbers explained previously, especially re: COVID-19 situation. However, numbers for Spring do show that almost half of the students who had sessions with WTEC were multiple-visit clients. Tutors will be reminded to invite clients back for followups on assignments, and to be sure to put this invitation in their comments in online tutoring. Session notes will be monitored carefully, as well as tone in written comments on online tutoring session, to make sure tutors are supportive, non-judgemental, and professional.
- Services, especially online option, will be publicized more to instructors and staff as well as students. Faculty are critical in motivating students to seek WTEC services. There is still a noticeable drop in numbers of students from other disciplines who seek writing assistance, so recruiting tutors from other disciplines plus working with different colleges to provide resources for their students is crucial.

2020-2021:

- Benchmark not met for either semester, but there was a slight increase in Spring, despite a slightly lower number of clients overall. Campus was not open for most of the school year, due to Hurricanes Laura and Delta in early Fall and to ongoing COVID-19 restrictions. Tutors worked online only with students, with rare face-to-face meetings.
- Communications and technology problems created occasional lags in time between requests for help and the assistance given. Many students as well as tutors struggled with these issues. Follow up as soon as possible with requests, plus have tutors be diligent about inviting clients back for more feedback. Also be diligent about surveys. Reconsider how surveys are administered, as many students do not submit these. We also receive bogus surveys, which mars our results. Have tutors and clients value the surveys.
- Promotional emails and Facebook postings alerted students, faculty, and staff to our continuing services and especially to online tutoring. Promote these services more, not only with campus emails, which students ignore, but also with flyers, social media, and KBYS spots. Be visible.
- Tutors were conscientious about appointments and were quite resourceful in working through difficult situations (and working with different technologies). However, circumstances were often beyond their control, which contributed to their stress levels. Some tutors dropped out of work, and at least one dropped out of school, increasing the load for other tutors (and leaving some sessions in the lurch). Counseling services were advocated. Campus counselors always provide workshops for us during trainings each year, and we will increase the number of these during this next AY, as students recover from COVID-19 and hurricane-related stresses. This will continue to be high priority.

2021-2022:

- Benchmark not met, but Fall 2021 showed an improvement over the previous Fall. Spring was slightly lower than previous Spring.
- Numbers do not include clients who walked in, called, or emailed with a quick question, nor does it include missed or cancelled appointments. It also does not include students who attended a class presentation from the writing center. Logs are kept of group events for the WTEC, and class presentations included about 258 students in the Fall and 77 students in the Spring. These additions raise our numbers closer to the benchmark.
- Again, issues such as low class attendance affected use of services, as many students were not on campus. Some students were referred to counseling, near the writing center, and some tutors made use of counseling services as well. Stress levels seem higher in Spring, near graduation and end of AY in general.
- WTEC will continue to use student surveys to help ascertain how services can be improved. Tutors will continue to invite clients back for more assistance, and WTEC will remind instructors and students that e-tutoring is available for those who cannot be on campus or whose schedules do not allow them to use the services during regular business hours.
- Contraband student newsletter featured articles on WTEC to increase student awareness. Continue to reach out to student publications to promote WTEC services.
- Thank faculty for their support in recommending WTEC services to their students. Train staff to consistently invite clients to return for follow-up sessions. Remind clients of the variety of our services.
- Tutors will reach out to clients who consistently cancel appointments to see how we can better serve them.

#### 2022-2023:

- Benchmark not met for either semester, but is much closer for both semesters than previous AY.
- Continued emphasis on getting the word out has seen results. The campus student newsletter featured the writing center in its articles, as did a campus email and a video produced by the marketing department. Numbers show that an increasing number of our clients are repeat visitors, and tutors are urged to personally invite clients to submit surveys, as they may ignore automated emails otherwise.
- Again, numbers don't reflect those students who visited without appointments, or as a class, etc.
- Attendance levels in classes continues to be an issue since the return from Covid-19 quarantine and the recovery from Hurricanes Laura and Delta. Faculty in English Composition courses, for example, have struggled with getting students to attend classes, much less go to tutoring. We will continue to try to meet students where they are, in classrooms, on the quad at pop-up events, and at tables for campus events, plus post announcements in various media. More important, WTEC will focus on providing effective, efficient service to those students who do work with us, so word of mouth will have a positive impact on other students. Faculty is important in getting students to us, but other students are the best way to make our services attractive.
- Besides outreach to faculty (and thanking them for helping), WTEC will reach out to clients who consistently cancel appointments to see how we can better serve them.

### 3 Assessment and Benchmark

Benchmark: Support student writing across the disciplines - tutor students representing at least 75% of the broad-field disciplines offered at McNeese.

Note: McNeese offers coursework in approximately 32 broadly-defined disciplines. See comment below for counting.

#### 3.1 Data

Semester	% of Disciplines Tutored
Fall 2017	53%
Spring 2018	40%
Fall 2018	37%
Spring 2019	31%

Fall 2019	28%
Spring 2020	19%
Fall 2020	28%
Spring 2021	25%
Fall 2021	50%
Spring 2022	47%
Fall 2022	47%
Spring 2023	53%

### 3.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- Benchmark still does not appear to be met, but the same issues apply re: the online system's identifying 51 broad disciplines (see attachment). Numbers for AY 2018-2019 are based on the total discipline number of 51.
- WTEC saw fewer students from the sciences, especially Engineering, after moving during Christmas Break to a Liberal Arts building (Kaufman Hall). However, Chemistry and Physical Science continued to send students to WTEC. WTEC will reach out more to instructors outside of Liberal Arts to explain our services and show how we can assist them.
- Numbers do not reflect students who come in to study on their own, nor what athletes are studying. They also do not indicate students who work on a resume', cover letter, or applications for jobs or for graduate or doctoral programs, etc.
- Suggestions from 2018 re: creating a clear, broad list of disciplines and updating the drop-down menu system have not been implemented yet. Director will create this with Office of Institutional Research and Effectiveness, then contact wconline administrators to see whether the drop-down menu can be changed, with obsolete items deleted or hidden, without losing appointment data from previous sessions. Tutors will be vigilant about asking students who mark "other" to specify what class the assignment is for, then note this in session notes. Although these will still not pull up when aggregating data, a more thorough search, if needed, would yield these.
- Director will meet with IRE to ensure that current list is updated after items are deleted from the catalog or moved into other programs/disciplines.

2019-2020:

- Benchmark not met. Numbers are based on a revised list of course types, adding up to a total of 72 (versus 51 for AY 2018-2019). Fall semester almost reaches this goal, but Spring semester falls far short.
- Usual Fall to Spring drops are noted, with COVID quarantine playing a role this past Spring as well.
- Ongoing problems with reporting: students' not identifying course when registering (ignoring drop-down menu options and putting "Other," or incorrectly identifying course); tutors' not noting in session notes what the correct course is (for those clients who mark "Other"). Retrieval of data from session notes is tedious, but sessions should be correctly labeled for WTEC records.
- Other areas covered that are not noted by course types include work on resume', cover letter, curriculum vitae, and other professional writing, plus applications for scholarships and for graduate or doctoral programs. Clients also seek assistance with studying for standard testing (GRE, PRAXIS, GMAT, etc.). In addition, athletes and other tutors who come in to study do not report what course they are studying.
- Each Academic Year, check drop-down menu to update courses when possible, plus remind tutors to note course in session notes when student marks 'Other.'
- Director will be proactive about outreach to new faculty, as well as meet with department heads in other disciplines to remind them about WTEC services and to ask for specific ways we can assist their students. Make resources available electronically for all MSU faculty, staff, and students, and have graduate assistants use social media more to remind students periodically about WTEC services.



## 2020-2021:

- Benchmark not met. Numbers seem to stay the same for Fall-to-Fall comparison and to rise with Spring semester, but this may simply reflect slightly better reporting by tutors. The same problems continue to exist with clients' not identifying courses (often choosing "Other" option on menu) or with the course not being on the menu. There are limitations with the online schedule system, but also there have been changes to the catalog. In addition, many sessions are not course-related, but are still related to students' degrees (cover letters, portfolios, etc.). The two hurricanes this year, plus the ongoing COVID-19 quarantine, caused disruption of services, although tutors continued to work online. Students, faculty, and staff were not always aware that we offered e-tutoring, although we promoted this service through university emails, social media, and Moodle.
- Director will reach out to IRE to resolve issue of list of disciplines offered plus reach out more to faculty, both returning and new, to ensure they know about all of WTEC's services and how WTEC can help with their students' work. Faculty in other disciplines often are not aware of how the writing center can help their students. Also, many instructors reduced the number of writing assignments during this disastrous year and students often had difficulty with time management, so they did not leave enough time to get assistance before their papers were due. More outreach to faculty will help ensure that students also have realistic expectations of the turnaround time for tutoring help and that they will better budget their time.

## 2021-2022:

- Benchmark does not appear to be met, but numbers are much higher than they were even just prior to Covid.
- Numbers may be closer to benchmark if "Other" option on sign-in is considered. Students have a drop-down menu where they identify their instructor and the course, and they often choose to hit "Other" rather than find the correct names. Not all instructors and courses are listed in the system, either, as the system has become bulky already with several years' worth of names. Deleting some of these would also delete some important data in archives, so names are rarely added. But some of these "Other" courses represent other disciplines than those noted in the data.
- Numbers also don't take into account those students who came in just to study, nor those who attended a class presentation from the WTEC. In addition, some students receive help with non-course-related material, such as cover letters, resumes, and applications to graduate schools and doctoral programs. Also, students may be using study resources for GRE, PRAXIS, or other standardized exams.
- If time allows, WTEC will add more instructors and course names to the drop-down menu. While this will make the lists longer, it will help us keep better records (if/when students don't go for the easy "Other" choice). WTEC will also remind instructors in other disciplines that we can assist their students as well.
- Tutors will note instructor's name and the specific course name when students choose "Other" on the menu. For e-tutoring, this information may be difficult to get. Put info in session note, at beginning. This information will not show up when aggregating data, but is retrievable in individual searches.
- Director will work with IRE for more accurate numbers, wording of benchmark, a list of disciplines and the courses under each discipline.
- Director will check with online system administration re: refreshing drop-down menus without losing archived data.

## 2022-2023:

- Benchmark not met for either semester. While there is a good variety of disciplines represented, we are reaching about half of our target, and only about 2/3 of our benchmark. Numbers have slightly improved from term-to-term, and Spring numbers are significantly higher. These numbers do not include students who come in to work on non-course-related material, such as cover letters,

resumes, and applications to graduate schools and doctoral programs. Students may also come in to use study resources for GRE, PRAXIS, and other standardized exams. They also may come in to study for other courses, but not request tutor assistance and not record the visit or the subject.

- Our drop-down menu for course selection and instructor's name is limited and bloated in our system. When students select "other," tutors will ask for the specific names of course and instructor and note it in session notes. This information will not show up and be included in aggregated data, but can be retrieved in individual searches in needed.
- Director will work with IRE for more accurate numbers, wording of benchmark, list of disciplines and the courses under each disciplines.
- Director will check with online system administration re: refreshing/updating drop-down menus without losing archived data.

#### 4 Assessment and Benchmark

Benchmark: 95% of clients will rate their session experience as good or better, as reported on WOnline Survey.

Prior to 2016-2017, the benchmark was 70% of clients.

##### 4.1 Data

Term	Clients rating of session experience as good or better	
	#	%
Fall 2017	—	95%
Spring 2018	—	86%
Fall 2018	92/100	92%
Spring 2019	54/55	98.2%
Fall 2019	74/91	81.32%
Spring 2020	11/18	61.12%
Fall 2020	84/127	66.14%
Spring 2021	73/147	49.65%
Fall 2021	208/450	46.22%
Spring 2022	166/348	47.7%
Fall 2022	50/83	60%
Spring 2023	*20/20	100%

##### 4.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- For Fall 2018, 100 students responded to surveys. For Spring 2019, 55 students responded. While benchmark re: response type has been met, there are too few responses to accurately gauge clients' experiences. While surveys are voluntary, tutors will encourage clients to fill them out to help us better serve them.
- Numbers do not indicate how many may be repeat clients, but are a percentage of visits. Also, anyone can access the survey and submit a response, even if he or she is not a client or affiliated with the university. This has resulted in some bogus, prankish responses several years ago and is a potential problem, but is not usually a concern.
- Review survey responses with tutors in staff meetings to encourage tutors and to discuss results. Give immediate feedback on any particularly good or problematic reviews.

2019-2020:

- Benchmark not met for either semester. Fall semester lower than our norm...unclear as to why. Spring semester poorly represented, due to COVID-19. Based on both semester's numbers, there is some concern about quality of tutoring from the clients' point of view. Results will be shared with tutors, and more analysis of session notes and feedback from tutors regarding their sessions will be conducted.
- Students responding to surveys may not be representative of clients as a whole. Also, changing the benchmark two years ago creates a less favorable comparison with earlier years, with a lower benchmark. But the lower number is still cause for concern. Staff will more actively promote surveys so WTEC can get a clearer picture of client satisfaction levels.

#### 2020-2021:

- Benchmark not met for either semester. Repeating comments from other sections: this AY encompassed several disasters, from COVID-19 restrictions to 2 major hurricanes, an ice storm, and then a flood that dislodged WTEC from its home building just as campus was rebuilding. Clients were often stressed and unhappy before even making appointments and sometimes waited until the last minute to do so (after papers were already due), then wanted immediate help (and proofreading/editing, not non-directive tutoring). Resources were stretched, as tutors (who are students themselves) were likewise stressed, sometimes without reliable internet, living away from their homes, etc. Students were often unable to contact instructors, and instructors likewise expressed frustration with trying to reach students. Communication during this period was difficult, and much time was spent in trying to just maintain contact with clients and tutors and to make sure everyone was okay, regardless of schoolwork, grades, etc. Priorities were more about taking care of people. For the next AY, this will continue to be the highest priority, with an emphasis on good communication and fast responses so students feel valued and return for services. This will create an environment where effective tutoring can take place and where retention of students is more likely.
- One of the positive things that came from this year was how evident it was that tutors worked as a team to overcome obstacles, both in their personal lives and as tutors and students themselves. Those who were able to do so checked on others and reported back to the group, created a group text message to reach those who could not access the group emails and Moodle, and took care of appointments when the scheduled tutor could not. Veteran tutors alerted the Director about problems with sessions, session notes, or other personnel issues and helped mentor new tutors. Some even went so far as to help an international student/tutor move back to campus from New Orleans, plus assisted her and others with food and shelter. While some tutors were overwhelmed by stress, the majority of the tutors managed to "show up" online to work and to check in with everyone at online staff meetings or by text or email. For the most part, they creatively worked through the evacuations, etc. For the AY ahead, they have sent ideas for topics we can cover in training or for resources we can post that will help them better in future disasters. We will also make sure we schedule time with the counseling center to work on relaxation and other tips for good mental health.

#### 2021-2022:

- Benchmark not met. As noted previously, percentage shows only the surveys that were submitted, so the percentage is of the total number of submissions, not clients. Benchmark needs rewording. As the surveys are anonymous, there is no way to distinguish from repeat clients and single-visit, unique clients.
- Also, as previously noted, the survey is open to anyone who finds it, which lends itself to bogus comments and spam. The online survey collection continues, for example, to have lots of Russian language responses as well as advertisements and other spam. For staff meetings, we tried to pull out only those surveys, positive or negative, that seem genuine, but the online system analysis does not make that distinction, so these numbers are off. Looking at the ones we pulled that seem legitimate, the "good or better" numbers are much higher: 94% for Fall 2021 and 92% for Spring 2022.
- Factors involved in poor survey comments included tutors' not giving detailed feedback, or even missing a session entirely. Positive comments included the quick response from the WTEC in

correcting problems. Some tutors are new to tutoring, especially in Fall semester, and are learning as they go, with tutoring sessions, ongoing training, and staff meetings. Co-workers assist each other when they can. Also, many tutors and clients still exhibit stress from Covid and post-hurricane situations, and there are the usual stresses of school and work, etc. WTEC will continue to find ways to allow tutors to take off when they need to, for mental health, yet make sure clients are not lost in the shuffle.

- Tutors will continue to encourage clients to submit surveys. Regardless of the bogus ones, WTEC staff still receive valuable feedback on these for self improvement as well as improvement of services in general.

#### 2022-2023:

- Benchmark does not appear to be met for Fall, but numbers are misleading, due to issue with spam, especially Russian. Out of 652 surveys reported for Fall 2022, only about 83 appear to be legitimate (based on responses that actually addressed the questions). Of these, only about 53 left comments, and 50 of these comments were positive, with 3 being negative or neutral. None indicated unwillingness to return to the center or unwillingness to recommend other students. This suggests that 94% of clients who responded had favorable responses to the survey, thus greatly exceeding the benchmark and closer to numbers from AY 2017-2018 and 2018-2019 and before (prior to issues with spamming, Covid-19 quarantines, and hurricane evacuations/destruction).
- For Spring 2023, of 345 surveys, at least 325 were spam (again, mostly Russian). Of the 20 remaining surveys, there were no comments available to guide assessment. In the absence of negative comments, it is assumed the response was positive. Experience also shows that it is usually the repeat clients who complete the surveys.
- Wconline system shows there is a default setting that allows the survey site to be open to anyone who has the address. The setting has now been changed to allow only students who create appointments with WTEC to receive the survey invitation as well as a one-time-only password to prevent multiple usage for one appointment. In addition, students will be invited on the day of the appointment along with a reminder of the appointment itself, so there may be an increase in numbers of students who complete the surveys. We are not requiring them to fill in the comment section of the survey, so we may receive fewer comments, but the other data should be more accurate and helpful.
- Give immediate or at least weekly feedback to tutors in response to clients' answers on surveys, both good ones and problematic. Let clients know we value their feedback for our own professional development and for better service to clients.

## 5 Assessment and Benchmark

Benchmark: 90% of clients indicate they will return to the center, as reported on WOnline Survey.

Prior to 2016-2017, the benchmark was 70% of clients.

### 5.1 Data

Term	Clients indicating they will return to the center	
	#	%
Fall 2017	—	93%
Spring 2018	—	86%
Fall 2018	92/100	92%
Spring 2019	53/55	96.4%
Fall 2019	74/91	81.32%
Spring 2020	16/18	88.89%
Fall 2020	19/127	14.96%
Spring 2021	27/147	18.36%
Fall 2021	53/450	11.78%

Spring 2022	38/348	10.92%
Fall 2022	50/83	60%
Spring 2023	*20/20	100%

### 5.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- 100 students responded to survey in Fall 2018; 55 responded in Spring 2019.
- Benchmark was met in both semesters.
- See analysis in f.1.1. re: accuracy of percentages.
- Monitor surveys, encourage their use, and share feedback with tutors as soon as possible. In staff meetings, discuss how to handle any challenging sessions, and let clients know we listen to their comments and work to improve our services. More surveys from clients will provide a more accurate picture of needs.

2019-2020:

- Benchmark was moved, so this year was a struggle to reach the new benchmark. WTEC did not meet it for Fall, but was close in Spring, despite the COVID-19 quarantine, etc. Those students who were already working with WTEC tended to return for help, or to email or go online with WTEC, but there were few new clients during the quarantine itself. More heavy marketing of online services, both among students and with faculty and staff, are needed, plus more of a presence on social media. One staff member is creating a more professional Facebook page, as opposed to the previous friends-only account the WTEC held (from previous director). This will allow any student to see it, not just those who are "friends."

2020-2021:

- Benchmark not met. The year was a struggle for tutors and clients alike, beginning with lack of in-person training for new tutors (due to COVID-19 restrictions and then two hurricanes, effectively wiping out campus itself for the year). In addition, many tutors and clients were struggling with inadequate equipment, internet access, and other factors. Clients often waited until the last minute to seek help, and technical glitches (as well as human error) abounded, thanks to overloaded systems and stressed student workers. Tutors were not always timely in responding to online submissions from clients, and communication problems persisted at all levels. Director spent much time tracking down tutors to check on their well-being and also checking on clients. Director sent training materials and had senior tutors also help mentor newer tutors, but the year was overwhelming for almost everyone. Clients expressed their dissatisfaction, but many clients valued what they received and returned repeatedly. Training materials are being updated to cover some of the situations experienced during the COVID-19/Hurricanes era, plus policies restated. All this will be presented in person and posted in Moodle for tutors. Policies and how-to's for clients will also be posted more clearly on the wonline page. It will be important to be able to switch immediately to online-only delivery in the case of emergencies, as well as to make sure everyone is able to make that switch smoothly. Tutors who especially had problems last AY will be worked with carefully at the beginning of this new AY to ensure they feel comfortable with all modes of tutoring.
- Also, numbers do not include answers of "Maybe": Fall 2020, 53/127 (41.73%) and Spring 2021, 66/147 (44.9%). These numbers, added to the "Yes" responses, raises results significantly closer to the benchmark.

2021-2022:

- Benchmark not met.
- See analysis in 4.1.1. re: accuracy of survey numbers. Also, re: benchmark wording.
- Of those surveys pulled, positive or negative, that seemed to be legitimate client responses, "yes" responses were 94% for Fall 2021 and 92% for Spring 2022.

- Continue to use surveys for improvement of services and delivery, and encourage tutors to read surveys weekly. Also, have tutors check daily for any missed appointments or "orphan" session notes, then report to Director if there are any clients we need to reach out to. Make sure we are accountable to clients when we make mistakes, but work harder to deliver prompt, thorough feedback. Grad assistants will monitor session notes and guide tutors toward more effective feedback for clients.
- Clients also continue to be stressed from previous Covid and hurricane-related problems, including lack of adequate preparation for college. They are often already resentful or anxious when they come to the writing center, and they can be difficult to handle. Staff will continue to work on stress management, conflict resolution, and identifying when a student may need other help or accommodations. WTEC will continue to present staff trainings with the Office of Accessibility Services, MSU Counseling, campus police, and other entities who can help tutors learn how to handle stressful situations with clients (and others). De-escalating situations can help the writing center be a calm workspace where both clients and tutors feel safe and can focus on work.

#### 2022-2023:

- As noted in previous section, data is misleading. Benchmark appears to not have been met for Fall, but is significantly higher than previous two years (since Covid-19 and major hurricanes). Benchmark seems to have been exceeded for Spring, but numbers here are based on guesswork, weeding out spam (mostly Russian). Of the 53 actual, specifically writing center addressed responses in the Fall, only three were negative (1) or neutral (2). Thus, about 94% of actual statements were positive. There were no comments in the text area boxes of the surveys received for Spring 2023, so it is harder to assess which ones were legitimate (for yes, no, maybe, and Likert scale questions, spamming is hard to determine). This problem should not recur as much in future now that settings have been changed to minimize access to the surveys from non-users of WTEC services.
- As noted previously, the system has been reset to minimize, if not prevent, spam in the future. Clients will receive an invitation as well as a one-time-only password when they receive their appointment reminder in emails, and no one else will have access to the site. This should increase accuracy of responses, although students will not be required to leave comments in the text area box. It is hoped that they will be more open to leaving comments if they are not being forced to do so, but just invited.
- Tutors will be reminded to personally invite/remind clients about surveys when appointment is finished, when tutors invite clients to return for more sessions. Director will also give immediate or at least weekly feedback to tutors in response to clients' answers on surveys, both good ones and problematic. Let clients know we value their feedback for our own professional development and for better service to clients, but also give positive reinforcement to staff.

## 6 Assessment and Benchmark

Benchmark: 75% of clients would recommend the center's services to other students, as reported on WOnline Survey.

Prior to 2018-2019, the benchmark was 70%.

### 6.1 Data

Term	Clients who would recommend the center's services to other students	
	#	%
Fall 2017	—	94%
Spring 2018	—	89%
Fall 2018	95/100	95%
Spring 2019	53/55	96.4%
Fall 2019	79/91	86.81%
Spring 2020	17/18	94.44%

Fall 2020	20/127	15.75%
Spring 2021	24/147	17%
Fall 2021	50/449	11.11%
Spring 2022	39/348	11.21%
Fall 2022	50/83	60%
Spring 2023	*20/20	100%

### 6.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- Benchmark was met.
- 100 students responded to survey in Fall 2018; 55 responded in Spring 2019.
- See analysis in 5.1.1 re: accuracy of percentages.
- Monitor surveys, share results with tutors frequently, and encourage clients to submit survey responses so we can better serve them.

2019-2020:

- Benchmarks well met, for both semesters.
- Encourage tutors to continue asking clients to complete anonymous surveys, plus watch tone and professionalism in all interactions with clients, especially with online tutoring. This area can be problematic in regard to how clients read tone, plus how well clients and tutors can "read" each other. Tutors will be given guidance on common pitfalls to avoid. Will also congratulate tutors on good sessions and positive survey responses, when possible and appropriate.

2020-2021:

- Benchmark not met. Significantly lower for both semesters. Analysis includes points made previously regarding lower numbers for client rating of services (hurricane evacuations, damage to buildings, COVID-19 restrictions, etc.). Numbers do not reflect, however, those clients who responded "Maybe": Fall 2020, 53/127 (41.73%) and Spring 2021, 56/147 (38.1%). These significantly raise numbers closer to benchmark.
- As indicated in previous section, train tutors in professionalism but also find ways to assist them with technology needs. Stay connected during disasters as much as possible and provide support for workers. Follow up with clients as soon as possible to resolve any issues they may have. Help tutors and clients prioritize needs and work together to support one another through the semester. Show them how to create learning communities.

2021-2022:

- Benchmark not met. Again, see comments in 4.1.1. re: inaccuracy of survey numbers and benchmark wording. Numbers reflect surveys submitted, not numbers of unique clients, and many surveys are bogus or spam. From surveys pulled that seem legitimate (they are written in English and directly reference WTEC types of services), numbers are much higher, with "Would recommend" numbers at 94% for Fall 2021 and 92% for Spring 2022.
- In training and throughout, emphasize accountability and responding quickly to students' needs.
- Director may look to Institutional Effectiveness to devise a campus-wide survey that outsiders cannot access (or spam). Benchmarks will still need to be rephrased, as campus-wide surveys will not accurately reflect number of sessions, number of unique clients, nor even which responders are actually clients of the WTEC. But it will narrow the range and possibly provide more reliable numbers. Director will also reach out to WOnline system to find out whether the system surveys can be closed to non-clients. This would be the best solution, if possible.
- Continue to invite clients to take the surveys, as they do provide some feedback for improvement of writing center services. Make sure tutors are personally inviting clients to return for more feedback,

and encourage tutors to follow up on appointments, when possible, to ask clients how they are doing and say we look forward to seeing them again. This will have to be done in a professional manner, and not with tutors' personal emails, so communications are transparent. This can probably be done with the WOnline scheduling system.

2022-2023:

- As with other data related to the surveys, the numbers are misleading. A majority of the 652 responses for Fall and 345 responses for Spring were spam, especially Russian, and the wonline system only breaks down those surveys where students left comments in the text area boxes, which was not required. Responses to yes/no/maybe questions or Likert scale responses are indistinguishable from the spam. As noted previously, the legitimate responses were almost entirely positive (50 of 53 for Fall 2022, or 94%), which is close to numbers from pre-spam years (and pre-Covid-19 and hurricane evacuations/destruction years). Legitimate responses seem close to those of AY 2018-2019 and even 2019-2020. For Spring 2023, the lack of comments on the 20 legitimate survey responses made it difficult to assess answers to other questions on surveys.
- Survey settings have been changed to close the survey to only those clients who create appointments. They will also receive a one-time-only password, to prevent spamming by clients. While they will not be required to answer the text area boxes (to create a friendly environment), the number of responses should be closer to accurate picture of legitimate clients.
- Give immediate or at least weekly feedback to tutors in response to clients' answers on surveys, both good ones and problematic. Let clients know we value their feedback for our own professional development and for better service to clients.

## **Performance Objective 2 Promote WTEC's services and resources by engaging in collaborative ventures with campus and community units.**

### **1 Assessment and Benchmark**

Benchmark: Collaborate with a minimum of 15 units per academic year on projects related to student learning support.

#### **1.1 Data**

2018-2019:

- Collaborated with more than 16 units throughout the academic year on student learning.
- ENFL: Ongoing. Worked with Director of Freshman-Sophomore English to provide professional development of English MAs and MFAs, particularly in preparation for teaching. Training in tutoring and Literature Lab, also a WTEC service, helps prepare grad students and other tutors for teaching. Served on search committee for ENFL faculty hiring.
- Office of Equal Opportunity, Office of University Services, International Programs Office, Campus Ministry, Student Union Board, and other offices who work with international students: Director of WTEC is International Student Association faculty advisor and works with other campus units and student groups (e.g., Nepalese, African and Caribbean, Vietnamese, etc.) to provide multicultural programming events and opportunities for all students to share their culture. Director also serves with two campus-and-community organizations who focus on cultural diversity and education: The Council for International Concerns/Calcasieu Cinema International and also The International Club of Southwest Louisiana/St. Frances Cabrini Immigration Law Center. These help provide a network of campus and community resources for international students.
- International Programs Office and ENFL: WTEC works with these units to provide a bridge for international students coming from ESL programs or who otherwise indicate a need for assistance with English language skills. A Juliet Hardtner Endowed Professorship enabled this partnership to provide English Language Learner (ELL) training to one instructor (who teaches ENGL 677, for those who will teach Freshman Composition) and one grad student (a writing center tutor and teaching assistant). This training will provide more resources, including workshops, for tutors, other students, and teaching staff.
- International Programs Office and ENFL: WTEC Director taught ENGL. 104 (a contained "bridge" class for ELL students). This was its fourth and probably final year. Enrollment for this class is increasingly low and is not an efficient use of resources. Students prefer to be mainstreamed, so outreach will be increased to instructors in ENFL comp classes, and more resources for them will be created and posted to the Moodle Composition site. If appropriate, they will also be posted to the campus-wide



Faculty Moodle site. Also, tutors worked intensely with ENGL 104 and ENGL 351 (Advanced Grammar) students and created quick guides to assist students.

- Office of Disability Services: WTEC works with the Director of ODS to accommodate students' learning needs. Each semester, ODS presents a workshop for WTEC tutors to address disability issues. Tutors work with some ODS clients and develop more effective ways to accommodate their learning styles and needs. Tutors also assist ODS in proctoring and administering exams through various means. This occurred less during Spring semester, as the two offices (formerly neighbors) are now in different buildings.
- Office of Institutional Research and Effectiveness: WTEC Director and some tutors/grad students assisted with assessment of General Education and Capstone artifacts. Director serves as chair of GenEd Assessment committee.
- History, ENFL, and Frazar Memorial Library: The Women's Studies committee (with representation also from ART and various sciences) hosts informational lunches for students and staff, with speakers from different disciplines and careers. This is funded by a Juliet Hardtner Endowed Professorship. The MSU library provides the venue, technical equipment, and assistance, and helps promote the events. This was the series' third full academic year.
- Athletic Department: WTEC provides a supervised study space for student athletes to complete their required number of study hours, and it provides data on student usage to athletic department advisors and tutors.
- Banners: WTEC Director partners with Banners in campus and community events, including CIC/CCI foreign film series (hosting on campus for students, e.g.). These events promote diversity and a friendlier learning environment for all students. Director also assisted with Green Room for Banners events, entrance tent for Rouge et Blanc, and promotion of events.

#### 2019-2020:

- Collaborated with more than 27 campus units.
- ENFL: Ongoing. Worked with the Director of Freshman-Sophomore English to provide professional development of English MAs and MFAs. Training in tutor and Literature Lab, also a WTEC service, helps particularly prepare grad students and other tutors for teaching. Director also helped with mock interviews and Capstone evaluations for graduating ENFL students. Served on search committee for ENFL faculty hiring.
- History: Trained a tutor provided by the History Department to work with students who have history assignments and need help understanding primary source documents, plus using them in their papers. The History Dept. had funding through a grant, and the tutor worked with WTEC for Fall 2019 before he graduated. The History Dept. is currently looking for another suitable person to fill that tutoring role.
- Athletics: WTEC provides a supervised study space for student athletes to complete their required number of study hours, and it provides data on student usage to athletic department advisors and tutors. Representatives from the department (coaches and academic advisors) contact WTEC about concerns with individual student athletes. With the COVID quarantine, however, the study hall option had to be dropped.
- Office of Equal Opportunity: this office, with the Black Faculty Staff Council, invited WTEC Director to serve on the CORE Scholarship Committee to review essay applications from students from under-served schools for a scholarship to MSU. Also attended NCORE webinars, trainings, and workshop (Equity, plus Hazing and Bullying awareness campaign).
- International Programs Office, Office of University Services, Campus Ministries, Office of Equal Opportunity, Student Union Board, and other offices who work with international students. Director of WTEC is International Student Association faculty advisor and works with other campus units and student groups (e.g., Nepalese, African and Caribbean, Vietnamese, etc.) to provide multicultural programming events and opportunities for all students to share their culture. Director also serves with two campus-and -community organizations who focus on cultural diversity and education: The Council for International Concerns/Calcasieu Cinema International and also The International Club of Southwest Louisiana/St. Frances Cabrini Immigration Law Center. These provide a network of campus and community resources for international students.
- International Programs Office and ENFL: WTEC works with these units to provide a bridge for international students coming from ESL programs or who otherwise indicate a need for assistance with English language skills. A Juliet Hardtner Endowed Professorship enabled this partnership to provide

English Language Learner (ELL) training to one instructor (who teaches ENGL 677, for those who will teach Freshman Composition) and one grad student (a writing center tutor and teaching assistant). This training will provide more resources, including workshops, for tutors, other students, and teaching staff.

- Office of Disability Services: WTEC works with the Director of ODS to accommodate students' learning needs. Each semester, ODS presents a workshop for WTEC tutors to address disability issues. Tutors work with some ODS clients and develop more effective ways to accommodate their learning styles and needs. Tutors also assist ODS in proctoring and administering exams through various means. This occurred less during AY 2019-2020, as the two offices are now housed in different buildings. Also, the COVID quarantine effectively ended face-to-face tutoring mid-semester in Spring 2020.
- Office of Institutional Research and Effectiveness: WTEC director and some tutors/grad students assisted with assessment of General Education and Capstone artifacts. Director serves as chair of GenEd Assessment committee, plus also serves on Syllabus committee (SALT). With IRE, WTEC hosted meetings with faculty/department heads from across campus to revise syllabi in Gen Ed courses. Also part of the Ruffalo Noel Levitz retention meetings/initiatives.
- History, ENFL, and Frazar Memorial Library: The Women's Studies committee (with representation also from ART and various sciences) hosts informational lunches for students and staff, with speakers from different disciplines and careers. This is funded by a Juliet Hardtner Endowed Professorship. The MSU library provides the venue, technical equipment, and assistance, and helps promote the event. This was the series' fourth full academic year.
- Banners: WTEC Director partners with Banners in campus and community events, including CIC/CCI foreign film series (hosting on campus for students, e.g.). These events promote diversity and a more supportive learning environment for all students. Director also assisted with Green Room for Banners performance events, including Rouge et Blanc, and promotion of events.
- Academic Computing and Learning Center: The Directors of ACLC and WTEC regularly share ideas about tables for events and outreach to students, plus management of resources and adapting to new demands.
- Career & Student Development Center: Directors of C&SDC and WTEC, with MassComm Dept. Head, co-hosted a lecture series on different format styles for academic writing. C&SDC Director also presented information to WTEC tutors at a weekly staff meeting. He also assisted tutors with fine-tuning resume' and CV writing -- skills these tutors were able to share with others.
- Upward Bound: Director of UB met during the summer to discuss her aims for the program, the difficulties the students face, and tactics for helping them with study skills.
- Counseling Center: CC Director met with tutors twice for staff meetings. Provided information about working with students in stressful situations, plus demonstrated techniques for relaxation and self care.
- Student Health and Development Office: presentation for Wellness Wednesday, involving study and test taking strategies for academic health.
- Student Support Services, Recruiting, and General and Basic Studies Offices, plus the Student and Organizations & Sororities Office: Presented at orientation and other informational events for new students, military veterans, and prospective students. Includes Foundational Skills Workshops.
- A TASC grant awarded WTEC three new desktop computers and eight new laptops for student use in WTEC, to replace/augment aging equipment.

#### 2020-2021:

- Benchmark met. Met with at least 24 units.
- ENFL: Director served on Freshman-Sophomore Committee and assisted with developing ENGL 101-102 textbook. Served on new scholarship committee (the Dr. Scott E. Goins Award in Undergraduate Research Writing and Excellence), supervised 1st-year MFA students in writing center work and provided professional development for them and for undergraduate tutors from a range of disciplines. Also assisted with Capstone and mock interview projects for undergraduate English majors.
- History: worked with department to find another history major to provide course-specific tutoring at the writing center. Funding will come from History department (this was postponed due to hurricanes and COVID restrictions).
- Athletics: reported study hours for athletes; met with academic director to assess reading and writing skills of Freshman and Sophomore athletes to better serve them in the upcoming AY.
- Honors College: collaborated with Director to hire two Honors College students at WTEC. Worked on professional development and writing/tutoring skills.

- Office of Accessibility: Collaborated with Director to accommodate learning and other accessibility needs for specific students as well as for classes in general. Accessibility Director also provided awareness training for WTEC tutors as part of professional development.
- Campus Police: Director contacted campus police to meet with tutors during staff meeting. Officers usually meet with tutors once a year to discuss campus police services and provide resources for responding to problematic, unsafe situations. Hurricane evacuations, etc., prevented the meeting this year. Postponed until next AY.
- Office of Institutional Research and Effectiveness: Director serves as chair of Gen Ed committee and works with multidiscipline-based group on direction of the core courses. The committee also assesses artifacts from all disciplines and makes recommendations on objectives, syllabi, and other instruction-related issues.
- Counseling Center: Counseling staff usually meets with tutors at a staff meeting each Fall to discuss working with stressed clients, plus provide relaxation and mental health tips for tutors. This was postponed due to hurricanes, etc., as were the usual collaborations for Wellness Wednesday. Information on Suicide Awareness and other mental health concerns was shared on WTEC Moodle and also passed along to ENFL instructors. ENGL 101-102 Director posted it on Moodle for Composition Instructors.
- Testing: Met with Testing Director to collaborate on workshops for resume' writing and other career preparation. WTEC has a resume' PowerPoint to share and will assist with first workshop in Fall 2021.
- Career Counseling: Met with then-director to continue offering workshops in style guides (MLA, APA, etc.), as we had done in AY 2019-2020. Due to hurricanes, etc., these workshops were postponed until AY 2021-2022. Career Counseling is now under Testing and a new director, so workshops will be reconsidered.
- International Programs: Worked with Director to discuss specific situations with international students, especially as they were affected by COVID-19 quarantines and hurricane evacuations. Researched what resources they have here and how we can best help them with learning as well as living needs.
- Office of Equal Opportunity: worked with this office and with Black Faculty Staff organization as part of CORE scholarship committee. Also, attended coffee chats on equity, discussing (and listening to students sharing about) issues regarding inclusion and need for information about resources.
- Student Support Services: Served on Student Advocacy Group.
- Recruiting and Admissions: presented information at Preview Days and other events.
- General and Basic Studies: presented information at student gatherings and met with staff to discuss retention efforts.
- Registrar's: presented information for Veterans' Orientation.
- ART: met with department head to discuss online instruction and the challenges of working with students with different learning styles. Gathered ideas on prioritizing tasks and breaking down assignments, or scaffolding projects for better student success.
- ENGR: was contacted by professor who needs to assess Gen Ed artifacts for ENGR. WTEC Director sent guidelines and rubrics to assist with this and offered to host a workshop on this for next AY. ENFL grad students used to do the assessments for the ENGR department in the past (for extra pay from ENGR funds), with WTEC Director facilitating this, but no grad student was able to do it this AY year, so ENGR is transitioning to doing this itself.
- Upward Bound: worked with Director to develop a "Writing Scholars Bridge Program" for Summer 2021. This was derailed by a flooded basement in Kaufman and the ensuing moves to temporary offices and classrooms. Will possibly pursue in Summer 2022.
- Frazar Memorial Library: collaborated with library to host Women's Studies lectures in library conference room. Library staff also usually provides needed electronic equipment and technical help. These activities were postponed until next AY.
- Women's Studies: a Juliet Hardtner Endowed Professorship (with HIST, ART, ENFL, and other disciplines) enabled the committee to plan presentations of scholarly research from guest lecturers as well university faculty and students. Topics included gender issues and equity, plus how they affect the arts, business, local industries, ministries, and other aspects of society. These presentations were put on hold due to hurricanes, but plans are underway to present these in AY 2021-2022.
- Academic Computing and Learning Center: met/communicated frequently with ACLC Director to discuss challenges in tutoring online, assisting tutors long distance, and meeting the needs of students in general. Also met regarding proposed move of both offices to campus library. Currently on committee with ACLC and others to work out the logistics of this move.

- Banners: Director serves as volunteer for Banners events and works to promote its events to the student population. These are learning opportunities in the arts and humanities, and there is also opportunity for service work.

2021-2022:

Benchmark met. Collaborated with more than 28 units throughout the academic year on student learning, including:

- ENFL: Ongoing. Worked with the Director of Freshman-Sophomore English to provide professional development of English BAs, MAs and MFAs, particularly in preparation for teaching. In addition, the Director served on Capstone evaluation and mock interview committees, plus attended and helped score presentations by ENGL research and professional endeavors classes. Also served on the selection committee for the Dr. Scott Goins Undergraduate Research Scholarship, as well as the ENFL Textbook Committee and the ENFL Freshman-Sophomore Committee.
- Honors College: Collaborated with Director to hire two Honors College students at WTEC. Worked on professional development and writing/tutoring skills.
- Office of Accessibility Services: WTEC occasionally provides a tutor to help administer, scribe for, or read aloud a test for this office. In addition, the Director of OAS addresses the tutors each Fall in a staff meeting, to explain what OAS offers and to help tutors learn how to identify students who may need different accommodations. Tutors learn to develop more effective ways to accommodate clients.
- GEAC and Office of Institutional Research and Effectiveness: Director is chair of the General Education Assessment Council and works with this multidiscipline-based group on direction of core courses. Director shares information on assessment practices, ELL techniques, and other topics that affect student success and retention. GAs from WTEC are invited to assist with assessment each year, and these are usually GAs who are teaching Freshman Composition courses. They carry the insight they gain from assessments back into their classrooms and share the knowledge with colleagues.
- Frazar Memorial Library, History Department, Art Department, ENFL: WTEC Director is part of the Women's Studies committee (now being renamed Women and Gender Studies). This group has a Juliet Hardtner Endowed Professorship that is dedicated to addressing issues in Gender Studies and to diversity. It invites speakers from different disciplines and from different professions in the community as well as McNeese, including graduate students, and the talks are open to everyone on campus. They promote understanding and diversity, and the campus library provides a conference room, technical help, and equipment. This year marked our first time back in person.
- Athletic Department: WTEC provides study space for student athletes and provides data on student usage to athletics department. Also, in the previous summer (2021), Director of WTEC worked with Athletic Dept. to administer a reading comprehension test for athletes who would be first-time Freshmen in Fall 2021. The Director then worked out a plan for WTEC tutors to work with these athletes individually.
- Student organizations: Director and staff regularly promoted, attended, and assisted at student gatherings, including readings by undergrad and grad students, readings and lectures by McNeese State University faculty and visiting writers. Also, performances and exhibits by students (Fine Arts events, Nepali Night, e.g.). Students seem to feel more supported by Write to Excellence Center staff when we engage in their successes in other areas.
- PSYC and ART: Attended Out of the Darkness Walk and assisted Art Dept. Head with face painting for children. Also attended workshop re: human trafficking awareness and shared information with tutors and ENFL faculty.
- Banners Cultural Series: Director is long-time member and volunteer for this. Also helped promote this for students to attend. These are learning opportunities for our students that address our objectives regarding cultural awareness and civic engagement.
- With Math Dept./Academic Computing and Learning Center, OAS, MSU Counseling, and others: Presented explanation of services on Parent Orientation Days, plus WTEC hosted tables with information to visiting recruits for Cowboy Days (and for Fall and Spring Preview Days). Also, WTEC and ACLC regularly correspond and plan table events, shared presentations, and ideas on outreach to students, plus management of resources and adapting to new demands. E.g., met with ACLC Director and Math Department Head, planning for possible relocation of WTEC services and other tutoring services to the MSU library. Also, with ACLC, AOS, MSU Counseling, and Frazar Library, planned joint presentation for Faculty Retreat in August 2022.

- Career and Professional Development Services, plus the Office of Enrollment Management: Gave workshop on resumes and cover letters, plus provided resources and offered followup help for attendees. This is an ongoing initiative.
- Office of Inclusive Excellence: This office, with the Black Faculty Staff council, has a scholarship to assist students from under-served schools. WTEC Director is part of the CORE Scholarship Committee. In addition, Director has attended NCORE webinars, trainings, and workshops (Equity, plus Hazing and Bullying awareness campaign, Human Trafficking awareness, and other human rights topics).
- Counseling Center: Director of Counseling Center gives a presentation to tutors each year at a staff meeting. Information is provided about working with students in stressful situations, plus caring for one's own mental health. Information is also shared with ENFL's Composition Director and disseminated to teaching graduate assistants as well as other instructors.
- Student Health Services: WTEC hosted a table with information for Wellness Wednesday, including handouts on study and test taking strategies for academic health.
- Office of Admissions and Recruiting, Office of Freshman Advising, and Office of Student Services: Presented information at orientation and other informal events for new students, military veterans, and prospective students. Served on Student Advocacy Group.
- History: met with department head to plan having a history tutor based in the writing center for the next AY, if History Dept. can find the funding.
- University Police: Planned for the yearly presentation by campus police for WTEC staff meeting. Officers discuss campus police services, safety, and responses to problematic, unsafe situations. Presentation was postponed to next AY.
- Upward Bound: Wrote a letter of endorsement/support for the Director of this program to assist with their application for renewal of the program and ongoing services.
- International Programs: Was contacted by IP Director to work with international students from an IREX program (with Pakistan). Students will be required to attend WTEC.
- Contraband student newsletter: Contraband staff interviewed WTEC Director to include in an article promoting WTEC services to students. This is part of ongoing efforts on the part of Contraband to help students understand more about the services we offer. The staff plans to continue promoting WTEC in short articles and reminders.

#### 2022-2023:

- Benchmark met. Collaborated with over 32 units throughout the year for student learning, including:
- ENFL: Ongoing. Director serves on Freshman-Sophomore Committee and Textbook Committee, plus Recruiting. Assisted with revising and proofreading ENGL 101-102 textbook and choosing supplemental books. Worked with Director of Freshman-Sophomore English and also with the ENGL MA and MFA Directors to provide professional development of English-discipline graduate students, particularly in preparation for teaching. Training in tutoring and Literature Lab, also a WTEC service, helps prepare grad students and other tutors (from a range of disciplines) for teaching. WTEC Director also assisted with awards determination for graduation students. Served on the Dr. Scott E. Goins Award in Undergraduate Research Writing and Excellence. Co-hosted Open House as part of recruiting and outreach to students with undeclared majors. Provided publicity materials and food, as part of initiative with ENFL Recruiting Committee. Was interviewed by a student for her research paper on dyslexia, and attended and helped score presentations by ENGL research and professional endeavors classes, plus wrote letters of recommendation for students (from different disciplines) applying for jobs or for graduate or doctoral programs.
- With College of Liberal Arts Dean, Director of Honors College, and Director of Office of Interdisciplinary Studies, brainstormed topics for the proposed CoLA Teaching and Learning Center. Assisted with sending a survey to faculty asking for input on topics for workshops. This project is ongoing.
- Also with Director of Office of Interdisciplinary studies, organized a Supply Drive and Free Books drop-off box and shelf, plus created publicity with campus media to promote this. Ongoing.
- Office of Inclusive Excellence, Office of University Services, International Programs Office, Student Union Board, and other offices who work with international students: WTEC Director is faculty advisor for International Student Association, a group that has been inactive since the Covid-19 outbreak, and efforts are underway to revive this group. Meanwhile, international students' concerns require a network of faculty and staff to provide resources. Director supports and attends functions by other student groups, such as the fake wedding, Nigerian-style, hosted by the McNeese African and Caribbean

Student Association in Spring 2023. Such multicultural programming events provide opportunities for all students to share their culture. Director also serves with two campus-and-community organizations (and their branches) that focus on cultural diversity and education: The Council for International Concerns/Calcasieu Cinema International and also The International Club of Southwest Louisiana/St. Frances Cabrini Immigration Law Center. These help provide a network of campus and community resources for international students.

- Office of Inclusive Excellence and Black Faculty Staff Council: WTEC Director serves on the CORE Scholarship Committee to review essay applications from students from under-served schools for a scholarship to MSU. Also through OIE, Director attended and made available to tutors NCORE webinars, trainings, and workshops (Equity, e.g.).
- Office of Accessibility Services: WTEC works with the Director of OAS to accommodate learning and other accessibility needs for specific students as well as for classes in general. Each year, OAS presents an awareness workshop for WTEC tutors to address disability and accessibility issues. Tutors work with some OAS clients and develop more effective ways to accommodate their learning styles and needs. Tutors occasionally assist OAS with administering or proctoring exams through various means.
- Office of Institutional Research and Effectiveness: Director serves as chair of GEAC and works with multidiscipline-based group on direction of the core courses. Committee assesses artifacts from all disciplines and makes recommendations on objectives, syllabi, and other instruction-related issues. WTEC Director and some tutors/graduate assistants assist with assessment of GenEd and Capstone artifacts. Director shares information on assessment practices, ELL techniques, and other topics that affect student success and retention. Those tutors who assist with assessment carry the insight they gain back into their classrooms and share the knowledge with colleagues.
- History, Art, and Frazar Memorial Library: The Women and Gender Studies committee (with occasional representation from History and the Sciences as well), hosts informational lunches for students and staff, with speakers from different disciplines and careers. This is funded by a Juliet Hardtner Endowed Professorship. The MSU library provides the venue, technical equipment, and assistance, and helps promote the events. This was the series' 7th full academic year since its inception.
- Athletic Department: WTEC provides a supervised study space for student athletes to complete their required number of study hours, in addition to regular tutoring services, and it provides data on student usage to athletic department advisors and Athletics tutors.
- Banners: WTEC Director assists with Green Room for Banners events, including Rouge et Blanc, and promotion of events.
- Math Department and Academic Computing and Learning Center: The Directors of ACLC and WTEC regularly share ideas in person, and via phone and email, about informational events and other outreach to students, plus management of resources (including student workers) and adapting to new demands. For the past couple of years, this has included serving together on the Student Success Center Committee to help facilitate the planned move of both units and others into the Frazar Memorial Library Center. Other units involved include Office of Accessibility, Freshman Advising, the library itself, and the Testing office. The aim is to provide a centralized location for students, especially first-year students, to access academic and other support.
- Career & Student Development Center: WTEC Director and grad students assisted with presentations and materials for workshop sections on resume writing and cover letters. Tutors provided followup assistance to students who wanted to receive further help with resumes, etc.
- Counseling Center: CC Director met with tutors once each semester at staff meeting. Provided information about working with students in stressful situations, plus demonstrated techniques for relaxation and self care, as well as setting healthy boundaries in the work place. WTEC Director attended online and in-person workshops on Suicide Awareness ("Reflections on Resilience" and "Talk Saves Lives," e.g.), raised funds for local American Foundation for Suicide Prevention at McNeese-hosted "Out of the Darkness Walk," and shared handouts and other information with tutors, clients, and other students. Materials were posted to Moodle site for WTEC staff. These were also shared with other ENFL faculty, including teaching graduate assistants.
- Student Health Services, MSU Counseling Center, and Office of Inclusive Excellence: WTEC provided information ("Study Tips for Success") for table at wellness event. Information for students involved study and test-taking strategies for academic (and mental) health. Also, WTEC Director served on panel for student health workshop.
- Student Support Services, Recruiting and Admissions, Registrar's, General and Basic Studies Offices, Student Activities and and Cultural Engagement, the C.A.R.E. mentoring group, plus the Student and

Organizations and Sororities Office: Presented WTEC services overview at orientations, Preview Days, Cowboy Camps, Unlock Education Regional Conference, gatherings for new Nursing student cohorts, and other informational events for new students, military veterans, and prospective students and their families.

- Presented information to new faculty at onboarding events in Fall and in Spring.
- Co-presenter: "How Student Support Services Make Faculty Life Better," Faculty Retreat (Fall 2022).
- At Faculty Retreat, participated in courses to assist students better, including "Moodle for Dinosaurs," "Stop Copying Me: Plagiarism in the Online World," and "Talking the Talk: Incorporating Academic Vocabulary in Your Course to Support Student Success." These were presented by faculty in Math, Nursing, and Education.
- Student Support Services: WTEC Director served on Student Advocacy Group.
- With other disciplines, served on Strengthening Institutions Program Grant Task Force (Spring 2023).
- Participated in McNeese State University Future Search Conference (September 2022).
- Participated in "For Our Future" Conference, UL (March 2023) as well as EAB meetings and workshops (proposed new platform for student services) to help implement this smoothly into University services. Attended throughout AY 2022-2023. Ongoing.
- TASC: Director applied for and was awarded a grant to acquire eight new laptops for student use in WTEC, to replace/augment aging equipment.
- University Police: Director contacted campus police to meet with tutors during staff meeting. Officers usually meet with tutors once a year to discuss campus police services and provide resources for responding to problematic, unsafe situations. Due to staffing issues, their office was unable to meet with us this year, but did meet with us to address concerns about a student who was causing problems for other service providers as well.
- University Marketing and Communications Office, plus Poke Press (formerly Contraband: student publication): MSU Marketing conducted an interview at the writing center and filmed tutors in action, then produced a professional-quality video promoting our services. This was posted to the MSU Portal and on MSU social media as well. In addition, a 360-degree video of WTEC was posted to the campus virtual tours on Portal. Marketing also posted reminders of our services and updates throughout the AY on campus listservs, plus updated WTEC website and information on other sites, including the tiles on Portal. The interview with WTEC was reproduced and published in the Poke Press online publication as well, and a tile for the Portal was created for the writing center.
- Sigma Tau Delta, other student organizations and units: WTEC donated books for Sigma Tau Delta's fundraising book sales and promoted its activities, plus Director and staff regularly promoted, attended and/or assisted at student gatherings, including readings by undergrad and grad students, plus readings and lectures by MSU faculty and visiting writers. Also, performances and exhibits by students (Fine Arts events, e.g.). Students seem to feel more supported by WTEC staff when we engage in their successes in other areas.
- WTEC Director also teaches Freshman Composition courses as part of job duties.

### **1.1.1 Analysis of Data and Plan for Continuous Improvement**

2018-2019:

- Benchmark met. Over 16 distinct campus units worked with WTEC on learning or other developmental activities for student success and retention.
- In log of contacts with other instructors and campus units, note partnerships with other campus and community entities, especially events co-hosted as outreach to students.
- Collaborate to reapply for grants for WMST lectures, foreign films, and other opportunities to broaden student learning and support.
- Meet with library staff each year to stay current re: resources.
- Work with the Athletic department to provide study space and help for athletes. Meet with Athletic department tutors and share resources as appropriate.
- Work with ODS to better serve students with disabilities, and have ODS Director continue to present workshops during tutor training in the Fall.
- Participate in staff development and faculty workshops. Share information with tutors and colleagues.
- Collaborate with Education Department to provide ELL training for faculty and staff.

- As time and resources allow, attend, promote, or otherwise support student activities, other departments on campus, and community events that promote academic excellence, cultural diversity and awareness, and other objectives of the University.
- Develop understanding of Gen Ed requirements and best practices in general. Share findings with GAs (who will be teaching) and colleagues. Work with IRE and ENFL in support of those aims.
- Seek ways to form partnerships with other disciplines on campus (the College of Business, the Counseling Center, e.g.).

#### 2019-2020:

- Benchmark met. Over 20 distinct campus units worked with WTEC on learning or other developmental activities for student success and retention. There was a fair number of "new" units compared to previous units worked with.
- In log of contacts with other instructors and campus units, note partnerships with other campus and community entities, especially events co-hosted as outreach to students.
- Collaborate to reapply for grants for WMST lectures, foreign films, and other opportunities to broaden student learning and support.
- Meet with library staff each year to stay current on resources.
- Work with the Athletic Department to provide study space and help for athletes. Meet with Athletic department tutors and share resources as appropriate. For Fall 2020, study space at WTEC will not be possible, under CDC guidelines during the COVID-19 epidemic. Find alternatives, if possible.
- Work with ODS to better serve students with disabilities, and have ODS Director continue to present workshops during tutor training in the Fall.
- Participate in more staff development and faculty workshops aimed at more effective online delivery of information and online tutoring. Share information with tutors and colleagues.
- Collaborate with Education department to provide ELL training for faculty and staff, and/or design, with ENFL and Office of International Programs, our own workshops. Deliver these electronically so instructors working from home or elsewhere off campus can use these resources. Archive them with MSU library.
- As time and resources allow, attend, promote, or otherwise support student activities, other departments on campus, and community events that promote academic excellence, cultural diversity and awareness, and other objectives of the University. Focus on helping students pace themselves and enjoy their college experience.
- Develop understanding of Gen Ed requirements and best practices in general. Share findings with GAs (who will be teaching) and colleagues. Work with IRE and ENFL in support of those aims.
- Seek ways to form partnerships with other disciplines on campus (the College of Business, the Agriculture Department, e.g.).
- Hire and train as much as budget allows. Train all tutors to meet the specific needs of online tutoring and focus on this while COVID-19 concerns are high. Have veteran tutors monitor session notes from new tutors to guide them in their sessions. Get feedback from tutors and clients. Let department heads know what we are doing to help their students.

#### 2020-2021:

- In almost every area, recommendations remain the same: follow through on plans from previous year to continue collaborations in the next AY. Much planning can be reused, although some contacts will need to be renewed and some reorganization of the university has changed job duties for some personnel. Outreach to other departments on campus must continue, especially to new faculty and staff.
- Venues for events, including workshops, will be at a premium as the campus continues to rebuild. COVID-19 concerns may also cause us to not be able to hold in-person events. Some events are being re-planned as online events (e.g., the Women's Studies luncheons may be online lectures, with a limited amount of people present at the in-person recording). WTEC may be unable to allow study space for athletes and other students for AY 2021-2022, or at least for Fall 2021. Tutoring may be mostly online, with rare exceptions for face-to-face, and even tutor training may be mostly online until COVID-19 restrictions ease more.



- More emphasis will be given to frequent reminders to students, faculty, and staff that we are available to help with a variety of writing needs. Campus emails will be only one way to spread the word. Students (and faculty and staff) often ignore mass emails, so social media, electronic bulletin boards, KBYS, and other media will be used more.
- A positive note: many faculty, staff, and students shared by word of mouth (and other means) that WTEC was available. Although relatively few students availed themselves of services, others were very effective in sharing the information and promoting services. Many students in English classes expressed, in their end-of-the-semester self evaluations, that they wished they would have used the writing center services more than they did. They also were often quite candid, admitting that they used their time poorly and waited until the last minute to complete assignments. AY 2021-2022 may continue to see the effects of extreme hardships and stress on students, but will also see students who have learned more about resources available to help them before they are failing. WTEC will be key in retention efforts, and good publicity will be important, as will good training for tutors.

#### 2021-2022:

- Benchmark met. Over 28 distinct units worked with WTEC on learning or other developmental activities for student success and retention.
- Keep logs regularly and continue outreach. Numbers are up since Covid and Hurricanes Laura and Delta, but some projects still fizzle due to fewer groups' involvement on campus (International Student Association, e.g., has not regrouped, and other groups are likewise floundering). Some faculty members have not returned to campus and to active participation in campus events, but there is progress.
- Collaborate to reapply for grants for WMST lectures and other opportunities to broaden student learning and support.
- Meet with library staff and other departments to keep resources updated.
- Work with Athletics more to support their tutoring services and reinforce with ours.
- Continue providing training sessions for tutors in conjunction with OAS, Counseling, Campus Police, and others. Provide effective tutoring that is tailored for individual students' needs.
- Participate in faculty and staff development trainings and workshops, especially for more effective online delivery of teaching and of tutoring services. Share information with tutors and colleagues.
- Collaborate with Education department to provide ELL training for faculty and staff, and/or design, with ENFL and Office of International Programs, our own workshops. Deliver these electronically so instructors working from home or elsewhere off campus can use these resources. Archive them with MSU library.
- As time and resources allow, attend, promote, or otherwise support student activities, those of other departments on campus, and community events that promote academic excellence, cultural diversity and awareness, civic engagement, and other objectives of the University.
- Develop understanding of Gen Ed requirements and best practices in general. Share findings with GAs (who will be teaching) and colleagues. Work with IRE and ENFL in support of those aims.
- Likewise, look for ways to help with retention of students and engaging them in campus life. Promote ways to form learning communities in the classroom and outside. Help students learn to pace themselves and enjoy their college experience.
- Seek ways to form other partnerships on campus, with units not typically represented in the writing center (the College of Business, Agriculture, e.g.).
- Hire and train as many tutors as budget allows. Train all tutors to meet the specific needs of online tutoring but also address interpersonal skills for face-to-face tutoring. Have veteran tutors monitor new tutors' session notes to guide them in their sessions. Get feedback from tutors and clients. Let department heads know what we are doing to help their students.
- Much of the planning from previous years can be reviewed and reused, although some contacts need to be renewed or updated. Some retirements and reorganization of the University have led to changes in personnel or in job duties. Outreach to other departments on campus must continue, especially to new faculty and staff and to all department heads.
- Venues for events, including workshops, continue to be at a premium as the University rebuilds. Some events may need to be online-only, or a mix with online and face-to-face options. As much as possible, make all services and events available to students both virtually and f2f.

- More emphasis will be given to frequent reminders to students, faculty, and staff that we are available to help with a variety of writing needs. Campus emails will be only one way to spread the word. Students (and faculty and staff) often ignore mass emails, so social media, electronic bulletin boards, KBYS, and other media will be used more. One grad assistant has been hired to assist with this (and other duties), and she has already designed posts for Facebook and Twitter.
- A positive note: as with last year, there has been a definite upswing in activity, with clients, faculty, and staff sharing information about WTEC's availability and their satisfaction with its services. Although students knew of our services, they often felt they didn't have time to attend. They were self aware enough, though, to realize their mistake. In many English classes' end-of-semester self evaluations, students expressed their regret that they did not use the writing center or that they did not use it more. They were quite candid, admitting they used their time poorly and waited until the last minute to complete assignments. Those who did use WTEC services were more likely to complete the semester in their classes. AY 2022-23 will continue to see the effects of extreme hardships and stress on students: just under half of incoming Freshmen test as needing remedial assistance with Math and/or English. WTEC will be key in retention efforts, and good publicity of services as well as good training for tutors will be important.

#### 2022-2023:

- Benchmark met. Over 32 distinct campus units worked with WTEC on learning or other developmental activities for student success and retention. A few of these units were "new" partnerships.
- Keep logs (of contact with other instructors, staff, and campus organizations/units) regularly and continue outreach, while maintaining strong ties to core student support services and GenEd courses. Prioritize outreach to strengthen retention efforts, with recruiting as time allows. More instructors and students have returned to campus (post Covid-19 outbreak and hurricanes), but both groups are still not taking full advantage of resources, as other support units also anecdotally report. Regular use of media, including social, to advertise services and invite students is important. Have grad assistants update media at least monthly, if not more often.
- Meet with library staff and other departments to keep resources updated, including style format guides and research practices.
- With Student Success Center group, facilitate a smooth move into library, with minimal disruption of services. Continue to provide alternative study spaces for students as library study space is affected by the move.
- Support Athletics tutoring services and reinforce with ours (share resources, invite Athletics tutors to visit and learn what we do so they can be "on the same page" with us and their students).
- Continue providing training sessions for tutors in conjunction with OAS, Counseling, University Police, OIE, and others. Provide effective tutoring that is tailored for individual students' needs.
- Collaborate to reapply for grants for WGS lectures and other opportunities to broaden student learning and support.
- Participate in faculty and staff development trainings and workshops, especially for more effective online delivery of teaching and of tutoring services. Share information with tutors and colleagues.
- As part of CoLa's Teaching and Learning Center committee, work with CoLA, Honors College, and Office of Interdisciplinary Studies to create workshops that meet the teaching needs of CoLA faculty. Share resources within CoLA and elsewhere as appropriate.
- Collaborate with Education department to provide ELL training for faculty and staff, plus address this within CoLA. Deliver materials in person and electronically to provide access for those teaching off site.
- As time and resources allow, attend, promote, or otherwise support student activities, those of other departments on campus, and community events that promote academic excellence, cultural diversity and awareness, civic engagement, and other objectives of the University.
- Develop understanding of GenEd requirements and best practices in general. Share findings with GAs (who will be teaching) and colleagues. Work with IRE and ENFL in support of those aims.
- Look for ways to retain students and engage them in campus life. Promote learning communities in the classroom and outside. Help students learn to pace themselves and enjoy their college experience.

- Form other partnerships on campus, with units not typically represented in the writing center (Agriculture, e.g.).
- Hire and train as many tutors as budget allows. Train all tutors to meet the specific needs of online tutoring, but also address interpersonal skills for face-to-face tutoring. Have veteran tutors monitor new tutors' session notes to guide them in their sessions. Get feedback from tutors and clients. Let department heads know what we are doing to help their students.
- Renew/update contacts on campus. Some retirements, moves, and also a general reorganization of the University have led to changes in personnel or in job duties. Outreach to other departments on campus must continue, especially to new faculty and staff and to all department heads. If time is limited, reach out to department heads as a minimum, but contact new faculty and staff when possible.
- When creating events, try to make the materials available both face-to-face and online, either synchronously or archived.
- Frequently remind faculty, students, and staff of WTEC's services and availability (and our desire to help). Don't rely on campus email alone: use social media, electronic bulletin boards, KBYS, and other media. Have grad assistants continue to design posts for Facebook and Twitter. Use new video from campus marketing to attract students to our table at events, plus periodically re-post it on social media. Invite ENGL composition instructors to embed it in their Moodle pages for the courses, and invite other departments to do the same. Update video when the move to the library is complete.

## 2 Assessment and Benchmark

Benchmark: Conduct at least 30 visits per academic year to classrooms or prospective students (e.g. Preview Day) offering either workshops or presentations on the Center's services.

Prior to 2018-2019, the benchmark was at least 20 visits.

Prior to 2016-2017, the benchmark was at least 10 visits.

### 2.1 Data

Academic Year	# of presentations/ workshops delivered by staff
2017-2018	63
2018-2019	55+
2019-2020	64
2020-2021	10
2021-2022	33
2022-2023	37

#### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- Benchmark was met, but numbers appear lower than actual number of outreach. Tutors were not consistent with the new log of visiting classes, and fewer classes met with us. Instructors reported their walking classes to our old location and finding that we had moved (after Christmas break). Have GAs check on the log reports weekly, plus ask media services to advertise our new location more thoroughly. Update website, plus host an Open House Day at beginning of AY 2019-2020 and send invitations through campus listservs for all faculty, students, and staff. Post reminders of our services at mid-term and again before Finals Week.
- Meet with at least two department heads outside of ENFL each semester to discuss how we can help their faculty, staff, and students. Especially target new instructors to ask that WTEC staff be allowed to visit their classes to provide services. Let faculty know how we can help faculty. Ensure that handouts are easy to read and are made available electronically for all students and faculty, in addition to usual hard copy handouts.
- Stay current with faculty's expectations of student assignments. Clarify assignments with faculty to ensure we deliver effective tutoring.

## 2019-2020:

- Benchmark met, although numbers were lower in Spring 2020 due to COVID-19 quarantine.
- Prepare videos and updated electronic copies of presentation materials to make available to instructors in lieu of, or in addition to, face-to-face presentations by staff members. Have campus media alert faculty that these materials are available.
- Because AY 2020-2021 will still be heavily reliant on online delivery of services, be more proactive about meeting with new faculty and letting them know how we can help them as well as their students. Ask them about their assignments so we can serve their students better.
- Keep more consistent logs re: class visits, and find a way to account for instructors' using our presentation videos and other materials in their classrooms. This may be impossible, and we may see our numbers go down in this area. The following academic year (2021-2022) should see a rise in these numbers again.

## 2020-2021:

- Benchmark not met, although material was widely shared. A rough estimate of at least 10 presentations include hosting tables at Fall and Spring Preview Days, Veterans' Orientations, and Parents' Preview Days, Cowboy Camp, etc. Many events were cancelled due to hurricanes, a flood, a move back out of Kaufman, and other concerns besides COVID-19. Some presentations were made online in a Zoom format. WTEC could not host class presentations, but materials were shared in electronic form campus-wide plus posted in ENGL Composition Moodle courses. In addition, WTEC tutors created videos to help walk clients through the process of creating accounts, submitting drafts, and receiving feedback. These videos were shared with ENGL classes and posted on the mywconline appointment site. In addition, students emailed the Director for help and were supplied with these materials, plus given personal help.
- Presentations are usually accounted for in WTEC "Gigs" binder, but were not consistently noted there this AY, as evacuation from office left many materials behind. Director will note as many presentations as possible, given time and opportunity.

## 2021-2022:

- Benchmark met. As noted previously, raising the benchmark would be problematic, as it is difficult to do more presentations than already being done, with the staff currently available.
- Numbers are slightly lower than true numbers, as staff (many of them new) is not consistent with logging presentations or contact with faculty, etc. Staff will continue to be trained in this and reminded.
- Target new faculty especially, plus reach out to at least two department heads outside of ENFL to discuss how we can help their faculty, staff, and students. Ask whether WTEC can visit their classes, or at least provide electronic copies of resources and flyers for instructors to post in their Moodle pages or otherwise share with students. Ensure that handouts are easy to read.
- Stay current with faculty's expectations of student assignments. Clarify assignments with faculty to ensure WTEC delivers effective tutoring.
- Post reminders of our services mid-semester and before Finals Week.
- Host an Open House early in semester and advertise with students, faculty, and staff.
- Presentations are usually accounted for in "Gigs" binder. Have GAs check regularly to ensure it is being updated.

## 2022-2023:

- Benchmark was met and slightly exceeded. Concerns previously noted re: raising the benchmark are still valid. Thin staffing due to budget limitations makes it difficult to do more presentations than are already being done. In addition, WTEC staff is now trying to cover two different locations (one in the library and one at main site, since August 2022, as part of MSU administration's Student

Success Center initiative). Information re: WTEC services is sent to faculty, staff, and students, and faculty is encouraged to post the information on Moodle sites for all courses. ENFL Composition instructors include this in their syllabi as well.

- Numbers of class presentations are slightly lower than true numbers, as staff is not consistent with logging presentations or contact with faculty, etc., especially when it is a last-minute, emergency-type event (covering a class for an ill colleague, e.g.). Staff is trained to log this information and will continue to be reminded. However, numbers do not include the presentations made at Veterans' orientations, Cowboy Camps, Spring and Fall Preview Days, faculty presentations, Wellness Wednesdays, and other events. There were at least 10 of these for AY 2022-2023.
- Target new faculty and reach out to at least two department heads outside of ENFL to discuss how we can help their faculty, staff, and students. Ask whether WTEC can visit their classes, or at least provide electronic copies of resources and flyers for instructors to post in their Moodle pages or otherwise share with students. Ensure that handouts are easy to read.
- Stay current with faculty's expectations of student assignments. Clarify assignments with faculty to ensure WTEC delivers effective tutoring.
- Post reminders of our services mid-semester and before Finals Week.
- Host an Open House early in semester and advertise with students, faculty, and staff.
- Presentations are usually accounted for in Gigs binder in WTEC. Have GAs check regularly to ensure it is being updated.

### 3 Assessment and Benchmark

Benchmark: Engage at least 20 faculty on course-specific needs and other related issues.

Prior to 2017-2018, the benchmark was "Develop support for writing in the disciplines by engaging faculty regularly on course-specific needs and other related issues."

#### 3.1 Data

2018-2019:

- The Director met or communicated via email, phone, and in person with more than 30 faculty members on class assignments or makeup tests, plus extra attention to grammar with specific students (and plagiarism issues with others). Faculty also recommended students to WTEC to polish theses, applications and letters to graduate and doctoral programs, and other professional writing.
- Style guides and other study references were updated, and faculty were asked for recommendations for other resources (e.g., Literary Criticism and Praxis study guides). WTEC tutors assisted students in using these on the premises.

2019-2020:

- Director met with or communicated via email, phone, or text with over 32 faculty members regarding class assignments, makeup tests, help with technology, help with assessment, recommendations re: students' learning needs, assistance with professional or other very specific forms of writing.
- Some professors made sure students knew where the writing center was. E.g., an Art professor walked her class over on a tour. Instructors have students sign up for accounts to reduce the barriers to their seeking services. WTEC will continue to encourage this with faculty.
- Style guides and other resource materials were updated, with faculty recommending resources for future purchase. More writing center resources were posted in electronic format and made available to ENFL faculty for easier access during COVID-19 response. While tutoring shifted to being entirely online, asynchronous during the quarantine, the Director continued to respond to instructors' requests for help with students and with resources. While students/clients dropped in WTEC numbers, faculty and staff continued to ask for assistance. Such assistance included helping a faculty member with learning the technology needed for her classes (use of Moodle, e.g.)

2020-2021:

- Benchmark met, but not consistently documented. Record book was left in office during hurricane evacuations, then after flooding of building's basement. Email communications throughout the year show communications and requests with faculty from ENFL predominantly (almost 30 there, including teaching grad students and visiting lecturers), plus from ENGR, History, and a science instructor.

Instructors contacted Director to ask for help with specific students, and Director reached out to instructors to ask for clarification of assignments when clients and/or tutors needed it.

- WTEC also contacted instructors in disciplines outside ENFL to ask for updated resources and style guides in those disciplines (Nursing, Psychology, Chemistry, Biology, Engineering, e.g.). The intention was to update all these guides as budget allows. APA and MLA were updated, and others are pending. APA and MLA style guides were shared via PowerPoint presentations that were also posted to WTEC Moodle.

#### 2021-2022:

- Benchmark met. Director communicated with over 22 faculty and staff members regarding course-specific needs. This included faculty and staff from ENFL, OAS, Frazar Library, PSYC, Office of International Programs, MSU Counseling, PHYSIC, SGA/Student Life Coalition, and others. Some of these were for individual courses, and some were for all courses in a program (e.g., ENGL 101 and 102 courses). SGA, e.g., was developing training sessions for students and wanted tutors to assist participants. The library was developing a scavenger hunt to help students with research skills and wanted to implement these in Freshman Composition courses. The Office of International Programs is developing courses for international students that will embed requirements that students attend WTEC. Other contacts likewise had specific requests for help with their courses. Faculty also recommended students to WTEC for assistance with professional communications outside the classroom, such as cover letters, resumes, applications for graduate or doctoral programs, etc.
- Contact was made in person, by phone, by email, and even by text. These were sometimes to the Director and sometimes to tutors, and these were not always logged. It is difficult to be consistent with logging, especially when the contact is in person, outside the office. Staff is already managing many duties. Training will continue to include instructions re: logging contact with faculty, staff, and students as well as keeping records of services provided.
- WTEC keeps style guides, study aids, and study guides for such standard exams as ACT, SAT, PRAXIS, and others. Faculty is regularly asked to recommend updates, plus suggestions for free resources online, etc. Students are free to use these on the premises, and faculty recommends students to do so. Faculty needs reminders that we have these resources.
- Director also reaches out to instructors for clarification of essay prompts and other assignment instructions. This is done on a regular basis.

#### 2022-2023:

- Benchmark met. Director communicated with over 26 faculty and staff members regarding course-specific needs. This included faculty and staff from ENFL, OAS, Frazar Memorial Library, Nursing, Physical Science, Math, Computer Science and Engineering, Biology, and Art. Some of these were for individual courses, and some were for all courses in a program (e.g., ENGL 100, 101, and 102 courses). The library has a scavenger hunt designed for Freshman Composition students and is tweaking its offering to better suit individual instructors' needs. Other instructors requested very specific assistance with their courses, and some faculty sent students to WTEC for help with professional development outside of their classes, such as writing cover letters, resumes, and applications to graduate or doctoral programs.
- WTEC keeps style guides, study aids, and also study guides for such standard exams as ACT, SAT, PRAXIS, GRE, and others. Faculty is regularly asked to recommend updates, plus suggestions for free resources online, etc. Students are free to use these on the premises, and faculty recommends students to do so. Faculty needs reminders that we have these resources.
- Director also reaches out to instructors for clarification of essay prompts and other assignment instructions. This is done on a regular but as-needed basis.

### 3.1.1 Analysis of Data and Plan for Continuous Improvement

#### 2018-2019:

- Benchmark was met, but numbers look lower than actual numbers. Logs not adequately kept. WTEC moved mid-year and will be more thorough in recording visits and communications. Tutoring will be more effective if more faculty are aware of our services for them and their students. Director will send the usual flyers to all faculty at the annual retreat, plus a more detailed flyer specifically for

faculty. The Director will update the electronic resources available for faculty on Moodle and ask media services to send a note on campus emails. The Director will also personally visit at least five department heads and five new faculty members this academic year.

- This was the first year of trying to gather data specifically on number of faculty members contacting (or contacted by) WTEC. The log created for this and for classroom visits has been spottily filled in, especially after WTEC's move across campus. Data is incomplete but can be verified in old emails as well as the log. Some information regards private communications about specific students, but other contacts regarded instructors' classes in general. WTEC will work on making the log fill-ins a routine matter of habit, but numbers will never accurately reflect the number of instructors who stop to ask questions in the hallway, in other meetings, etc.
- Athlete sign-in logs are fairly thorough and are reported (to Athletics department) on a weekly basis. A form could be created that can show just numbers (not students' names), semesters and amount of time spent, and whether these are unique or repeat clients. It would need to protect confidentiality and be easy to use for tutors. If this is developed, tutors will be trained to make this a habit to keep up. The log could be included in future reports. (Concerns: more time spent keeping up several different logs. Not enough staff to devote time to multiple logs in addition to the online schedule system.)

#### 2019-2020:

- Benchmark was met. Numbers are actually much higher than indicated. As noted previously, keeping a log of all contact with clients, or with faculty and staff, is very difficult, given small staff and shifting schedules. Numbers given are based on previously-mentioned log or "Gig" book plus the most frequent faculty who email or call WTEC. More could be found by going through emails, which is too labor-intensive.
- Continue to keep log, but have blank copies of log pages by Director's and GAs' desk phones to help immediately log phone and email contacts. Do likewise with client calls and emails.
- Put more resources into electronic forms that can be posted and shared with faculty, as appropriate. Some may be for ENFL faculty on Moodle, and some may be for campus-wide Moodle for Faculty. Also have campus media alert campus faculty and staff to these resources. Keep them simple, clear, updated.
- Remind faculty and staff that we are here to help them, too, and ask them to let us know what assignments their students are working on and what the priorities for that assignment are. Reach out more to new faculty. If possible, visit in person.

#### 2020-2021:

- Benchmark met, but numbers given are lower than actual numbers. Log was not kept due to hurricane evacuations, flood, etc. Logs are labor-intensive, but are less so than looking through archived emails. Director and tutors will work on making log-keeping a more consistent routine. Numbers will not accurately reflect conversations elsewhere on campus (and off) with other instructors and staff, but will still reflect some of the need for WTEC services.
- Director will reach out again to other disciplines to get updated style guides and resource materials, or recommendations for purchasing these as WTEC budget allows. WTEC will try to acquire electronic versions as well, to post on WTEC Moodle site.
- Director will also meet with new faculty and with department heads, if COVID restrictions allow, or send personal emails rather than mass emails to share WTEC information and invite faculty to share their writing needs and specific guidelines for their students and discipline. This will be shared in staff training sessions.

#### 2021-2022:

- Benchmark met. Majority still represents mostly ENGL faculty. More outreach to other departments is needed. Will update website, post updates on social media, and send reminders of services via campus email, especially during times when University hours change (during holiday breaks, e.g.). Will also personally email department heads, plus present information at general faculty assembly in August.

- Director and staff will continue to note faculty communications in log book when possible, but the numbers will not be accurate, as time and human resources make it difficult to note every instance of contact, including speaking to someone in a meeting or in passing elsewhere on campus or off campus. Contact is also made by phone, text, email, and secondhand, making it difficult to track. Noting contact in log book when possible will still help show trends in numbers and in which departments are represented.
- Put more resources in handout forms, post them to WTEC website, and invite faculty to have students download these themselves, or faculty can post these to their Moodle sites. Invite faculty to send good resources to post. Let faculty collaborate on this and feel some ownership of WTEC. Keep these simple, clear, and updated. Avoid too much replication of materials.
- Remind faculty that WTEC is here for them, too. Ask them to let us know what assignments their students are working on and what the priorities for the assignments are. Reach out more to new faculty, preferably in person.

#### 2022-2023:

- Benchmark met. Majority represents ENFL faculty, as that is where the majority of composition writing is occurring. Outreach to other departments will continue. Updates to website and posts to social and other media continue to be important, especially with changes in our location(s). Personal emails to department heads and presentations at faculty and staff gatherings will continue, along with outreach to students themselves.
- Director and staff will continue to log contact with faculty and staff, as time allows, but numbers will not be accurate. Limited time and human resources make it difficult to note every instance of contact by phone, email, text, or in passing (in hallways, meetings, and other places outside office). A rough log, though, will help WTEC note trends in numbers and in representation of departments /disciplines.
- Put more resources in handout forms, post them to WTEC website, and invite faculty to have students download these themselves, or faculty can post these to their Moodle sites. Invite faculty to send good resources to post. Let faculty collaborate on this and feel some ownership of WTEC. Keep these simple, clear, and updated. Avoid too much replication of materials.
- Remind faculty that WTEC is here for them, too. Ask them to let us know what assignments their students are working on and what the priorities for the assignments are. Reach out more to new faculty, preferably in person. Look for more opportunities on campus to remind faculty about our services and what reasonable expectations are, for them and for their students.