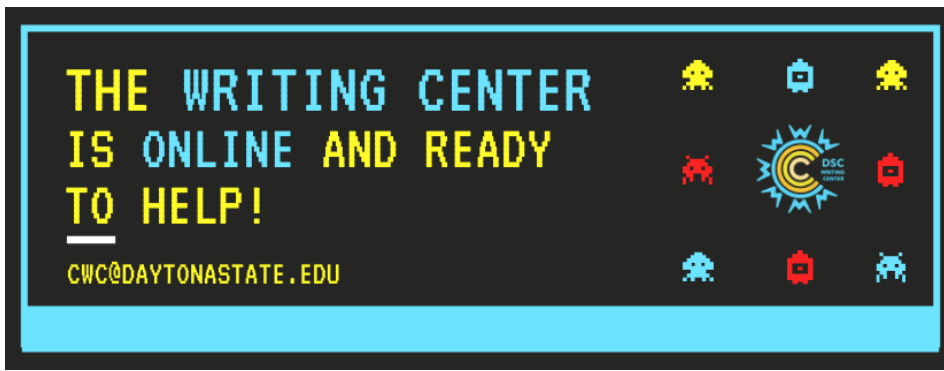


VIRTUAL WRITING CENTER HIGHLIGHTS



1-on-1 Virtual Tutoring Appointments

After moving fully online, the Writing Center had **504 virtual** writing consultations. We offered a limited number of asynchronous appointments to increase student access to our service.

Chatting & Embedding

The Writing Center had **269 chats** in Spring B, with a user satisfaction rating of **3.89/4**. Through outreach to faculty, Writing Specialists embedded in **58 courses** connecting with over 1,200 students via Falcon Online.

Student Success

With a minimum of one visit to the Writing Center, students who attended the WC for assistance with ENC1101 or ENC1102 succeeded at higher rates than students who did not use the WC.

Student Feedback

Looking solely at virtual sessions in Spring B, **145 post-session surveys** were collected. During this time, the Writing Center noted an increase in the number of repeat visits, meaning several students were making Writing Center appointments a part of their weekly routine. **98%** of students said their experience was **Stellar**. Here are some student comments about their experience with the Writing Center's virtual tutoring:

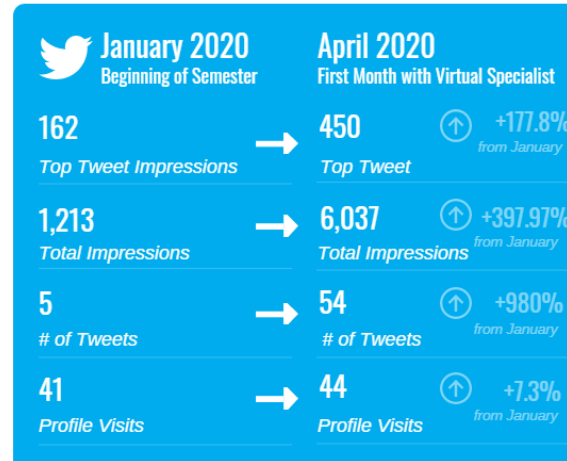
- "My tutor was very knowledgeable and patient. She made me feel comfortable and not intimidated by the online setup. Pre-advisor instructions were easy to follow and setup. Great work."
- "Virtual writing center was perfect! Even better than face to face with the screen share tool."
- "Logging in was easy but I had some trouble with the audio due to poor wifi connection. No one's fault, of course. The platform was very easy to navigate for myself. My tutor was very patient and understanding since we kept losing connection and/or audio. She suggested several ways of communicating so we could complete the task at hand. I came to the tutor session not confident in my writing, but now I feel the complete opposite."
- "My tutor was extremely helpful and made this transition from class to online due to the virus much easier!!"

	FA19	SP20
	<i>Success Rate (Headcount)</i>	
ENC1101		
<i>Used WC</i>	85% (207)	80% (85)
<i>Did not use WC</i>	74% (2127)	65% (1003)
ENC1102		
<i>Used WC</i>	83% (66)	93% (113)
<i>Did not use WC</i>	76% (906)	77% (1615)

VIRTUAL WRITING CENTER HIGHLIGHTS

Social Media Engagement

While moving online, the Writing Center sought new ways to reach students and the college community through social media. With the new Virtual Writing Specialist leading the social media committee, new content has been generated, polished, and published resulting in increased engagement across our social media platforms.



Writing Center Firsts

The Writing Center was ready and able to move fully online, maintaining equitable virtual services for students. Through routine touch bases and daily activity reports, all staff members continued to be productive and creative while working remotely, all while finding new ways to connect and reach students. Here are a few examples of virtual innovations from the latter half of the Spring 2020 semester.

