

Writing Center Annual Report 2022-2023

OVERVIEW

During the Academic Year (AY) 2022-2023, the Writing Center had **5070 interactions** with **3130 unique writers**. For this report, the term “interactions” includes counts across all services including consultations, class visits in the Undergrad Research & Writing Studio (URWS), and workshop attendance. On average, writers engaged with Writing Center services 1.6 times during the year.

We remain committed to supporting students across all modalities as they work toward their writing goals. In AY23, consultations were up 4% compared to AY22. In-person consultations increased 13% (n.1964) compared to AY22 (n.1738) Remote consultations also continue to be highly utilized, with 56% of the Writing Center’s consultations occurring through written feedback via email or Zoom appointments.

Consultations across Three Modalities

Modality	Total Consultations
Studio Consultations	1964
Zoom Appointments	479
Written Feedback via Email	2069
Total	4512

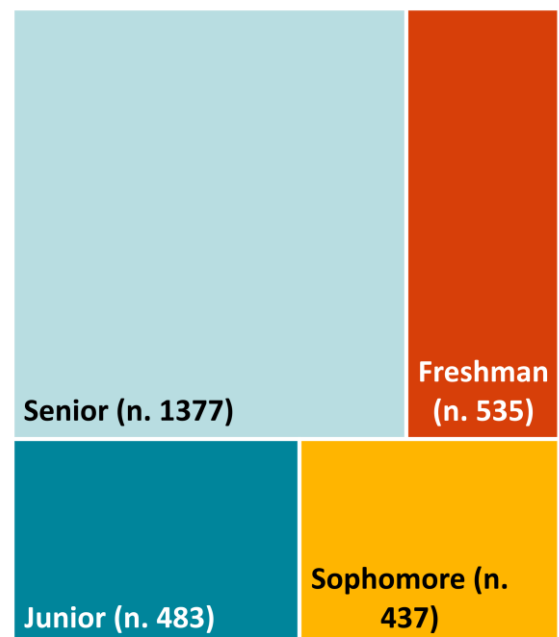
STUDENT USERS OF THE WRITING CENTER IN 2022-2023

The Writing Center supports students across all campuses and locations. Of the 3130 unique writers, 2486 (79%) were Corvallis-campus based students and 557 (18%) were Ecampus students. Cascades and LaGrande/EOU campuses accounted for 2.5% of unique writers.

Ecampus students generally only access the Writing Center’s online services and accounted for 31% of writers accessing online consultations and workshops.

Ninety-two percent of student users were undergraduate students. Another 2.4% were graduate and professional students, and 2.6% were INTO OSU students. Non-degree/Credential and Postbacc-Degree Seeking students accounted for 2.74% of students.

Of the 2832 undergraduate students, 49% had senior class standing, 17% junior level, 15% sophomore level, and 19% freshman level.



Note: These data represent student users. The numbers differ slightly from total counts because the Writing Center also supports faculty, staff, and alumni.

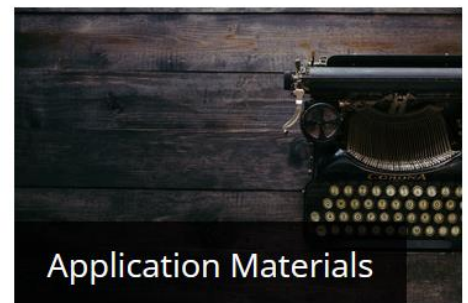
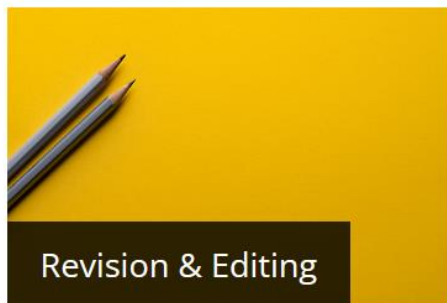
Supporting Writers Online

Online Consultations. The Writing Center is committed to supporting students with a range of modality and scheduling needs. This year, 56% of consultations occurred online. Online consultations provide flexibility for students across all campuses, and particularly for Ecampus students, who account for 31% of online consultations. This year, we emphasized training around online support, including new initial training for building rapport online and practice with written feedback. We also used staff meetings to practice responding to common feedback scenarios and engaged in consultant peer review to develop a range of strategies and skills for written feedback consultations.

Content Warning Implementation. During fall term, a team of consultants collaborated to draft content warning language and process for online consultations, allowing writers to share more detailed information about potentially sensitive content in their writing. Including content warnings is a trauma-informed practice which centers writing consultant safety and aligns with current writing center practice in higher education. Since implementation, approximately 17% of online consultations have included content warnings, allowing consultants to be aware of potentially sensitive content in advance of a consultation and make individual decisions for themselves and support for the writer. The data from the scheduling form will allow us to theme responses so we can plan intentionally for future professional development around sensitive topics.



Creating Space (Literally!) for Online Consultations. In AY23, the Writing Center was awarded a Women’s Giving Circle grant to create a dedicated workspace for online consultations. The Valley Library also contributed funds to support this work. As a result, we successfully created a private workspace co-located with the Studio. The space includes a new door and technology workstation, as well as other resources to improve consultant experience. Having a co-located space has allowed consultants to more easily transition between in-person and online modalities as they support writers. In addition, consultants having reliable technology and a space with limited distractions has benefited both consultants and the writers they support. Since winter term, we have used this space as the primary location for Zoom and written feedback consultations during Studio hours, supporting approximately 400 writers in consultations held in the space.



Tools for Writers Webpage. We are grateful to the Women’s Giving Circle for a grant supporting creation of our [Tools for Writers webpage](#). These resources were researched and developed by a team of student staff and professional staff at the Academic Success Center & Writing Center. Content includes resources to support the writing process, revision & editing, and application materials. These tools approach writing with a generative and supportive lens, encouraging writers to make intentional choices around their writing process and support. We anticipate developing more tools in the upcoming academic year.

Creating Positive Experiences for Writers & Student Staff

Student Feedback. In consultations, we strive for a facilitative approach that positions the writer as an expert on their own writing and process and which supports them in advancing their individual writing goals. Feedback from our post-consultation surveys often speak to this approach and its impact on the writer's process and experience of writing.

I appreciated how they identified [where] my paper was strong and [where] it wasn't. It was helpful knowing where I went right so I don't second guess myself. They also pointed out the weaker parts of my paper where I could use some revision. They offered ideas and...asked question[s]...which really helped when revising. - **Corvallis campus student**

The feedback I received from [the consultant] was very useful. [Their] positive comments on the strengths of my paper helped build my confidence in my writing. Additionally, [their] specific suggestions for revision...gave me concrete ideas to improve my paper. [The consultant's] comments on the use of language and structure also provided an opportunity for me to refine my writing and improve its overall impact. - **Ecampus student**

Training & Professional Development of Consultants. Writing consultants are the heart of Writing Center services, and our goal is for each consultant to feel confident in their ability to support writers across all modalities and genres. To support consultants in their work, we provide extensive initial training as well as ongoing professional development. The numbers below reflect elements of team development in AY2023:

- We welcomed **15** new writing consultants who joined **19** returning consultants in fall.
- Consultants participated in **1031** training hours prior to and during the early weeks of Fall 2022.
- Consultants participated in a total of **832** professional development hours across fall, winter, and spring terms.

New Support Staff. Chessie Alberti joined the Writing Center in May 2023 as the Writing Center Coordinator. Chessie brings an approach to supporting both writers and writing consultants that centers trauma-informed practice, linguistic justice, and building inclusive community. We're excited for the expertise and perspective Chessie brings to the Writing Center team.

Looking Ahead

Looking ahead to AY 2023-2024, we will welcome 16 new consultants who begin training in September. In the coming year, we anticipate creating new processes for ongoing consultant support and professional development and refining assessment processes to ensure positive outcomes for writers accessing services, and for writing consultants developing in their roles. We look forward to continuing current collaborations with faculty partners and forging new partnerships with faculty supporting writers in their courses.

