English   ▲▼

Welcome & Informed Consent

Welcome to the WCRP survey!

Dear Participant:

We hope you'll take the time to respond to this survey, which collects writing center data from the **2022-23 Academic Year**. To give you an idea of the purpose and intents of this research as well as obtain your informed consent, please read the following. If you agree, click "continue" below or click "leave survey now." Your participation is completely voluntary and done without compensation or inducement. At any time, if you wish to withdraw, you are free to do so, and any information gathered up to that point will not be used in our research.

With this annual survey, IWCA continues the **Writing Centers Research Project**'s longitudinal research on the usage, demographics, staffing, institutional support, personnel structures and processes of writing centers across the US and world and in a variety of educational contexts. Ideally, this survey will provide peer and aspirant institutions, writing center professionals, consultants, peer tutors, or coaches comparable information against which to assess or measure themselves. This survey will also continue to document the growth and changes of writing centers.

We invite you to participate in this survey, thereby contributing to the body of data available on how writing centers are operated, supported, and utilized. Gathering data and completing the survey may take up two hours. The survey is broken into the following main sections:

 - Institutional information & Demographics

- Writing Center Operations

- Tutor/Consultation Information

- Student Usage & Efficacy

- Online Writing Lab/Virtual Writing Center Information

- Administrator Information

After clicking to continue the survey, you can preview the questions you will be asked and the sorts of data and information you might offer. You retain the right to refuse answers to any questions at any time; you may skip answers you choose not to respond to. You may stop and return at a later time, though you need to use the same machine from which you began.

The compiled data of this research will be available for review on the IWCA website and results will be presented at regional and national writing center conferences and in publications. For material presented publicly or submitted for publication, no individuals or individually identifiable information will be shared; only aggregated information or cross-tabulated information by region or institutional category or variable will ever be shared.

If you have any questions about what is stated above or on any other aspect of this research, please call us at **(765) 496-2814** or **hdenny@purdue.edu**. Our Institutional Research Board (IRB) may be contacted at **(765) 494-5942**, or at the Human Research Protection Program, YONG 10th Floor, Rm 1032, 155 Grant Street, West Lafayette, IN 47906-2114.

Thanks again for your valuable help. The information you provide will benefit the writing center community considerably.

Sincerely,

Dr. Harry Denny

Director, Writing Lab

Professor, English

Purdue University

I have read, understood, and printed a copy of, the above consent form and desire of my own free will to participate in this study.

◯ Yes

◯ No

School Name

[   ]

Name of Writing Center

[   ]

Contact information

Name	[ ]
Address	[ ]
Address 2	[ ]
City	[ ]
State	[ ]
Postal Code	[ ]
Country	[ ]
Individual Email	[ ]

Writing Center

Email	
Writing Center URL	

Institutional Information

This section collects information about your institution, its affiliations, and location. The purpose it help the survey best cross-tabulate results for like institutions, but enable users of the survey to produce their own institutional research.

With what regional IWCA association does your writing center affiliate?

○ Africa/Middle East

○ Canada

○ Europe

○ Latin America

○ East Central

○ Mid-Atlantic

○ Midwest

○ Northeast

○ Pacific Northwest

○ Rocky Mountain

○ South Central

○ Southeastern

○ Northern California

○ Southern California

○ Not affiliated with IWCA

Institutional Classification

- ○ Elementary or middle school
- ○ Secondary
- ○ 2-year postsecondary
- ○ 4-year liberal arts college
- ○ Regional/comprehensive university with Master's or specialist degree programs
- ○ Research intensive or extensive (Research 1 or Research 2)
- ○ Tribal College/University
- ○ Other [_____]

Public or private institution?

- ○ Public
- ○ Private

Does institution have a religious affiliation?

- ○ Yes
- ○ No

What religion or faith? Our hope is to cross-tabulate results of like institutions *(e.g., writing centers at large private research Catholic or Methodist institutions)*.

[▲▼]

Is your institution a member of the American Association of Universities (AAU)?

○ Yes

○ No

○ Other (for non-AAU institutions) [   ]

To what academic/athletic conference does your institution belong?

○ AAC

○ ACC

○ Atlantic 10

○ Atlantic Sun

○ Big 12

○ Big East

○ Big Sky

○ Big Ten

○ CAA

○ Conference USA

○ GLVC

○ Ivy League

○ MAC

○ Pac 12

○ SEC

○ Sun Belt

○ NCAA Independent

○ Other [   ]

○ Not Applicable

Is your institution located outside the United States?

○ Yes

○ No

Where is your institution located?

○ Canada

○ Central America/Caribbean

○ North America

○ South America

○ Europe

○ Middle East/North Africa

○ Central/South Africa

○ Pacific Rim/Asia

○ Australia/New Zealand

How does your institution name your unit, where writing consultations/support happen?

○ Writing Center

○ Writing Studio

○ Writing Lab

○ Learning Commons

○ Other [   ]

What sort of academic period does your institution operate on?

○ Quarter

○ Semester

○ Other [_____]

What is the total number of students currently enrolled at your institution?

[_____]

In addition to your on-campus writing center, does your institution sponsor a community-based writing center that primarily serves off-campus populations?

○ Yes

○ No

Does your on-campus writing center provide any writing services to off-campus populations? If so, please briefly describe those services and the populations you serve.

○ Yes [_____]

○ No

Would you be willing to participate in a follow-up survey that focuses specifically on your off-campus writing center? If so, study personnel

will use your provided contact information to distribute the secondary survey.

○ Yes

○ No

Writing Center/Lab Operations

Your writing center offers its services to: *(check ALL that apply)*

☐ High school students at your institution

☐ Undergraduates at your institution

☐ Graduate students at your institution

☐ Staff at your institution

☐ Faculty at your institution

☐ The public (those not attending/matriculated/employed) at your institution

☐ Alumni

☐ Other [   ]

What languages does your writing center provide services in?
(separated by commas)

[   ]

Do you collect demographic information about your clients, staff, or campus?

○ Yes

○ No

Please indicate below the demographic data you collect and possible answers based on the options your provide: (feel free to include percentages in your Writing Center among staff, students, or your campus)

☐ Race and Ethnicity: [   ]

☐ Gender: [   ]

☐ Sexuality: [   ]

☐ Nationality: [   ]

☐ Language(s) spoken away from school:
[   ]

☐ Other: [   ]

Do you collect data on the specific languages that clients or staff speak away from school? If yes, please list the top 5 most common languages spoken away from school other than English:

○ Yes [   ]

○ No

How do students/clients schedule appointments at your center? *(check all that apply)*

☐ Walk-ins

☐ Phone

☐

Email

☐ Online scheduling (WCOnline, Appointment-Plus, etc.)

☐ Other [   ]

If your center uses an online scheduling system, what platform is it?

○ WCOnline

○ Tutortrack

○ Accutrack

○ Locally-developed platform

○ Other [   ]

Are there other writing centers/writing support services on campus independent from your center (not including satellites of your center)?

○ Yes

○ No

Please share any contact info so that we might share this survey:

[   ]

How many years has your institution had some form of a writing center?

○ 0-10

○

- 11-20
- ○ 21-30
- ○ 31-40
- ○ 41-50
- ○ 51+

Is your writing center completely virtual/online?

- ○ Yes
- ○ No

Does your writing center use a credentialing service *(e.g. CRLA or SWCA)*?

- ○ Yes, and that service is: [   ]
- ○ No

If your writing center has a physical location, does it have satellite writing centers at other locations than your primary center?

- ○ Yes
- ○ No

How many years has your oldest satellite center been open?

- ○ 0-10
- ○ 11-20
- ○ 21-30

○ 31-40

○ 41+

In what year did your current writing center begin operating?

[   ]

What is the average number of hours of operation per week your center is physically open for consultations?

○ 1-10

○ 11-20

○ 21-30

○ 31-40

○ 41-50

○ 51-60

○ 61+

Is your center open during one or more summer sessions?

○ Yes

○ No

What is your center's departmental/program affiliation? *(check ALL that apply)*

☐ Independent

☐ Academic Affairs

☐ English Department

☐ Learning Commons

☐ Learning Skills Center

☐ Library

☐ Rhetoric/Composition Program or Institute

☐ Student Services

☐ Academic/Student Success

☐ Other [_____]

Where is your primary center physically located?

○ Classroom building

○ Library

○ Student services building

○ Learning Commons

○ Remote/Online (my primary writing center has no physical location)

○ Other [_____]

Total square footage of your center including attached offices, computer labs, storage space, etc.: *(do not include satellite locations)*

○ up to 500 square feet

○ 501 to 2000 square feet

○ 2001 to 5000 square feet

○ more than 5000 square feet

Do you have access to your own budget for your unit?

○ Yes

○ No

What's your fiscal year allotted budget for the whole unit?

What other services or resources are available at your center, other than consultations? *(check ALL that apply)*

Does your writing center receive funding from sources outside your budget (grants, donations, sponsorships, etc)?

○ Yes

○ No

What other services or resources are available at your center, other than consultations? *(check ALL that apply)*

☐ Tutoring or writing consultations/conferences

☐ Computer lab

☐ Photocopying/printing services

☐ Group/private study rooms

☐ Conference rooms

☐ Class/teaching space

☐ Testing space (e.g. for making up missed tests)

☐ Reference materials (e.g., encyclopedias, research databases, style guides)

☐ Language resources (e.g., audio equipment for language courses/activities)

☐ Workshops

☐ Research consults

☐ Public speaking

☐ Speaking/Conversation Groups

☐ Writing groups

☐ Other [   ]

How is your writing center publicized? *(check ALL that apply)*

☐ Bookmarks

☐ Letters/email to student or faculty

☐ Website

☐ Classroom presentations

☐ New student orientations

☐ New faculty orientations

☐ Coverage in school newspaper/magazine/other institutional media

☐ Promotional items (Pencils/Pens/T-Shirts with Writing Center logo/information/Bookmarks)

☐ Flyers, brochures, newsletters

☐ Faculty referrals/syllabi

☐ Social media

☐ Electronic screens on campus

☐ Billboards or bus ads

☐ Other [   ]

What types of information do you have online (website, social media, etc.)? *(check ALL that apply)*

- [ ] Copies of in-house handouts on grammar, style, usage, citations, etc.
- [ ] Links to handouts hosted on other websites
- [ ] Newsletters for students
- [ ] Newsletters for faculty
- [ ] Interactive tutorials
- [ ] Information about writing center staff (such as pictures, biographical statements, etc.)
- [ ] Calendar, schedule, or announcements of upcoming events
- [ ] Resources for faculty
- [ ] Online scheduling of consultations
- [ ] Contact information, information on scheduling consultations, FAQs
- [ ] Tutor/consultant applications
- [ ] Other [_____]

Tutor/Consultant Information

This section collects information about your tutors, from how many hours they work and what pay rates you use, to what you call them and what status they have in the institution.

What avenues does your writing center offer for tutor training? *(check ALL that apply)*

- [ ] Course
- [ ] Internship
- [ ] Self-study

☐ On-the-job training

☐ Other [_____]

Number of tutors/consultants in the writing center: *(Please do not count director or administrative staff in this item.)*

Per term (or semester or quarter)   [_____]

Total for the academic year   [_____]

Tutors/consultants in the center are: *(check ALL that apply)*

☐ High school students

☐ Undergraduates

☐ Faculty

☐ Full-time Professional staff

☐ Graduate students

☐ Work-study

☐ Volunteers

☐ Other [_____]

Are full-time professional tutors/consultants (*excluding Director and Associate/Assistant Directors*) salaried employees? If not, please explain the compensation structure.

○ Yes

○ No [_____]

Are full-time professional tutors/consultants (*excluding Director and Associate/Assistant Directors*) provided with either a full or partial benefits package as a component of their compensation package? If yes, please briefly explain.

○ Yes [   ]

○ No

Title(s) of tutors/consultants in the center: *(check ALL that apply)*

☐ Tutors

☐ Consultants

☐ Assistants

☐ Coaches

☐ Mentors

☐ Advisors

☐ Fellows

☐ Writing Specialists

☐ Writing Associates

☐ Other [   ]

Financial compensation for tutors/consultants is: *(check ALL that apply)*

☐ Hourly (work-study)

☐ Hourly (non-work-study)

☐ Tuition waiver/remission

☐ Stipend

☐ Course credit waiver/remission

☐ Internship

☐ Released or reassigned time

☐ Faculty/staff salary

☐ None

☐ Other [   ]

What is the average hourly wage (not counting the value of release time, tuition waivers, etc.) for consultants at the following tiers of education/credentialing?

Undergraduate consultant ($US) [   ]

Bachelor's-level consultant ($US) [   ]

Master's-level graduate student consultant ($US) [   ]

Doctoral-level graduate student consultant ($US) [   ]

Professional staff consultant ($US) [   ]

Does your pay structure allow for increase in pay for experience, merit, or other conditions? Please explain.

◯ Yes [   ]

◯ No [   ]

How many hours per week does the average tutor work?

- [ ] 1-3 hours
- [ ] 4-6 hours
- [ ] 7-9 hours
- [ ] 10-14 hours
- [ ] 15-19 hours
- [ ] 20-24 hours
- [ ] 25-29 hours
- [ ] 30-34 hours
- [ ] 35-40 hours
- [ ] over 40 hours

Potential contact hours: *(total number of hours each week tutors/consultants were available to work with students; for example, a writing center employing 10 tutors each at 20 hours per week would respond "200")*

Per week	
For the academic year	

What is the maximum time your center allows for a tutorial?

- ( ) 15 minutes
- ( ) 30 minutes
- ( ) 40 minutes
- ( ) 45 minutes
- ( )

○ 50 minutes

○ 60 minutes

○ 90 minutes

○ No maximum length

Student Usage & Efficacy

Over the last decade, more and more writing centers are collecting data on the "impact" of their units on quantifiable metrics, like retention, persistence, and graduation rates. Others look at how many students they see, what programs or courses students come from, and whether students come back. This section works to pool that information.

Conferences for the last academic year (including multiple visits by the same student/client/writer)*: (complete whatever is available or makes sense in your local context)*

Fall	
Spring	
Overall academic year	

Students/clients/writers visiting the writing center for face-to-face conferences in the last academic year: *(unduplicated headcount, or how many unique students came into the unit)*

Fall	

Spring

[   ]

Overall academic
year

[   ]

Students/writers visiting the center for purposes other than a face-to face conference in the last academic year (e.g., workshops, classes, or other uses of resources): *(unduplicated headcount)*

Fall

[   ]

Spring

[   ]

Overall academic
year

[   ]

Some institutions want to know how their traffic compares to others. For the periods outlined below, what percentage of your traffic came just once as opposed to visiting again? *(complete whatever is available or makes sense in your local context)*

	% of clients who came once	% of clients who came 2-5 times	% of clients who came more than 5 times
Fall	[ ]	[ ]	[ ]
Spring	[ ]	[ ]	[ ]
Overall academic year	[ ]	[ ]	[ ]

Number of consultations by client type (undergraduate, graduate, and professional, post-doctoral/post-professional, faculty & staff)

Undergraduate students	
Graduate students	
Professional staff	
Post-doctoral researcher or fellow	
Faculty	

Number of students/writers requiring ADA accommodation in the last academic year:

| Count | |

Multilingual/ELL/ESL/EFL students/writers who used the writing center in the last academic year:

Unduplicated headcount	
Percentage of overall unduplicated headcount	
Percentage of overall sessions/conferences/visits	

Does your writing center collect or track information on the efficacy of sessions/consultations on grades, retention, or persistence to graduation of clients who use the writing center versus those who do not?

○ Yes

○

No

What differences has your center seen around grades and retention?

	Yearly GPA	Year-to-year retention %	Graduation Rates
Students/clients who use the writing center			
Students who do not use the writing center			

Online Writing Lab (OWL) or Virtual Writing Center Information

This section collects information on OWL or internet-based writing center operations.

Does your writing center offer online/virtual services?

○ Yes

○ No

Over the course of the academic year, how many tutors/consultants does your center have who exclusively perform online/virtual consultations?

Count

Percentage of wider staff

Over the course of the academic year, how many tutors/consultants do you have who perform online/virtual consultations in addition to face-to-face consultations?

Count

Percentage of wider staff

Over the course of the academic year, how many hours of training do you provide for tutors performing online/virtual consultations?

Over the course of the academic year, total number of asynchronous consultations using email or other text-based conversations:

Over the course of the academic year, total number of synchronous/live/real-time online/virtual consultations using Chat, Instant Messaging, or other forms of text-based (real-time) conversation:

Over the course of the academic year, total number of online/virtual

consultations using live audio, video, or other forms of voice-based synchronous conversation:

What types of software/systems do you use for online/virtual consultation? *(check ALL that apply)*

☐ School-provided/Maintained resources (e.g., school email, locally-developed chat system, etc.)

☐ Course management system features (e.g., Blackboard Collaborate, Wimba, etc.)

☐ Free online tools (e.g., Skype, Yahoo Messenger, Google Docs, etc.)

☐ Purchased software

☐ Paid/Subscription tutoring services (e.g., WCOnline, Smarthinking)

☐ Other/Comments

Do you have other methods of performing online/virtual consultations not covered above? *(If yes, please explain.)*

○ Yes

○ No

What additional online/virtual services do you offer other than those mentioned here?

[text area]

In what calendar year did you begin offering some form of online/virtual consultation?

[text field]

What percentage of your current budget is allocated to online/virtual consultations?

[text field]

Administrator Information

This section collects information on the history, status, and pay for administrative staff in your writing center. Some writing centers have larger groups of personnel, and some have minimal. No cluster of questions will capture the complexity of every writing center. This information is frequently requested by colleagues negotiating around their own positions or potential positions, or for colleagues.

As of the previous academic year, how many consecutive years has the current director/administrator held this position?

[dropdown]

Director's employment category:

○ Graduate student/assistant

○ Non-faculty professional staff (full or part-time)

○ Part-time faculty

○ Non-tenurable faculty, full-time

○ Assistant-rank faculty (tenure-track)

○ Associate-rank faculty (tenured)

○ Full-rank faculty (tenured)

○ Clinical tenure-stream faculty

○ Other/Comments [   ]

Director's credentials: *(indicate the highest level achieved)*

[⇕]

Please specify what that specialty degree or certificate is

[   ]

Length of director's annual appointment: *(use comments box to explain specifics, if necessary)*

○ 9 months

○ 10 months

○ 11 months

○ 12 months

○ Comments/other [   ]

Which of the following most closely reflects the director's academic year appointment in the writing center? *(If none of the choices reflects the director's appointment, please describe the director's course release/reassigned time as thoroughly as possible.)*

○ 100%

○ 75%

○ 66%

○ 50%

○ 33%

○ 25%

○ 10%

○ No course release/reassigned time; writing center part of annual contact

○ Comments/other [ ]

Director's annual salary not including extra pay for summer teaching, etc.

○ Choose not to respond

○ Less than $34,000

○ $34,000 to $55,000

○ $55,001 to $75,000

○ $75,001 to $86,000

○ over $86,000

○ Comments/Other [ ]

Does your writing center have an associate or assistant director?

○ Yes

○ No

As of the last academic year, Associate/Assistant Director has held this position for how many years? If your center has multiple associate/assistant directors, please provide information for most senior person.

○ » 1

○ » 2

○ » 3

○ » 4

○ » 5

○ » 6

○ » 7

○ » 8

○ » 9

○ » 10

○ » More than 10 years

Associate/Assistant Director's credentials: *(indicate the highest level achieved)*

○ » No post-secondary degree

○ » Associate's degree

○ » Bachelor's degree

- ○ » Master's degree
- ○ » Master of Fine Arts (MFA)
- ○ » Doctoral degree
- ○ » Specialist degree or certificate

Associate/Assistant Director's employment category:

- ○ Undergraduate student/assistant
- ○ Graduate student/assistant
- ○ Non-faculty professional staff (full or part-time)
- ○ Part-time faculty
- ○ Non-tenurable faculty, full-time
- ○ Assistant-rank faculty (tenure-track)
- ○ Associate-rank faculty (tenured)
- ○ Full-rank faculty (tenured)
- ○ Clinical tenure-stream faculty
- ○ Other/Comments [   ]

Length of associate/assistant director's annual appointment: (use comments box to explain specifics, if necessary)

- ○ » 9 months
- ○ » 10 months
- ○ » 11 months
- ○ » 12 months
- ○ » Comments/other [   ]

Which of the following most closely reflects the associate/assistant director's academic year appointment in the writing center? *(If none of the choices reflects the director's appointment, please describe the associate/assistant director's course released/reassigned time as thoroughly as possible.)*

○ » 100%

○ » 75%

○ » 66%

○ » 50%

○ » 33%

○ » 25%

○ » 10%

○ » No course release/reassigned time; writing center part of annual contact

○ » Comments/other [   ]

Associate/assistant director's annual salary not including extra pay for summer teaching, etc.

○ » Choose not to respond

○ » Less than $34,000

○ » $34,000 to $55,000

○ » $55,001 to $75,000

○ » $75,001 to $86,000

○ » over $86,000

○ » Comments/Other [   ]

Final Comments

How did you learn of the survey?

☐ WLN: Journal of Writing Center Research

☐ College Composition & Communication

☐ College English

☐ Other academic journal

☐ WCenter listserv

☐ Professional conference

☐ Direct email

☐ Direct mail

☐ 'Directors of Writing Centers' Facebook Group

☐ Other [   ]

Finally, if you would like to include a comment, question, or other correspondence, please do so here:

[text box]

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