Welcome & Informed Consent

Welcome to the WCRP survey!

Dear Participant:
Thank you for taking the time to respond to this survey, which collects writing center data from the 2018-19 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 challenges that writing centers and the individuals would work there or use them.

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
Associate 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

Institution Name


### 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 is to 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

### 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)
Other

Public or private institution?
Public
Private

Does institution have a religious affiliation?
Yes
No

Is your institution a member of the American Association of Universities (AAU)?
Yes
No

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
Ivy League
MAC
Pac 12
SEC
Sun Belt
Other
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 located outside the United States?
- Yes
- No

Where is your located?
- Canada
- Central America/Carribean
- South America
- Europe
- Middle East/North Africa
- Central/South Africa
- Pacific Rim/Asia
- Australia/New Zealand

How does your institution name your unit, where support for writing happens (e.g., writing center, writing studio, writing lab)?
- Writing Center
- Writing Studio
- Writing Lab
- Other

What sort of academic period does your institution operate on?
- Quarter
- Semester
- Other

Writing Center/Lab Operations

Your writing center offers its services to (check all that apply):
- All high school students at your institution
- All undergraduates at your institution
- All graduate students at your institution
All staff at your institution
All faculty at your institution
The public (those not attending/matriculated/employed) at your institution
Other

How do students/clients schedule appointments at your center? (Check all that apply)
They don't; all walk-in
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?

How long has your oldest satellite center been open?

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?

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
- English Department
- Rhetoric/Composition Program or Institute
- Learning Skills Center
- Student Services
- Learning Commons
- Library
- Other

Where is your primary center physically located?
- Classroom building
- Library
- Student services building
- Other

Does your writing center have satellite writing centers at other locations than your primary center?
- Yes
- No

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
What other services or resources are available at your center, other than consultations? (Check all that apply)
- Only 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)
- Other

How is your writing center publicized? (Check all that apply)
- Bookmarks
- Letters/email to student or faculty
- Website
- Classroom presentations
- Student orientations
- Faculty orientations
- Coverage in school newspaper/magazine/other institutional media
- Promotional items (Pencils/Pens/T-Shirts with Writing Center logo/information)
- Flyers, brochures, newsletters
- Welcome week/First week events
- Faculty referrals
- Other

What types of information do you have on your website? (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
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.

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

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<tbody>
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<td></td>
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<tr>
<td>Per term (or semester or quarter)</td>
<td></td>
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<tr>
<td>Total for the academic year</td>
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</tbody>
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Tutors/consultants in the center are:
(Check all that apply):

- High school students
- Undergraduates
- Faculty
- Professional staff
- Graduate students
- Work-study
- Volunteers
- Other

Title(s) of tutors/consultants in the center:
(Check all that apply)

- Tutors
- Consultants
- Assistants
- Coaches
- Mentors
- Advisors
- Fellows
- Other

Compensation for tutors/consultants is:
(Check all that apply)
☐ Hourly (work-study)
☐ Hourly (non-work-study)
☐ Tuition waiver/remission
☐ Stipend
☐ Volunteer
☐ Course credit waiver/remission
☐ Internship
☐ Released or reassigned time
☐ Faculty/staff salary
☐ 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 how many students they see, from where on campus, and whether students come back. This section works to pool that information.

Face-to-face conferences for the 2018-19 academic year (including multiple visits by the same student/client/writer):
(Complete whatever is available or makes sense in your local context)

- Fall 2018
- Spring 2019
- Overall academic year

Students/clients/writers visiting the writing center for face-to-face conferences (unduplicated headcount, or how many unique students came into the unit):
(Complete whatever is available or makes sense in your local context):

- Fall 2018
- Spring 2019
- Overall academic year

Students/writers visiting the center for purposes other than a face-to-face conference (e.g., workshops, classes, or other uses of resources) (unduplicated headcount):
(Complete whatever is available or makes sense in your local context)

- Fall 2018
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)

<table>
<thead>
<tr>
<th></th>
<th>% of clients who came once</th>
<th>% of clients who came 2-5 times</th>
<th>% of clients who came more than 5 times</th>
<th>% of clients who repeated any time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2018</td>
<td></td>
<td></td>
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<tr>
<td>Spring 2019</td>
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<td></td>
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<tr>
<td>Overall academic year</td>
<td></td>
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</tbody>
</table>

Number of students/writers requiring ADA accommodation:

Count:

Multilingual/ELL/ESL/EFL students/writers who used the writing center:

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 and consultation on grades, retention, or persistence to graduation of those who use the writing center versus those who do not?

- Yes
- No

What differences has your center seen around grades and retention?

<table>
<thead>
<tr>
<th>Students/clients who use the writing center</th>
<th>Yearly GPA</th>
<th>Year-to-year retention %</th>
<th>Graduation Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students who do not use the writing center</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

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

Count

Percentage of wider staff

Over the course of the academic year, how many tutors/consultants do you have who perform online 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 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 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 consultations using live audio, video, or other forms of voice-based synchronous conversation:

What types of software/systems do you use for online 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 consultations not covered above? If yes, please explain.

- Yes
- No

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

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

What percentage of your current budget is allocated to online resources?

**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, potential positions, or for colleagues.

As of Academic Year 2018-19, how many consecutive years has the current director/administrator held this position?

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?
As of Academic Year 2018-19, 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.

- Yes
- No

- 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
☐ Other

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