

# SSI Annual Report

Response ID:49 Data

## 1. Page One

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**Dept./Program/Project Name:**

Graduate Writing Center

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**University Division:**

Academic Affairs

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**Person Responsible for Overseeing SSI Project/Activities:**

Name : Dr. Craig Seal

Title : Dean/AVP Undergraduate Studies

Email Address : cseal@csusb.edu

Extension : 75735

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**Person Preparing Report (if different than above):**

Name : Maggie Cecil

Title : Director, CSUSB Writing Centers

Email Address : mcecil@csusb.edu

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## 2.

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**Total SSI amount allocated this year:**

\$43,782.00

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**Total SSI amount expended thus far:**

\$38,584.21

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**Number of unique students served (July 1 - Winter Quarter):**

2303

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## 3. (untitled)

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**SSI Program/Project Overview: In 750 words or less, describe the overarching purpose, goals and outcomes of your SSI-funded project(s), program(s), etc.**

The mission of the Graduate Writing Center (GWC) is:

1. to serve CSUSB graduate students by offering assistance in learning how to construct writing projects such as thesis proposals, theses, or graduate projects;
2. to work with writers to preserve the integrity of their ideas and plans;
3. to simultaneously challenge students to interrogate and contextualize both their own ideas and the documentation supporting them;
4. to serve students, staff, and faculty from all disciplines at all stages of the composing process;
5. to help writers develop confidence by offering a variety of strategies for interpreting assignments, discovering topics, expanding ideas, clarifying organization, incorporating counter-

arguments, citing references, editing, and proofreading.

#### 4. (untitled)

**Alignment to ILOs: To which of the following Institutional Learning Outcomes (ILOs) do you feel as though your SSI-funded project aligns? (Check all that apply.)** Details regarding the ILOs can be found on [Office of Academic Programs website](#).

Breadth of Knowledge  
Depth of Knowledge  
Critical Literacies  
Ways of Reasoning and Inquiry  
Creativity and Innovation  
Integrative Learning  
Engagement in the Campus, Local, and Global Communities  
Diversity and Inclusion

#### 5. (untitled)

**SSI-Funded Activities: Please list and describe the activities undertaken through winter quarter with your SSI allocation. This section should address only those activities occurring this fiscal year.**

- The GWC continues to provide one-to-one tutoring to graduate-level students. The availability of appointment times has been increased from 28 to 32 hours per week, distributed as well as we can match need to availability Monday through Friday. Students continue to have the option of either thirty-minute or one-hour long appointments, in addition to walk-in appointments.
- GWC exposure to students and faculty through campus listserv postings, distribution of brochures, flyers, and by word-of-mouth by students, professors, and writing consultants continues to increase, and continues to improve, thanks at least in part to the collaborative project we instituted to produce bookmark-type cards that provide "starter" information on three citation styles. These cards have been in high demand since their debut.
- We have revamped the GWC's program of workshops to include workshops tailored for international graduate and undergraduate students to include "Maintaining Academic Integrity" and "Email Etiquette," both of which are popular. These workshops can be presented in the Graduate Writing Center or in classrooms, at the request and discretion of faculty members and Writing Center personnel.
- As part of their ongoing professional development, several of the graduate student consultants working in the GWC submitted proposals that were accepted at a local academic conference focused on writing center work: the 2019 Southern California Writing Centers Association Conference.
- We continue to provide online tutoring (via email, using the "comment" feature in MS Word) for writers through the CSUSB Writing Centers, though it has not been heavily advertised because of limited availability. Additionally, we are piloting a project offering Zoom sessions for writers in which they can work synchronously with consultants here in the CSUSB Writing Centers.

#### 6. (untitled)

**Progress Towards Outcomes/Cumulative Findings: Describe the progress you have made toward your original SSI goals and outcomes through winter quarter. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.**

Utilizing a Qualtrix survey to users of the GWC, deployed at the end of each quarter, we saw improvement in overall satisfaction with the results students obtained by attending sessions in the GWC. The percentage of writers who say they heard about the CSUSB Writing Centers from their professors remains fairly constant, with the results of our most recent surveys showing that slightly more than half of students heard of the Writing Centers that way. This number has normally been lower in our winter surveys than our fall surveys, because in fall quarter students tend to come because it's been suggested by

their professors; by winter quarter, however, we used to see that about 18% said they came because their professors suggested it (presumably in fall); this year, however, there is almost no change in the percentage between fall and winter quarters, with the percentage for winter quarter at 52%. The rate at which writers say they left their writing conferences with a clearer idea of what to do next for the paper or project they worked on for this particular visit remains pretty static from quarter to quarter at 93 - 94%. Regarding their ability to make appointments at convenient times, 98% (up from 94% last year) of respondents said they could, indicating that our ability to schedule tutors at times that are convenient for writers is clearly improving.

The response rate to the survey in fall quarter 201 was 12.1%, out of an audience of 1331; in winter it was 5.8% out of an audience 1389.

## 7. (untitled)

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**Recommendations for Continual Improvement/Action Plan: Based on the analysis of your assessment results, what actionable steps can be taken to make improvements? How can you improve students' achievement of the SLO or your office's performance in terms of operations? What is your expected timeline?**

We continue to provide ongoing professional development opportunities for our writing consultants, as well as continuing our efforts to expand the breadth and focus of the GWC. The timeline is ongoing, as these plans are already in place and are being implemented.

**Resources for Continual Improvement/Action Plan: What additional resources, if any, are needed to bring the above continual improvements to fruition?**

Space. We need space for Zoom tutoring sessions, space for hearing or visually impaired students to work without distractions with consultants, and we need simply bigger rooms for tutoring and conducting meetings and workshops.

## 8. (untitled)

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**Challenges: If applicable, please list any significant challenges encountered that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. Please also indicate if you need assistance in addressing these challenges.**

One of the outcomes we articulate is that "Students convey meaning in a way that others understand by writing coherently and effectively; students effectively articulate abstract ideas; students understand how to make appropriate choices in the written language of particular disciplines." In order to adequately measure and assess our success in this area, we need to seek the input of faculty members, probably by way of a survey. We recognize that any comprehensive assessment of the GWC's effectiveness will need to include input from faculty, students, and writing consultants, and we are working to implement that process.

## 9. Budget Summary with Alignment to Outcomes and Activities

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**Budget Summary: Please account for all expenditures of SSI funds for this project using the SSI Annual Report Budget Summary Template. (The template can be found at <http://ssi.csusb.edu/assessment>.) Upload your completed summary here.**

## 10. (untitled)

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**Check-in/Usage Report: Please upload any check-in or usage data you have for students who have engaged with your project/program since July 1 through the end of winter quarter. Uploads should be in Excel and include, at minimum,**

students' CoyoteIDs; password-protected SPSS files may be submitted via email to [Institutional\\_Research@csusb.edu](mailto:Institutional_Research@csusb.edu). Additional information such as date(s) of visit(s)/interaction(s) and students' names would also be helpful. (The Office of Institutional Research is working to establish an overall assessment of SSI; to do this, we need your help in collecting and sharing students' engagement with and usage of SSI-funded projects and programs.)

## 11. Thank You!

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**New Send Email**

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