

Assessment Activity Reporting

Department? WRIT Center (part of the TLC)

Contact Person? Claire Van Til, WRIT Coordinator; Danielle Petersen, TLC Manager

Dates or academic year(s) involved?

Fall 2020-Fall 2022

Is there a name or title used to identify this assessment activity?

WRIT Center Exit Survey

What was the goal of the assessment? And/or what was the problem to be improved?

The WRIT Center Exit Survey is designed to measure student satisfaction with WRIT services/WRIT Consultants and the students' own perception of improvement after utilizing WRIT services.

For this particular Assessment Reporting Activity, we are focusing on the assessment of Program Outcome 3.2.d: *The WRIT Center Consultants will demonstrate proficiency and effectiveness in WRIT Center face-to-face and online reviews by asking the student appropriate open-ended questions to prompt the writer to clarify and generate content.*

One important technique in writing center consultations is asking the writer open-ended questions in order to encourage them to think critically about the assignment and their writing. These questions can be used to clarify ideas, to elicit supporting details, and to prompt the writer to think critically about ways to make improvements to their draft. This helps foster the collaborative, student-centered environment of a writing center session. Therefore, the WRIT assesses whether or not students feel their WRIT Consultant asks open-ended questions during the consultation.

What data or information was collected to help inform the improvement?

- After each WRIT online submission (asynchronous) or face-to-face (synchronous) consultation, the student is provided with a link to the WRIT Center exit Survey and is asked to complete it to help us improve our program. The survey items are measured using a Likert scale ranging from "1 - Strongly Agree" to "5 - Strongly Disagree."
- Figure 1 shows the number of survey respondents per semester for Fall 2020-Fall 2022.

Figure 1

Number of WRIT Center Exit Survey Respondents	
Fall 2020	39
Winter 2021	29
Fall 2021	9
Winter 2021	25
Fall 2022	78

- Program Outcome 3.2.d. is assessed using Prompt 4 on the WRIT Center Exit Survey. The original version (Fall 2020) appeared on the exit survey as follows:

My WRIT consultant asked me questions about my writing that helped me talk about it with them.

- For reasons that are explained below, the wording was changed in Winter 2021 to the following:

My WRIT consultant asked questions (oral or written) about my writing that helped me generate ideas or think about my assignment.

- The WRIT Center has not yet established the baselines/standards for the survey items—we plan to determine those in the W 2023 semester as we now have data from 5 semesters that can be used to make those decisions. In the absence of established standards, we have been aiming for around 86% of respondents either agreeing or strongly agreeing with a prompt. If the percentage falls below 86%, WRIT Center staff analyze the data further to make decisions about actions for improvement.

What was determined from the data or information?

As can be seen in Figure 2 below, the percentage of respondents agreeing or strongly agreeing with Prompt 4 has noticeable variation from semester to semester—ranging from 55.5% in Fall 2021 to 94.9% in Fall 2022, with a 5-semester average of 80.3%.

In Fall 2020, 69.3% of respondents agreed or strongly agreed that their consultant asked questions to elicit ideas from them about their writing, which was the lowest-rated item for the semester. Although as previously mentioned we had not set baselines or standards for the survey items, this was determined to be an unsatisfactory result. The WRIT Coordinator and TLC Student Development Specialist discussed two possible reasons for this result: 1) the WRIT Center did not adequately train the consultants to ask open-ended questions in online reviews prior to the Fall 2020 semester, or 2) the wording of the item itself may have caused ambiguity, as students who submitted essays for online reviews would not have been able to literally “talk” with a consultant and may not have known how to respond to the item.

Figure 2

Consultant Effectiveness Survey Items: Percentage of Respondents Who Agreed or Strongly Agreed, Fall 2020-Winter 2022						
Item	Fall 2020 n=39	Winter 2021 n=29	Fall 2021 n=9	Winter 2022 n=25	Fall 2022 n=78	Average of All Semesters
1. My WRIT Consultant provided ways to approach this assignment that will help me become a better writer.	89.8%	93.1 %	100.0%	96%.0	96.1%	95.0%

2. My WRIT consultant communicated their feedback well.	89.8%	93.1%	100.0%	92.0%	97.4%	94.5%
3. The WRIT consultant allowed me to maintain ownership of my paper (e.g., they allowed me to still feel in control of my paper; the paper still feels written by me).	89.7%	93.1%	100.0%	96.0%	93.6%	94.5%
4. My WRIT consultant asked me questions about my writing that helped me talk about it with them. (Fall 2020 wording) My WRIT consultant asked questions (oral or written) about my writing that helped me generate ideas or think about my assignment. (wording after Winter 2021)	69.3%	89.6%	55.5%	92.0%	94.9%	80.3%
5. I felt welcomed by my WRIT Consultant.*	NA	NA	NA	NA	96.1%	96.1%
6. I was satisfied with how well my WRIT consultant listened to my input (or concerns if you used the Online Submission Form and did not meet through Zoom).	82.1%	93.1%	77.8%	92.0%	96.2%	88.2%
7. Overall, I was satisfied with my WRIT consultant.	84.6%	93.1%	100.0%	96.0%	96.1%	94.0%

What actions were taken as a result? How did your department make improvements?

In order to address the issue, we took two courses of action. First, we changed the wording of the exit survey item prior to the Winter 2021 semester to read as follows: *My WRIT consultant asked questions (oral or written) about my writing that helped me generate ideas or think about my assignment.* This wording allows for the possibility that the student may not be talking face-to-face with a consultant and hopefully resolves any ambiguity in the original wording. Second, the WRIT Coordinator designed and presented a training workshop for the consultants based on analyzing and improving online comments, including how to include more open-ended questions in online reviews.

Is there any following data or information to support how successful the improvements were? If so, what?

As can be seen in the Figure 2 above, after we implemented these changes, the percentage of students who agreed or strongly agreed with Prompt 4 increased 20.3%. Although it is unclear whether the

change in wording, the training workshop, or a combination of both strategies contributed to the increase, we considered this a substantial improvement in student satisfaction on this item for the Winter 2021 semester.

In Fall 2021, however, the percentage of respondents agreeing or strongly agreeing with the item fell to 55.5%, which is the lowest rating on the Fall 2021 survey and the lowest rating for this item since the implementation of the survey in Fall 2020. As the WRIT only received 9 responses to the Exit Survey in Fall 2021, the sample size may have affected the validity of these results.

In Winter 2022, the percentage of respondents who agreed or strongly agreed for item 4 that their consultant asked questions rose to 92%, which does fall above the 2-year average rating.

Are there any next steps planned as a result? Will this be reviewed again to determine longer-term continued improvement?

At this point, it remains unclear if the low ratings are due to issues with the item itself, the survey sample size (in the case of Fall 2021), or gaps in consultant training. Because of the inconsistency of ratings from semester to semester and overall low average for Prompt 4, “question-asking strategies” was identified as an area for analysis, development, and improvement for the 2022-2023 academic year.

The WRIT Coordinator analyzed the responses to Exit Survey Prompt 4 more in-depth in Fall 2022. It was determined that the majority of respondents who disagreed, strongly disagreed, or neither agreed nor disagreed were from students who had utilized the asynchronous submission option. Therefore, WRIT Consultants will undergo additional training in the Winter 2023 to review question-asking strategies for asynchronous reviews.

Another plan for Winter 2023 is to set baselines/standards for all of the items on the WRIT Center Exit Survey. Now that we have 5 semesters of survey responses, we feel we can start to make some determinations regarding the range of target percentages.

What Institutional Student Learning Outcome does this assessment most closely align with?

Develop knowledge and skills

Think critically

Communicate effectively

Act responsibly