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STUDENTS AS PARTNERS IN ASSESSING OPERATIONAL OUTCOMES

The Writing Center

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OUTCOMES

1

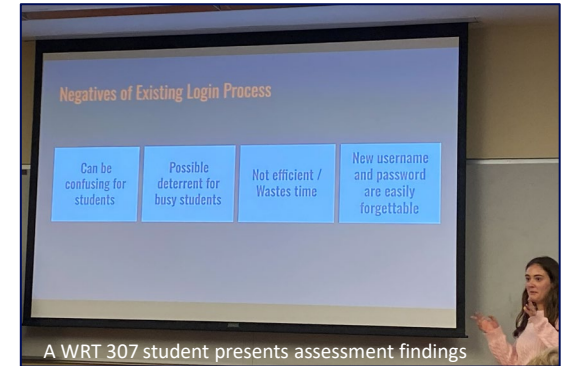
Outreach

Increase awareness and visibility of the Writing Center to a broader range of SU partners.

2

Utilization

Evaluate Writing Center's usage and usability across platforms to inform operations.



Rationale

Undergraduates are the primary users of the Writing Center's services. They offer insider perspectives on operational issues and creative options for action.

Student Partners	Evaluation Method	Selected Findings F25	Selected Actions SP26
Writing Center receptionists	Asking clients how they learned about the WC	Faculty referrals, peers, and website are main ways clients learned about the WC. We should try varied ways to reach potential clients.	<ul style="list-style-type: none"> Added faculty page to website Partnered with student organizations to create WC events Established Instagram account
Teams in WRT 419 Advanced Technical Writing	Usability testing of WC Online scheduling platform	First time users were confused by the schedule format. Users sought access to information about consultants before selecting a time.	<ul style="list-style-type: none"> Provided color key for each schedule type Revised and moved consultant bios
Teams in WRT 307 Professional Writing	Usability research to identify utilization problems and feasibility studies to determine actions to improve utilization	First time users were frustrated by need for unique password at login. Students with Sunday deadlines sought weekend hours.	<ul style="list-style-type: none"> Replaced cumbersome registration with Single Sign On access using SU credentials Piloted Sunday asynchronous hours