

## Director's Executive Summary

The San José State University Writing Center opened in 2007 and is a unit of the College of Humanities and Arts. We offer a variety of resources to help students become better writers, and we assist students of all levels, from all disciplines, and during any part of the writing process.

This annual report is organized to progress from the work we do at the Writing Center to the additional activities we participate in on campus. The report ends with a listing of our personnel and their accomplishments in the last year.

In 2022-2023, we offered various forms of support to serve the needs of a campus population of over 30,000 students.

- We continued to offer **various types of tutoring** to reach more of the SJSU student population. In 2022-2023, we offered in-person appointments, online appointments, course-embedded tutoring, our “Ask a Tutor” live chat service, and in-person drop-in sessions. We were also open for business whenever classes were in session, including in the winter and summer.
- Our tutors conducted **4,616 sessions** in 2022-2023 with **1,558 unique clients**.
- Our **online appointment utilization rates** during the fall 2022 and spring 2023 semesters were strong at **81.83% and 76.44%** respectively. While online tutoring continued to be used more heavily than in-person tutoring, our **respective utilization rates for in-person appointments of 74.36% (fall) and 64.03% (spring)** were respectable. We continue to “right size” our services based on post-pandemic demand, and we are learning that what was true for students prior to the pandemic does not necessarily still apply.
- We saw a clear distribution of students coming to see us from **colleges across campus**, with the most students coming from the colleges of **Social Science, Health and Human Sciences, and Engineering**.
- Our upward trend of working with more **graduate students** continued, with **37.80%** of appointment forms indicating the student was coming in for a graduate-level class, compared to 22% in 2018-2019 and 14% in 2017-2018.
- We collected **2,955 end-of-session evaluations** from our student users, with our tutors earning an overall evaluation/satisfaction score of **95.53%**.
- We collected **692 workshop evaluations** from our student attendees, with our workshop facilitators earning an overall evaluation/satisfaction score of **93.65%**.
- We offered **47 regularly scheduled one-hour workshops** in fall 2022 and spring 2023, and **649 students attended** these sessions. We continued to offer these workshops virtually to accommodate varied student schedules. Our **average attendance rate jumped to 13.8 students per workshop**, which is marked increase from previous years.
- We conducted **37 faculty-requested workshops in classrooms** (in person and virtual) from many disciplines.

- Similar to other Writing Centers, we have worked to overcome the notion that we are a “fix-it shop” or a place where students come only for “grammar correction.” In 2022-2023, our efforts to push out this message were successful, with **more students coming in to work on content (36.0%)** instead of grammar (29.3%). Additional sessions focused on content, formatting, and other topics.
- Our **social media presence** continued to expand—particularly on Instagram—and we now have **4,182 total followers** on our channels (Twitter, Instagram, Facebook, and LinkedIn) at the time of this report.
- Our **YouTube channel** continued to expand, with our tutors creating more video adaptations of our workshops. By the time of this report, we had **782 subscribers**, and our **videos had a total of 54,896 views**.
- Readership of our blog, *The Write Attitude*, also continued to increase, with **over 143,000 views** at the time of this report. The blog has allowed us to expand our reach further beyond the university.
- We continued to run our most successful major event: “Foundations of Graduate Writing.” We facilitated this intensive series intended for early career graduate students in summer 2022, fall 2022, and spring 2023. A total of **548 graduate students registered, with averages between 59 and 71 participants attending each Zoom workshop session**.
- We continued to expand **partnerships** with units across campus, from tutor training to embedded tutoring to joint workshops.

We look forward to continuing to support students and all members of the SJSU community in their efforts to become strong communicators and skilled writers.