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WRITING CENTER HISTORY

The University of North Texas at Dallas (UNT Dallas) Title V Grant sponsored Writing Center was established in August of 2010. Tutoring sessions took place in various classrooms and faculty member offices. Key UNT Dallas leaders with a heart for our students and passion for student success set out to develop what would become our present day Writing Center. The original vision included development of a writing space where students would feel welcome, bring their written work across disciplines to the center, receive paramount tutor services and empowerment to become better writers.

In the Fall 2011 semester, 24 students received services from a group of seven faculty members across multiple disciplines who dedicated their time after teaching full-time to tutoring at every opportunity during office hours. Tutoring sessions took place in various classrooms and faculty member offices. One semester later, still early into the Writing Center development phases, the number of students receiving services increased from 24 to 68 students which resulted in 152 face-to-face tutoring sessions.

In the Fall of 2012, 100 students received tutoring services. Dr. Sura Rath formed and led a small group of peer tutors. This marked the beginning of peer-led writing tutoring services on the UNT Dallas campus and served as a precursor to the continued development of a writing center space that cultivates student success.

During that time, Dr. Rath conducted a formal study of the Writing Center’s impact on students’ writing skills which was measured by in-semester grade improvement. In this study, students in two sections of English 1313 (Composition) met in the lab once a week for grammar review sessions, peer review of rough drafts, and discussions on writing issues. Students were shown to have raised their course average. Students who started the semester with low D’s and F’s showed improvement in writing performance to a grade C or higher; others who started with C’s and B’s took the challenge to revise or rewrite and improved their grades to A’s and B’s.

Spring 2013 saw a shift in the Writing Center staff and in tutoring procedure. Peer tutors were replaced by three professional tutors each having at least a master’s degree in English. A permanent Project Coordinator and Researcher and Writing Center Coordinator were recruited, to develop the Center as an indispensable student service. By Fall 2013, the center had grown its service impact to 159 students and had conducted 458 tutoring sessions.

The current team considers it an honor to embrace the remarkable challenge of helping all UNT Dallas students find their horizon “where down-to-earth skills and lofty aspirations come together. We are confident students utilizing Writing Center services will show improvement and become “Great Writers”.

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WRITING CENTER MISSION

The mission of the UNT Dallas Writing Center is to support, promote, and enhance the writing and public speaking of graduate and undergraduate students across the university by:

• Providing students with one-on-one or small group tutoring sessions;
• Developing resources such as handouts, workshops, and online information on writing and speaking;
• Working with faculty, staff, and administration to create a supportive university-wide partnership to enhance the overall college and academic experience of our students;
• Encouraging faculty and students to develop a culture in which writing and communication are seen as integral to every discipline and aiding in the promotion of Writing Across the Curriculum (WAC).

LEARNING OUTCOMES

The UNT DALLAS Writing Center encourages students to immerse themselves in language—to explore ideas, discover meaning, and communicate with an audience. We hope that students will accomplish four things as they frequent our center:

(1) immerse themselves and become comfortable with the process of writing;
(2) experience a positive attitude shift towards writing and communication;
(3) improve their overall writing and communications skills; and
(4) Enhance their communication skills through conferencing and collaborative learning.

Student Testimonial

“The UNTD writing center is probably one of the greatest resources on campus for students to use. Their staff is extremely friendly and are dedicated to helping students excel. I greatly appreciate everyone in that department that sat down and taught me step by step the fundamentals of writing.” Josh Berrios
APPOINTMENTS AT THE WRITING CENTER
The Writing Center is a free service for registered UNT Dallas students. Students can utilize the center during any stage of the writing process and for any written or verbal project.

Appointments are required for writing consultations. Students may schedule tutoring sessions online by visiting www.untdallas.edu/writing center and logging on to GradesFirst.

Walk-ins are limited, so we ask students to prepare and book appointments in advance. If a student fails to arrive for his or her scheduled appointment on time, that time slot becomes open to walk-in students.

For more information on scheduling writing appointments, visit: http://www.untdallas.edu/writingcenter/student-faqs.

For questions on scheduling your writing appointment, email: AcademicSupport@untdallas.edu.

PROOF OF VISIT SLIPS
Should students need a proof of visit, our tutors will email them the notes from the session immediately following the consultation. Students will be responsible for submitting all proof-of-visit information to professors.
WRITING CENTER WORKSHOPS

The Writing Center offers a variety of classroom workshops for UNT Dallas faculty and staff. These faculty and staff requested workshops are designed to help students better understand a variety of subjects about writing and expose them to the center as an accessible academic resource.

Faculty can choose from a list of premade workshops with topics ranging from the overview of the center to MLA and APA citations and grammar. Requests for all pre-made presentations must be submitted at least one week before the desired presentation date. Faculty can also request a customized workshop based on specific topics or assignments they cover in their classrooms. Requests for all custom presentations must be submitted at least two weeks in advance.

To request premade and custom workshops, visit:
http://www.untdallas.edu/wcworkshops
STUDENT USE OF THE CENTER
The Writing Center serves students of diverse discipline/academic division, major, classification (freshman-graduate), age, ethnicity, and primary language.

The Office of Institutional Research Full-Time Enrollment (FTE) Reports show that 2,140 students were enrolled on the University of North Texas at Dallas campus during the Fall 2013 semester. Of those 2,140 students, Writing Center staff served 159 individuals.

Three part-time professional tutors provided 458 individualized one-on-one tutoring sessions to these students. Each session lasted between 30 minutes and one hour. In total, the Writing Center provided students with approximately 229 to 458 hours and 13,740 to 27,840 minutes of tutoring services during the Fall 2013 semester.

Seven Fall 2013 UNT Dallas Writing Center attendees are Mountain View College transfer students.

In the following pages is detailed statistical data on student use of the Writing Center collected through surveys, GradesFirst and other data measuring tools. Data within this report provides a glimpse of the face of the UNT Dallas Writing Center.

FALL 2013 STUDENT USE OF THE CENTER

<table>
<thead>
<tr>
<th># OF STUDENTS SERVED</th>
<th>TUTORING SESSIONS</th>
<th>AVERAGE FREQ. OF VISIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>159 (NON-DUPLICATED)</td>
<td>458</td>
<td>3.028634361</td>
</tr>
</tbody>
</table>

*Actual number of students served and tutoring session totals may differ. Some students visit the center more than once during a given semester.

*3.03 reflects how frequently a single student visited the Writing Center on average during Fall 2013.
*Data only reflects Fall 2013 UNT Dallas students visiting the Writing Center.

Majority of students who visited the Writing Center at least three times during Fall 2013, held a writing course G.P.A. Between 3.0-3.75.

Many students visiting the Writing Center two times or less, held a writing course G.P.A. ranging between 1.25-2.0.

While institutional research data provides beginning-end semester G.P.A. for the Fall 2013 cohort. G.P.A. increases/decreases cannot be directly correlated to Writing Services. Multiple variable including student enrollment in multiple courses and other external factors may contribute to semester G.P.A.
Number of Students Visiting the Writing Center by Academic Division

- Division of Education & Human Services: 69
- Division of Liberal Arts & Life Sciences: 36
- Division of Urban & Professional Studies: 45
- Undecided: 6
- Denton Students: 3

*Six students are undecided and not affiliated with a specific Academic Division.

*Three students pursued degrees that do not fall within UNT Dallas Academic Divisions. They are Denton students. These student majors are as follows: Biology, Pre-Studio Art and Psychology.
Number of Students Visiting the Writing Center by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Counseling &amp; Human Services</td>
<td>18</td>
</tr>
<tr>
<td>Department of Teacher Education &amp; Administration</td>
<td>51</td>
</tr>
<tr>
<td>Department of Mathematics &amp; Information Sciences</td>
<td>3</td>
</tr>
<tr>
<td>Department of Sociology &amp; Psychology</td>
<td>14</td>
</tr>
<tr>
<td>Department of Business</td>
<td>24</td>
</tr>
<tr>
<td>Department of Urban &amp; Public Leadership</td>
<td>21</td>
</tr>
</tbody>
</table>

*19 Applied Arts & Sciences majors are not represented by any department.

*Six students are undecided and do not fall within any single department.

*Three students are Denton students and do not fall within any single department.
STUDENT ATTENDANCE BY MAJOR

*Numbers reflect Writing Center students who pursued majors offered at UNT Dallas during Fall 2013.

*Three students pursued majors at our sister campus, Denton. Six students are “undecided majors”.

- Applied Arts & Life Sciences: 19
- Biology (DENTON STUDENT): 1
- Counseling M.ED, MS: 4
- Criminal Justice: 21
- Finance: 1
- General Business: 21
- Human Services Management & Leadership: 14
- Information Technology: 2
- Interdisciplinary Studies: 51
- Mathematics: 1
- Psychology (DENTON STUDENT): 1
- Pre-Accounting: 2
- Sociology: 14
- Undecided: 6
- Visual Arts (DENTON STUDENT): 1

Sponsored by the U.S. Department of Education Title V Grant # P031S100113
The Writing Center serves students among every academic classification ranging from freshmen to graduate students. Numbers reflect students that attended the Writing Center during Fall 2013 including those that are undecided majors, pursuing majors at other campuses and were identified as Denton students.
Out of 159 students served by the Writing Center during Fall 2013, 124 self-identify female and 35 identify male.
Number of Students Visiting the Writing Center by Ethnicity

- **Hispanic**: 45%
- **African-American**: 40%
- **Caucasian**: 10%
- **Asian**: 2%
- **NSPC**: 2%
- **Other**: 1%

*Data reflects only information regarding students who choose to indicate their ethnicity.

NSPC-denotes students that did not indicate their ethnicity.

Other-denotes students that did not identify with any of the above ethnic categories. Students in this category did not supply alternative ethnic identification.
WRITING CENTER VS. INSTITUTIONAL RESEARCH DATA

The below numbers provide a side-by-side comparison of Fall 2013 Writing Center student data compared to UNT Dallas Institutional Research Data.

<table>
<thead>
<tr>
<th>Statistical Data</th>
<th>Writing Center Fall 2013</th>
<th>UNT Dallas Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of appointments</td>
<td>458</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of students</td>
<td>159</td>
<td>2140</td>
</tr>
<tr>
<td>Average age of students</td>
<td>29</td>
<td>29</td>
</tr>
</tbody>
</table>

Enrollment by Gender

<table>
<thead>
<tr>
<th>Enrollment by Gender</th>
<th>Writing Center Fall 2013</th>
<th>UNT Dallas Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>35</td>
<td>651</td>
</tr>
<tr>
<td></td>
<td>22%</td>
<td>30%</td>
</tr>
<tr>
<td>Women</td>
<td>124</td>
<td>1,489</td>
</tr>
<tr>
<td></td>
<td>78%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Enrollment by Ethnicity

<table>
<thead>
<tr>
<th>Enrollment by Ethnicity</th>
<th>Writing Center Fall 2013</th>
<th>UNT Dallas Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>16</td>
<td>405</td>
</tr>
<tr>
<td></td>
<td>10%</td>
<td>19%</td>
</tr>
<tr>
<td>African-American</td>
<td>64</td>
<td>792</td>
</tr>
<tr>
<td></td>
<td>40%</td>
<td>37%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>71</td>
<td>832</td>
</tr>
<tr>
<td></td>
<td>44%</td>
<td>39%</td>
</tr>
<tr>
<td>Asian</td>
<td>4</td>
<td>63</td>
</tr>
<tr>
<td></td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Other/Not Specified</td>
<td>4</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Number of Students by Academic Classification

<table>
<thead>
<tr>
<th>Number of Students by Academic Classification</th>
<th>Writing Center Fall 2013</th>
<th>UNT Dallas Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshmen</td>
<td>23</td>
<td>178</td>
</tr>
<tr>
<td></td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>16</td>
<td>206</td>
</tr>
<tr>
<td></td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Junior</td>
<td>40</td>
<td>537</td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Senior</td>
<td>60</td>
<td>924</td>
</tr>
<tr>
<td></td>
<td>38%</td>
<td>43%</td>
</tr>
<tr>
<td>Graduate</td>
<td>20</td>
<td>295</td>
</tr>
<tr>
<td></td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Not Stated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Writing Center vs. Institutional Research Enrollment Data

Comparison of Fall 2013 Writing Center student enrollment data compared to UNT Dallas Institutional Research Data.

<table>
<thead>
<tr>
<th>Enrollment by Administrative Unit</th>
<th>Writing Center Fall 2013</th>
<th>UNT Dallas Fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Education and Human Services</td>
<td>69</td>
<td>582</td>
</tr>
<tr>
<td>Department of Counseling &amp; Human Services</td>
<td>18</td>
<td>168</td>
</tr>
<tr>
<td>Counseling, MED, MS</td>
<td>4</td>
<td>83</td>
</tr>
<tr>
<td>Human Services Management &amp; Leadership, BS</td>
<td>14</td>
<td>85</td>
</tr>
<tr>
<td>Department of Teacher Education &amp; Administration, MED</td>
<td>51</td>
<td>414</td>
</tr>
<tr>
<td>Educational Administration, MED</td>
<td></td>
<td>75</td>
</tr>
<tr>
<td>Interdisciplinary Studies, BS</td>
<td>51</td>
<td>339</td>
</tr>
<tr>
<td>Division of Liberal Arts &amp; Life Sciences</td>
<td>36</td>
<td>417</td>
</tr>
<tr>
<td>Applied Arts &amp; Sciences, BAAS</td>
<td>19</td>
<td>174</td>
</tr>
<tr>
<td>Department of Mathematics &amp; Information Sciences</td>
<td>3</td>
<td>75</td>
</tr>
<tr>
<td>Information Technology, BA</td>
<td>2</td>
<td>39</td>
</tr>
<tr>
<td>Pre-Information Technology</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Mathematics, BA</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>Department of Sociology &amp; Psychology</td>
<td>14</td>
<td>137</td>
</tr>
<tr>
<td>Sociology</td>
<td>14</td>
<td>137</td>
</tr>
<tr>
<td>Division of Urban &amp; Professional Studies</td>
<td>45</td>
<td>728</td>
</tr>
<tr>
<td>Department of Business</td>
<td>24</td>
<td>517</td>
</tr>
<tr>
<td>Accounting Control Systems, BS</td>
<td></td>
<td>23</td>
</tr>
<tr>
<td>Accounting, BBA</td>
<td></td>
<td>22</td>
</tr>
<tr>
<td>Pre-Accounting</td>
<td>2</td>
<td>32</td>
</tr>
<tr>
<td>Entrepreneurship, BBA</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Finance, BBA</td>
<td>1</td>
<td>18</td>
</tr>
<tr>
<td>General Business, BBA</td>
<td>21</td>
<td>49</td>
</tr>
<tr>
<td>Business Undetermined</td>
<td></td>
<td>293</td>
</tr>
<tr>
<td>Organizational Behavior &amp; Human Resources Mgmt., BBA</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Business Administration, MBA</td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>Logistics &amp; Supply Chain Management, BS</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Department of Urban &amp; Public Leadership</td>
<td>21</td>
<td>211</td>
</tr>
<tr>
<td>Criminal Justice, BS</td>
<td>21</td>
<td>207</td>
</tr>
<tr>
<td>Criminal Justice, MS</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>UNTD Second Degrees (Post-Baccalaureate)</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>UNT Academic Programs</td>
<td></td>
<td>369</td>
</tr>
<tr>
<td>Undecided</td>
<td>6</td>
<td>31</td>
</tr>
</tbody>
</table>

Sponsored by the U.S. Department of Education Title V Grant # P031S100113
Data collection is measured and analyzed by our Grant Project Coordinator and Researcher. The data results provide the Writing Center with student trends and quality assurance indicators. Other benefits include compliance with our current Title V Grant collaborative and future funding opportunities.
DATA COLLECTION METHODS: ENTRY SURVEY

When visiting the Writing Center, students are asked to complete a survey of 23 questions, which takes 1-4 minutes. Survey questions include academic classification, major, and whether students identify with an ESL/ELL status. Students are also asked about their assignment/work (Fig. 1), what they wish to focus on during the consultation, and which writing skills they wish to improve (Fig. 2) These questions help the tutor customize and guide each student consultation.

The figures below were developed from the most common survey responses given by students visiting the Writing Center during previous semesters.

Fig. 1

What are you working on today?

- Academic/Class Assignment
- Creative Writing
- Technical Writing (Science Reports, Law, Business, Etc)
- Professional Writing (Resumes, Cover Letters, Applications, Etc.)
- Other

Fig. 2

What do you feel you need the most help with today? Select all that apply:

- Content
- Sentence/Paragraph Structure and Phrasing
- Organization
- Grammar
- Citation (APA, MLA, etc.)
- Writing Process (Brainstorming, Revising, etc.)
Data collection methods: Exit survey

Tutoring Session Evaluations Fig. 3
At the end of each tutoring session at the Writing Center, students are asked to complete a four question exit survey. Question 2 is a tutor evaluation which assesses how students perceive tutor character and knowledge base. Students also indicate whether the tutor impacted/improved student knowledge base.

FIG. 3
Tutoring Session Evaluations Fig. 4

Question 3 is an evaluation of the actual tutoring session which measures student overall experience during the session and whether a student found enough value in the session to return to the Writing Center. Question 4 allows room for students to freely comment with specific praise or recommendations.
WRITING CENTER REPORT: FALL 2013

TITLE V GRANT: ROLE OF THE WRITING CENTER
TITLE V GRANT

Overview
The University of North Texas at Dallas (UNT Dallas) has been awarded a 5 year partnership grant in the amount of $875,000.00 from the U.S. Department of Education as part of a cooperative arrangement with Mountain View College. Funds are awarded annually in $175,000.00 increments to cover all expenses associated with the three key goals of the grant.

Grant Goals Include
GOAL 1: Establishing a Writing Center

GOAL 2: Developing and Implementing a Writing Across the Curriculum Program

GOAL 3: Contributing to and measuring student outcomes in transfer, persistence and graduation to track student success rates.

Professional Development
Dr. Christopher Dickman is spearheading and serving as chairman of the Writing Across the Curriculum Initiative on the UNT Dallas campus and will serve as a valuable liaison between faculty and the Title V Grant Writing Center team.

Writing Center Role
The Writing Center has two significant roles within the grant

• Improve the writing skills of students through the use of professional and peer tutors.

• Create a student centered support structure for Hispanic and other low-income students.

• Collaborate with faculty to develop a Writing Across the Curriculum program.

Writing Center Institutionalization
This project is under the direct supervision of the University of North Texas at Dallas Provost Becker. Dr. Lois Becker has initiated efforts to integrate the Writing Center into campus-wide efforts to improve the retention and graduation rates of all students. Dr. Gretchen H. Choe, CO-PI, and Dept. ID Holder, provides budgetary oversight and leadership to the Title V Grant Writing Center team. As part the effort to institutionalize the Writing Center, Katrina Coakley, Director of Advising and Tutoring is partnering with our Writing Center Coordinator to structure Writing Center services within the growing Academic Support team.
PROFESSIONAL TUTORS
Dr. Angela Drummond-Mathews
Dr. Deborah Scally

PEER TUTORS
TBA FALL 2014

WRITING CENTER COORDINATOR
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Paulina.romero@untdallas.edu
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Bldg. 1, 301NA

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Dr. Gretchen H. Choe, Grant CO-PI, Dept. ID Holder, Criminal Justice Faculty
Gretchen.choe@untdallas.edu

Katrina Coakley, Director of Advising and Tutoring
Katrina.coakley@untdallas.edu

ADMINISTRATORS/SUPPORT STAFF
Kitzia Moreno, Student Assistant III
Kitzia.moreno@untdallas.edu
972-338-1755

GRANT PROJECT COORDINATOR and RESEARCHER
Orlantha Coleman
Orlantha.coleman@untdallas.edu
972-338-1764
Bldg. 1, 301NB

WRITING ACROSS THE CURRICULUM PROGRAM CHAIR
Dr. Christopher Dickman
Christopher.dickman@untdallas.edu
Special thanks to Provost Dr. Lois Becker for establishing critical partnerships among deans, faculty and Writing Center staff. The Writing Center is gaining momentum and presence on the UNT Dallas campus because of the Office of the Provost’s endless support.

We would like to thank Dr. Gretchen H. Choe Title V Grant Dept. ID Holder, CO-PI and full-time Criminal Justice Instructor who stepped into the project during year three and has tirelessly devoted time while continuing to teach full time.

Appreciation goes to Katrina Coakley, Director of Tutoring and Advising for advocacy and functioning as a liaison between the Writing Center and other departments.

Thanks goes to Dean Balas for helping the Writing Center build meaningful partnerships with faculty and sharing the time in service of Dr. Christopher Dickman who is spearheading the Writing Across the Curriculum Initiative.

We would also like to acknowledge some of the outstanding accomplishments of our Tutors and WAC Task Force Members:

Dr. Angela Drummond-Mathews professional tutor and professor launched this years Writing Center Facebook page and continues to develop student centered programs for future writing center initiatives.

Dr. Deborah Scally was honored at the University of Texas at Dallas Doctoral Hooding Ceremony Wednesday, May 14, 2014 in the Alexander Clark Conference Center.

Pamela Harris and Dr. Deborah Scally conduct class presentations and workshops on Critical Thinking in the Arts and will present at this year’s 34th Critical Thinking Conference in Berkeley, CA.

Last and certainly not least, we would like to thank our grant Sponsor Moises Almendariz, Title V Grant Director at Mountain View Community College, and the many supportive UNT Dallas deans, faculty members, administrators, and staff for their vision and for the years they dedicated to helping establish the Writing Center at UNT Dallas. Thank you for helping with the development of the Writing Center; we value your commitment!