

2018–2019 ACADEMIC YEAR RESEARCH & WRITING CENTER REPORT



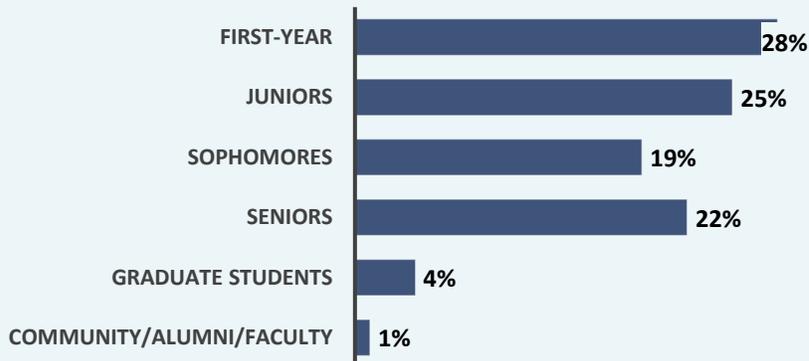
RWC Program Purpose

The BYU Research & Writing Center provides a supportive and resource-rich environment where trained consultants collaborate with students to increase awareness, abilities, and confidence in any part of the research and writing process.

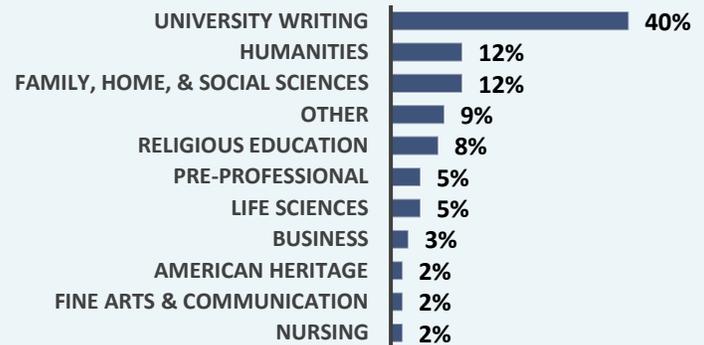
Research & Writing Center Usage

- **16,586** total consultations: **1,264** research and **15,317** writing (**255** online)
- **6,758** learners participated in writing or research consultations; **51%** visited multiple times
- **16%** of consultations were with learners who self-identified as ESL writers
- **802** courses were served, representing **11** colleges
- Referrals connected learners to **17** subject librarians, **6** help desks, or other RWC consultants

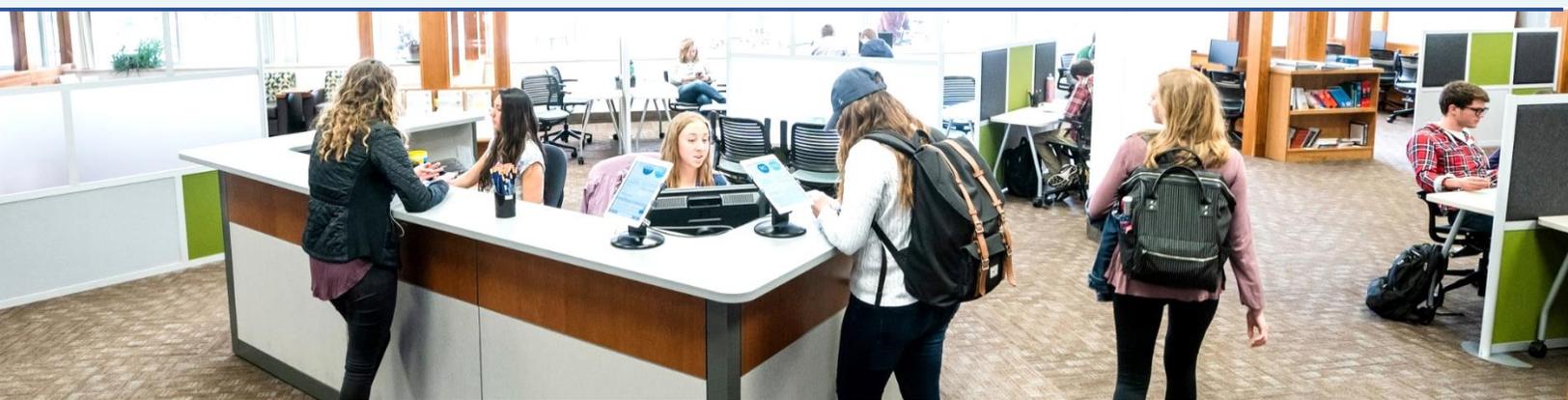
Usage by Class Standing*



Usage by College or Program*



* Data for University Writing and American Heritage were separated since these courses represent General Education, rather than college courses, and visits from these courses are often required or incentivized.



This report, intended for campus faculty, staff, and administrators, highlights usage statistics, resource development, and program accomplishments. We welcome your comments and feedback.

"BYU does not provide an education that solely prepares students for their first or final job opportunities. Instead, the university seeks to prepare its students for their eternal destiny as sons and daughters of Heavenly Parents—an education where joyful learning extends beyond the classroom to student-centered research, informal conversations and student employment."

—President Worthen, August 26, 2019

2018–2019 Accomplishments

- Transitioned into the new RWC location (3340 HBLL) and closed the JKB Writing Center
- Formalized and piloted an assessment cycle for the RWC and improved data collection
- Involved student staff in experiential learning and resource development including research and publication projects, academic conference presentations, handout development, video production, information literacy website content creation, and writing and research events.

2018–2019 Assessment Feedback

"The RWC experience taught me that learning can be mutually created, not just dispensed from one to another, and I really like this learning strategy. Because of it, the second half of my time at BYU was much less isolated (more study groups, more tutoring each other in my psych classes, getting feedback on my writing, etc.) and much more productive. In the end, I remember these learning relationships at least as much as the learning content."—exit-survey response, graduating consultant

"Even though the tutor did not know that I was coming, or the assignment that I would be working on, he asked all the right questions and found ways to help me that were specific to my assignment." — satisfaction and self-efficacy survey, RWC patron

"They were able to help me find the resources that I needed and they worked with me until I felt confident about what I was finding."—satisfaction and self-efficacy survey, RWC patron

While feedback from stakeholders was overwhelmingly positive, we identified areas for improvement, including needed revisions to citation and sentence-level language training and improvements for the intake process and session structure.

Initiatives for 2019–2020

- Extend assessment to include additional faculty stakeholders and an external review
- Revise training on citations and sentence-level language
- Continue collaborations with departments and programs across campus, particularly in the areas of referrals, assessment, training, and online offerings (as resources allow)



Research & Writing Center (3340 HBLL)—M & F: 9am-6pm, T-Th: 9am-9pm (*closed for devotionals*)

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