

BYU RESEARCH & WRITING CENTER ANNUAL REPORT



2019 | 2020

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

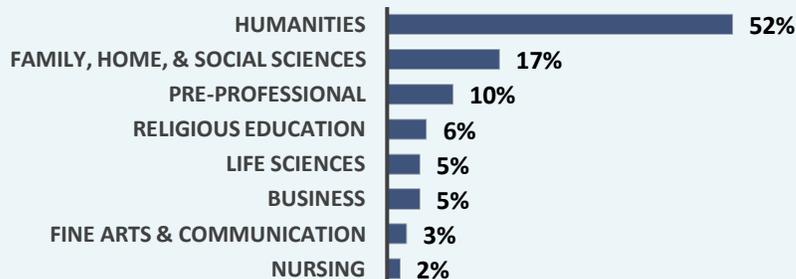
RWC Program Purpose

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.

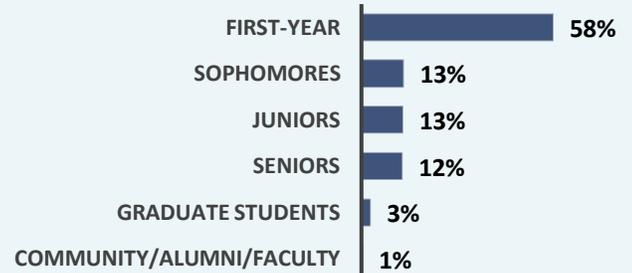
Research & Writing Center and Writing Center Usage and Trends

- **13,109** total consultations: **12,082** writing and **1,027** research
- **5,998** learners participated in a writing or research consultation, and **45.5%** visited multiple times.
- **13.3%** of consultations were with self-identified English language learners
- **835** courses were served, representing all **11 colleges**

Usage by College



Usage by Class Standing



“She was so nice and really invested in my work! She made sure I understood and saw insights into my paper that I hadn’t even seen!” –client exit survey response

“I learned how to help others even when I didn’t know all the answers. In other words, I learned how to collaborate with others effectively and learn together.” –writing consultant exit survey response



"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

2019–2020 Program Accomplishments

- Developed a program-wide platform for synchronous and asynchronous consultations in response to Covid-19 and the university's shift to online instruction during Winter 2020
- More than 40 consultants earned CRLA certification
- Invited external reviewers to assess program and reorganized administrative structure in accordance to assessment suggestions
- Designed and implemented a significant programmatic reorganization by merging with the Writing Fellows, a Writing-Across-the-Curriculum resource for embedding peer tutors within writing-intensive classes across campus. This merger also enabled the creation of a new position within the Research & Writing Center: the course-embedded consultant
- Facilitated experiential learning projects for tutor training, professional and programmatic development, and community outreach. Projects included creating training materials, writing letters to incarcerated members of the community, researching and sharing best practices in writing and tutoring, community building, and developing proprietary software

Initiatives for 2020–2021

- Continue collaborative assessment with library staff, including faculty and student focus groups
- Continue experiential learning projects for community outreach, training materials, training meetings, software implementation, and disciplinary research
- Facilitate a more robust Writing-Across-the-Curriculum program by 1) mentoring 25 course-embedded consultants as they work with students across campus, and 2) developing a co-teach system to enable professors of all disciplines to invite course-embedded consultants into their classroom for workshops, group work, or in-class discussions
- Hire a full-time writing center manager and an associate coordinator
- Improve synchronous and asynchronous training and platform
- Develop a more robust training for working with ELL students

"My reviewer was very helpful in telling me what was good, but also how to better follow the rubric. He also helped to better explain some sections that we a bit under-explained."
–client exit survey response

"The Youtube video was a great help. I got the written comments, but being able to have someone explain their comments through the video was incredibly helpful."
–client exit