

University Writing Committee Meeting In-House Minutes
Friday, November 1, 2019 at 1-2:15 pm
Du Bois Library Room 1321

Present: Ginny Chandler, chair; Jessica Barr, Marissa Carrere, Ed Cottrill, Andrea Dallas, Eliza Frechette, Haivan Hoang, Becky Miller, Evan Ross

1. Review of October minutes

DECISION: Approved

2. Progress on Writing Center Review

a. Summary of previous years' annual reports and the general usage

- See draft chart, titled "Summary of Writing Center annual reports from 2015-2019."
- The total number of tutorial sessions remains steady, which suggests that the Writing Center is well utilized. There is little to no room for growth here given space constraints.
- The total number of online tutorial sessions has increased significantly, from 192 online sessions in 2015-16 to 435 online sessions last year.
- Undeclared majors are tutored most frequently. There seems to be a good spread of usage among majors.
- First-year students and seniors seek tutorial sessions the Writing Center more frequently than sophomores and juniors.
- Questions:
 - Is there data on the number of unique in relation to repeat visitors to the Writing Center?
 - Is there a way to capture the number of students turned away?

b. Writing Center budget

- The UWC has not yet received data on the Writing Center budget.

c. Director's interview & Writing Center administrative structure

- Notes were shared from conversations with Anna Rita Napoleone, Director of the Writing Center; Rebecca Dingo, Director of the Writing Program; Donna LeCourt, Chair of the Department of English (also, Past Director of the Writing Center).
- These conversations raise the question of whether the job responsibilities are too big for one position or whether the responsibilities could be scaled down to one full-time position.
- One challenge is that there's turnover among the two graduate student Assistant Directors, who require significant training and supervision.

- d. Other: Questions were raised about the Writing Center’s space, especially size and sound levels. The Library and Writing Center are in conversation about how to minimize sound around the Writing Center—e.g., building separate sound recording rooms, possibly instituting a head-phones only policy during certain hours. Sarah Hutton can share floor plans at a future meeting.
 - e. What’s next?
 - Follow up with the Writing Center regarding the questions above, budget data, and peer Writing Centers.
 - Clarify how the UWC will examine (1) perceptions about the Writing Center and (2) perceptions about what subsets of students need.
 - For example, if we identify that there’s a need to more fully support multilingual students, we can ask the Director of the ESL Program how she and her colleagues understand the Writing Center’s role and what she sees as writing needs among the multilingual students they already serve. *Note: The Writing Program and ESL Program are currently collaborating to offer one-on-one tutorial sessions to multilingual students. See the ESL Program’s website for hours.*
 - We might ask the same questions of the Office of Disability Services. Also, Carolyn Bassett, Student Success. Others?
3. Appreciative inquiry. Now that we have begun to hear the issues and barriers to WC success what would we prefer? Using Appreciative Inquiry the UWC generated the following Topic Choice:
- Inclusive
 - Open & accessible
 - Exciting that student are showing up
 - There’s a hub of activity
 - Vigor & growth
 - Dynamic
 - Impactful
 - What are success stories?
 - What is sustained learning for grad and undergrad?

So for our AI, these are the positive topics our committee suggested. If we want exceptional customer service, a great work environment and to be a leader we may think about:

If we want...	Then we might study...	Who do we study to learn about success?
Customer service	Inclusivity Accessibility Impact on writing (Success stories) Sustained learning (success stories)	

Work environment

What's working since the WC is:
Thriving – a hub of activity, what's creating this excitement?
How is Vigor & Energy generated?
How is the WC dynamic but manageable
What makes the WC Exciting?

Leader

Being the best, what is the best out there?
Growth potential, new areas, out of the box thinking
Community service, what communities?