

# Communication Center Writing Consultants

Roxanne Cnudde and Nico Peck,

## Communication Studies

### Introduction

Writing Consultants tutor online and in-person through the COMM Center. They enroll in COMM 198, the Applied Activity requirement for the COMM Studies Major or Minor, and complete a total of fifty hours for the course during the semester. Students in the program are recruited from those who have successfully completed COMM 100W with a B+ or higher. Writing Consultants must complete the Communication Center NCA-certified training, 18 hours of tutoring, and a combined 22 hours of writing or publishing The Bolt Magazine. They gain work experience similar to that of a professional freelance writing consultant.

### Materials and methods

Provide meaningful writing support via peer tutors for SJSU students with a focus on those in COMM 100W; continue the writing development of students beyond COMM 100W as Writing Consultants in the Communication Center; change the SJSU writing culture through meaningful community-building work through publishing The Bolt Magazine.



### Results

We implemented WOnline, an appointment software, that allowed for better tracking of tutoring appointments and we published a new issue of The Bolt Magazine. We also published The Best of The Bolt, an anthology of student writing from past issues. More than thirty students, alumni, faculty, staff, and friends attended the launch event on May 7th. According to our WOnline report, 324 tutoring sessions occurred with our ten writing consultants. Of those sessions, approximately 163 students were served, with some making two or more appointments throughout the semester. A 95.8% of students felt that they made progress during the sessions and 97% felt satisfied with the tutoring session.

Student comments in the feedback are positive. One student wrote, "K. was great, she helped me reword a few of my sentences without changing what I wanted to say. She gave me great suggestions." Another commented, "A. is really helpful. He corrected every single paragraph on the essay paper and help me to improve my thoughts and grammar." The Bolt Magazine received more than 60 submissions, all from SJSU students. Because we published the anthology this semester, we contacted previously published authors. It was wonderful to learn what they are up to. Some are in graduate school, others are pursuing their dreams in various fields of employment, but all responded positively to being published in The Bolt. It was wonderful to reconnect with them and introduce them to the current writing consultant team.

All in all, an estimated 250 students were reached by this project.

### APPOINTMENTS

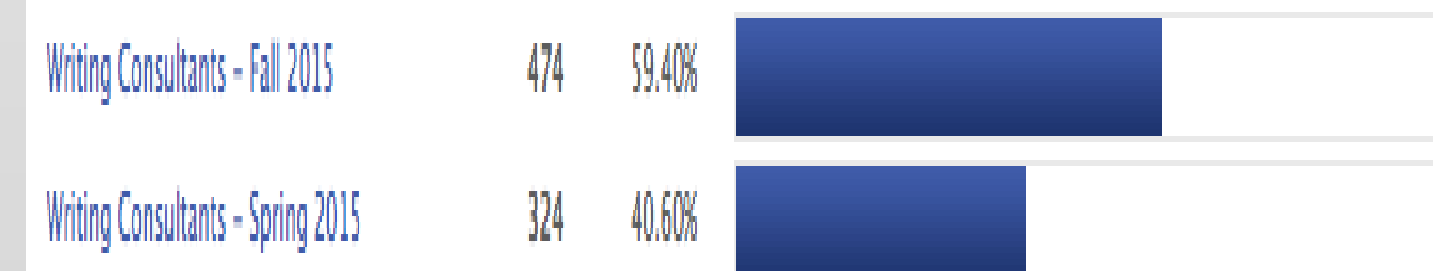
# 798

9 Walk-In Appointments  
67 eTutoring Appointments  
0 Online Appointments  
399 Occupied Hours

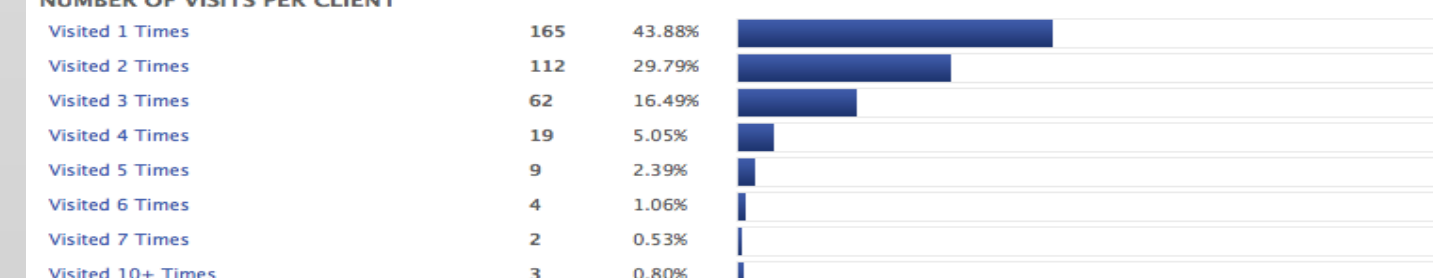
60 Missed Appointments\*  
1 Placeholder Appointment\*  
307 Canceled Appointments\*

\* - DOES NOT COUNT IN APPOINTMENT STATISTICS

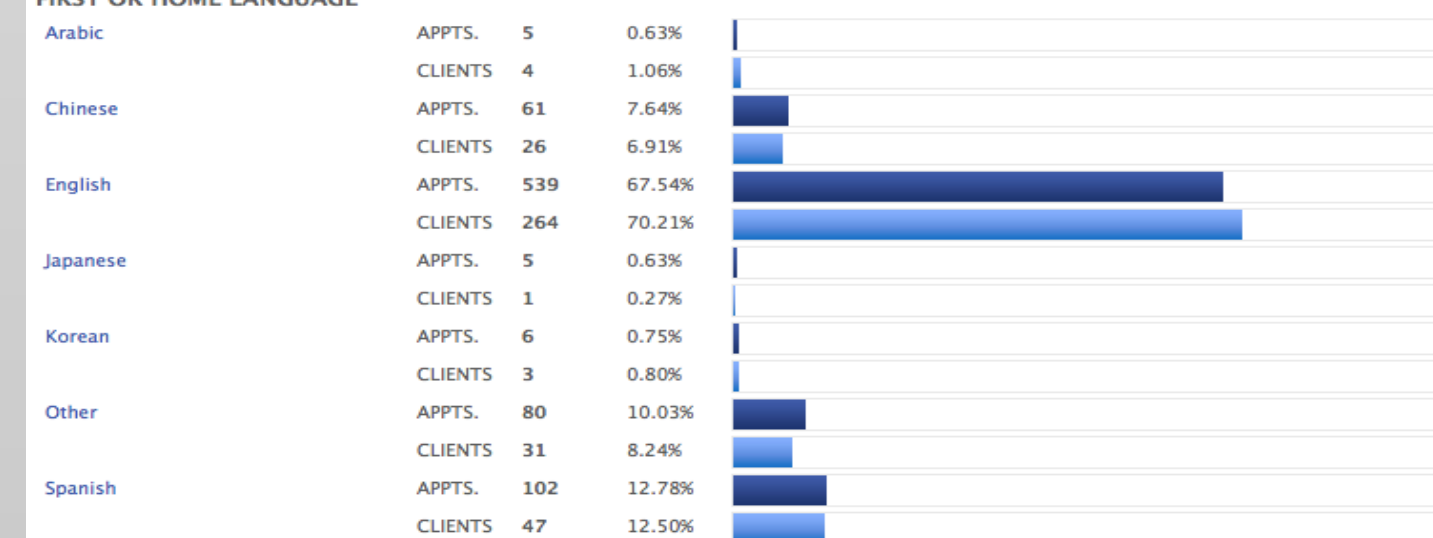
#### APPOINTMENTS BY SCHEDULE



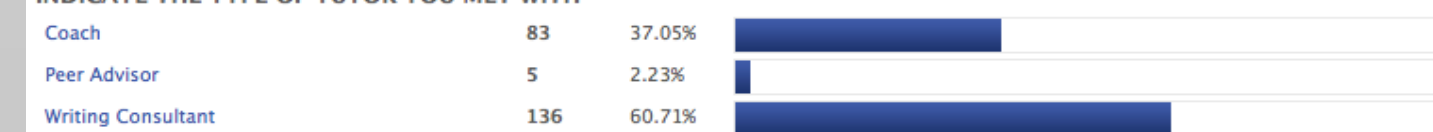
#### NUMBER OF VISITS PER CLIENT



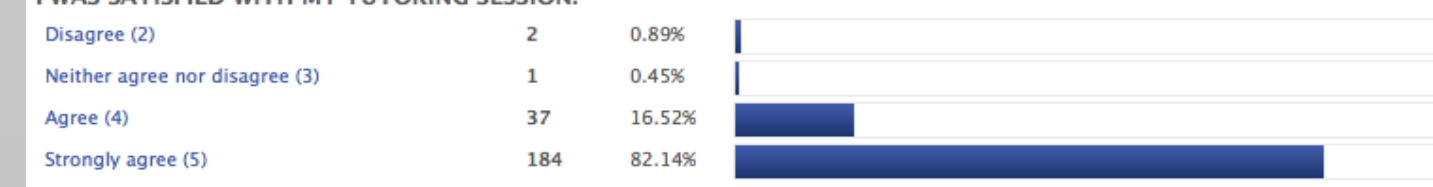
#### FIRST OR HOME LANGUAGE



#### INDICATE THE TYPE OF TUTOR YOU MET WITH

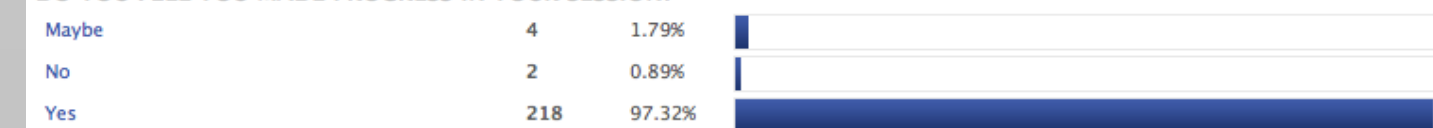


#### I WAS SATISFIED WITH MY TUTORING SESSION.

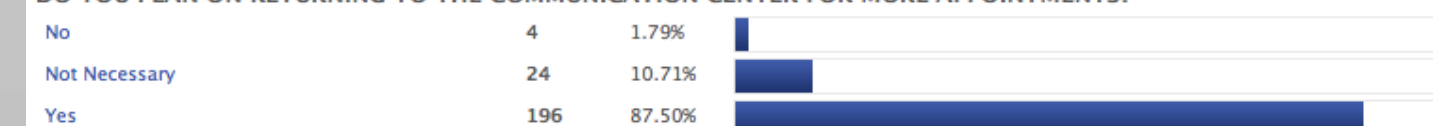


LIKERT AVERAGE: 4.80  
Only counts those that answered the question, ignoring 'not applicable.'

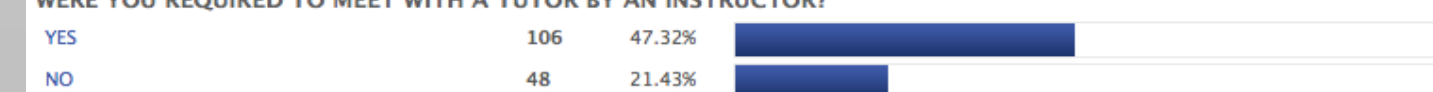
#### DO YOU FEEL YOU MADE PROGRESS IN YOUR SESSION?



#### DO YOU PLAN ON RETURNING TO THE COMMUNICATION CENTER FOR MORE APPOINTMENTS?



#### WERE YOU REQUIRED TO MEET WITH A TUTOR BY AN INSTRUCTOR?



This project was funded through the Asian American Native American Pacific Islander Serving Institutions (AANAPISI) Project at SJSU, which is funded through the U.S. Department of Education (P382B110017).

Poster created by Cynthia Harper.