

UB Center for Excellence in Writing 2025 Regular User Survey

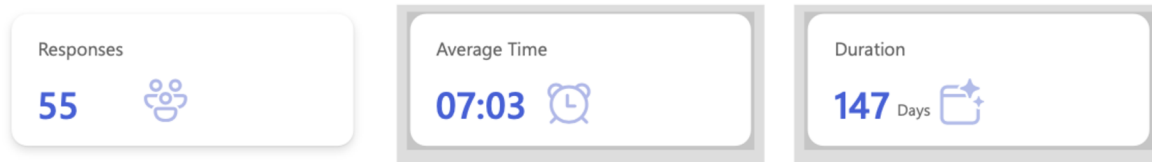
Methods/Purpose

In the Spring of 2025, the CEW conducted a targeted assessment of the usage patterns and experience of “regular users,” defined as students who had used the service 5 or more times in the academic year. Surveys were sent to qualified students. Of the 112 regular users identified, 53 students returned the survey. Both undergraduate (24) and graduate students (29) were represented in the survey.

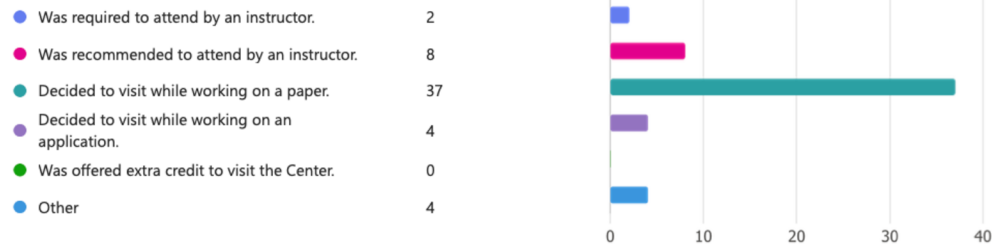
The purpose of the survey was to examine the usage patterns, experience and impact of students who choose to use CEW writing consultation services on a regular basis.

For **General Results**, please see pages 2-5. For **Selected User Comments**, please see pages 6-9.

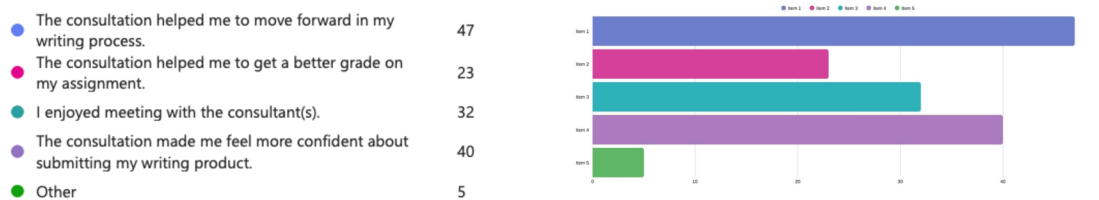
Results



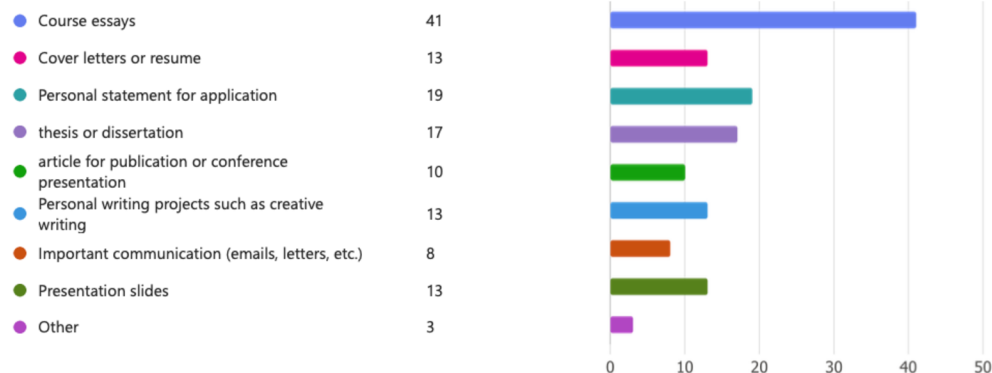
1. What first motivated you to come to the Writing Center? (select one)



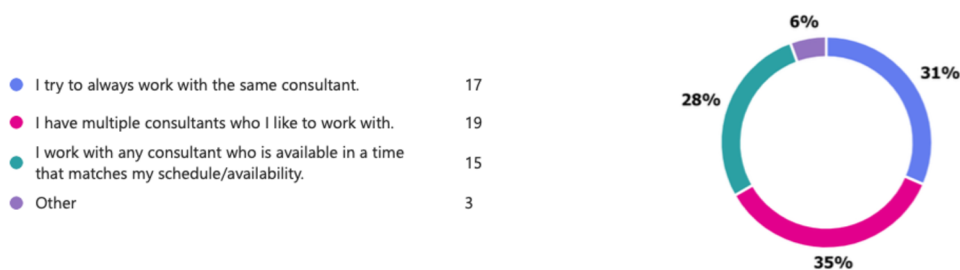
2. What factors influenced your decision to return to the Writing Center? (select all that apply)



3. What kinds of writing products have you worked on with the Writing Center? (select all that apply)



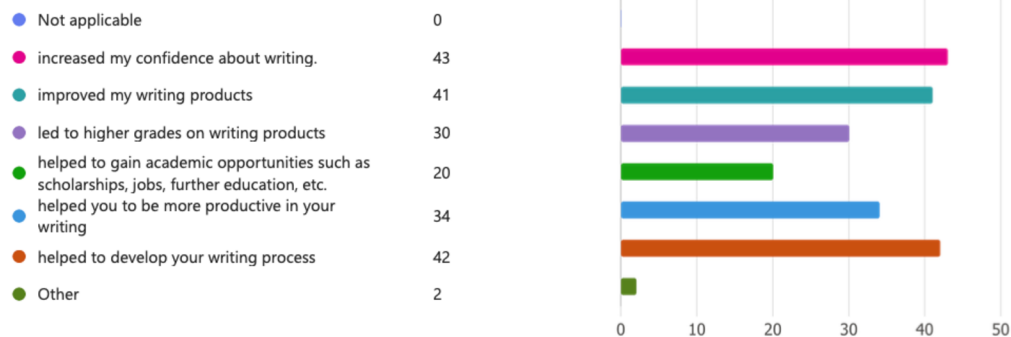
4. What statement best describes how you choose your writing consultant? (choose one)



5. Do you feel as if visits to the Writing Center have affected your level of academic success? (choose one)



6. If you answered "yes," that visits to the Writing Center have affected your level of academic success, please indicate *how*. (select all that apply)

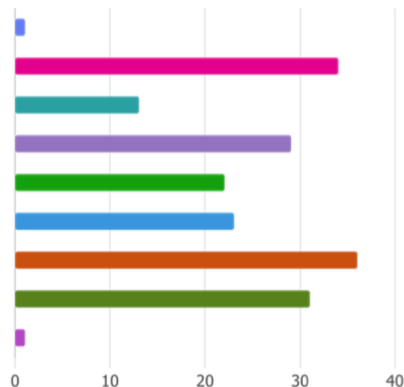


7. Has your use of Writing Center services affected your experience at UB? (select one)



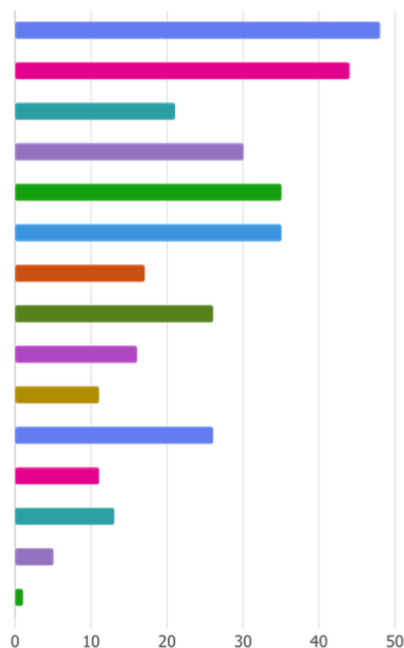
8. If you answered yes, that the use of Writing Center services has affected your experience at UB, please indicate how: (choose as many as apply)

not applicable	1
has provided general connection and support.	34
has been a place where I've found friendship and community.	13
feels like a safe space on campus	29
has helped me to adjust to UB academic culture	22
has helped to shape my future goals and ambitions.	23
has helped to keep me on track toward completion of my degree.	36
has given me confidence about myself as a scholar and future member of a profession	31
Other	1



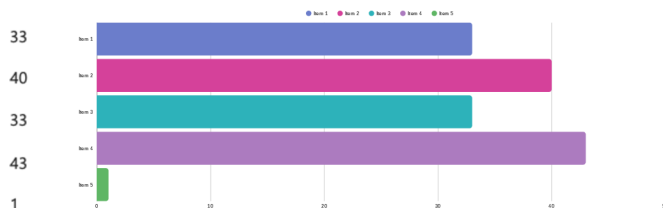
9. What kinds of activities/experiences have you found valuable when visiting the Writing Center? (select all that apply)

Getting feedback for revision.	48
Getting help with editing and proofreading my work.	44
Getting help interpreting the assignment sheet or clarifying my professor's expectations.	21
Seeing how a reader is interpreting or experiencing my writing.	30
Engaging in conversation with my consultant to clarify or develop my ideas.	35
Getting help with planning out my writing process.	35
Setting accountability goals and checking in about progress.	17
Working on writing tasks with my consultant on hand for feedback or support.	26
Getting help in formulating a topic.	16
Getting help with finding research.	11
Getting help with applying style formats (ex. APA, MLA or Chicago)	26
Getting help with reading related tasks - ex. comprehending difficult texts, summarizing,...	11
Getting help with writing an unfamiliar genre.	13
Practicing a presentation	5
Other	1

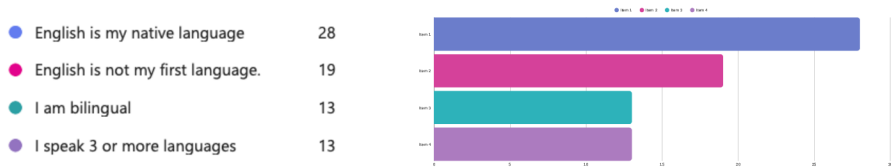


10. How would you describe the students who use UB's Writing Center? (select all that apply)

Students who need extra help with writing.	33
Students who are particularly ambitious and hard-working, willing to put more work into their writing...	40
Students who enjoy/benefit from social interaction in their writing process. ("Talking it out")	33
Students who are motivated to become more effective written communicators.	43
Other	1



11. How would you describe your language status? (select all that apply)



12. Do you have anything to add about why you are a "regular" visitor at the Writing Center and what the Center has meant to you as a student and writer? Please share your thoughts

39

Responses

Latest Responses

"My regular visits to the Writing Center—both in person and on Zoom—have been... "

"I just want to be there for a better grade on my writing class and refine my application... "

...



13. Do you have any suggestions for how the Writing Center can better support UB writers? Please share your thoughts.

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Responses

Latest Responses

"One suggestion I have is to review the current restriction of only three sessions per... "

"no"

...



Selected User Comments

Question 12: ‘Do you have anything to add about why you are a "regular" visitor at the Writing Center and what the Center has meant to you as a student and writer? Please share your thoughts.’

‘I’m a "regular" visitor at the Writing Center because its consultants allow me to outline assignments, flesh out ideas and improve the quality of my writing. As a student, the Center has allowed me to improve my assignments before turning them in for a grade. I have taken papers that originally deserved a C, and turned them into a B or an A after receiving feedback from the CEW. As a writer, the Center has allowed me to feel more confident about my writing and the process behind it.’

“I’ve been very grateful for the CEW (and especially Spencer)!!! Sometimes I feel like I come in without having much writing done, but I always leave feeling better about what I did produce (regardless of how much I came in with) and I always leave with a clear plan for moving forward.”

“The writing center was vital in me for revising my literature review to a passable assignment as it was required for my project class. I got a better understanding on how to write scholarly works in particular and how to keep a sharp eye out for grammatical errors.”

“Overall, I am pleased with the writing center. They have extended a helping hand and shown me how to correct the flaws in my writing to better enhance clarity for a reader.”

“Having another set of eyes on my work is invaluable. The best consultants help me with the writing process, sentence structure, and the overall shaping of my paper. I also appreciate the deadline toward completion that the appointments give me.”

“I enjoy the conversations and how the consultants are very knowledgeable and provide amazing feedback.”

“First, I found my "favorite" writing consultants who were consistently supportive, kind, and constructive in giving feedback. Second, I was deeply impressed by the way the Associate Director of the Writing Center, Odeth, helped me schedule regular meetings and thoughtfully set up my hours during the winter break to accommodate my needs. Third, getting my coursework papers checked, edited, and proofread by the consultants tremendously helped me learn how to critically read my own work, pay attention to key details, and refine the nuances of academic writing.”

“I enjoy speaking with the writers at the center (Spencer & Florencia). Additionally I always feel more confident after receiving their help.”

“I needed support with my writing at the Graduate level. I made a bunch of appointments and found consultants who really help me understand how to improve my writing. I have made a schedule for all my classes to attend the writing center. It 100% contributes to my academic success.”

“I really value having the support of the writing center at UB. I can't say enough about how much I appreciate working with Odette. We have worked together for almost a year now and she has provided incredible feedback on my dissertation writing. My advisor is very hands off, and Odette has gone above and beyond to provide consultation and support during the whole process of my dissertation. This has completely made a difference in my experience at UB and I am very grateful to work with her.”

“I can receive help from the Writing Center that my advisor or professor may not be able to provide. The consultants are kind and supportive—they teach and encourage me to improve my writing assignments. I also gain different insights from different consultants, including feedback on logic, structure, format, phrasing, and expression. It's always beneficial to invite others to review your work and offer feedback.”

“I am a regular visitor to the writing center because I believe it has enhanced my writing skills. Also, it has given me a safe space to read my writing slowly and understand where I should be making the edits. Furthermore, the center has meant to me as a writer to be a supportive and significant contribution to my student career. As I have learned a lot from the writing center tutors from working on my writing to having discussions on how to outline and start my papers.”

“It has helped to improve my writing and confidence especially as someone who English is a second language.”

“My regular visits to the Writing Center—both in person and on Zoom—have been incredibly helpful in supporting my academic work and growth as a writer. Whether I needed help brainstorming, organizing ideas, or refining my final drafts, the tutors always provided thoughtful feedback and encouragement. These sessions have helped me build confidence in my writing, improve my clarity, and better understand how to communicate my ideas effectively. As a student, the Writing Center has been a valuable resource where I feel supported, heard, and empowered to grow. It's more than just a place to fix grammar—it's a space that has contributed meaningfully to my learning and development.”

“UB made it comfortable for everyone to use the writing center not being judged because this university is big so more students come and get help makes me feel not shame for asking for help.”

“As a regular visitor to the Writing Center, I've found it to be an essential part of my academic journey. The Center has provided a supportive space where I can think critically about my writing, receive constructive feedback, and grow in confidence as a communicator. Visiting regularly has helped me move beyond just fixing grammar to truly understanding how to develop arguments, organize my ideas, and refine my voice. It has become more than a resource—it's a place where I feel encouraged, challenged, and respected as a developing writer.”

Question 13: “Do you have any suggestions for how the Writing Center can better support UB writers? Please share your thoughts.”

“Probably you could create lab which teaches writing based on different topics, how we have ocl lab similar to that if we have writing lab it would be help for the international students to learn about writing basics and techniques.”

“One suggestion would be to have more hours available for students on weekdays.”

“One area of improvement: offering more flexibility with Zoom meetings, as working in an open space where multiple meetings happen simultaneously—sometimes with loud conversations—can make it difficult.”

“I wish the writing center advocated for itself a bit more. I was lucky enough to discover the center as an undergrad when my instructor recommended it to the students. However, many students go their entire undergrad & graduate years, never hearing about it.”

“More flexibility for zoom/in person availability would be great. I am a commuter student and am not often on campus, but zoom appointments fill up fast.”

“Potentially more zoom hours.. .due to my school schedule I only have one time that works each day.”

“I wish there were more professional writers—especially those with publishing experience—available to support students. I would even be open to using paid services for help with revising and polishing writing intended for publication.”

“If you guys would allow ppl to sit in and do their work even without an appointment. The atmosphere helps the process too.”

“The writing center can better support UB writers by having more zoom consult availability and a accessible website with self help writing references and tools.”

“I really liked the environment—everyone was welcoming and passionate about teaching and helping students. One recommendation I would make is to create a dedicated space for public speaking practice. I know the center offers a Friday communications lab, but I would also encourage the addition of a public speaking club or more regular speaking workshops. This would help students who are not comfortable speaking in front of others to gradually build their confidence and improve their everyday speaking skills. It would also benefit both international students and native English speakers by helping them strengthen their communication abilities. As we all know, most classes are structured for professors to do most of the talking, while students typically engage only about 20% of the time—either through occasional discussions or one-time presentations.”

“One suggestion I have is to review the current restriction of only three sessions per week, especially for graduate students. Our writing demands are often intensive and ongoing, and sometimes three sessions aren’t enough to fully work through larger projects like theses, research papers, or proposals. Additionally, it would be helpful if there were more flexibility with appointment formats. Sometimes, life happens—an in-person appointment might need to be canceled due to unexpected conflicts. In those cases, having more Zoom options or the ability to easily switch to a virtual appointment would be incredibly helpful. Greater flexibility and access would make the Writing Center even more supportive and accessible to UB writers.”