

# System Statistics Report

## AUGUST 15, 2019 TO MAY 15, 2020

### APPOINTMENTS

# 886

**1** Walk-In Appointment  
**0** eTutoring Appointments  
**149** Online Appointments  
**610.5** Occupied Hours  
**35** Missed Appointments  
**0** Placeholder Appointments  
**148** Canceled Appointments

### CLIENTS

# 342

**932** New Client Registrations  
**24** Client Profiles Updated

### CLIENT REPORTS

# 492

**4** Off-Schedule Reports








### SURVEYS

# 60


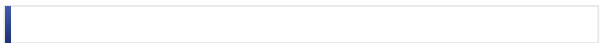



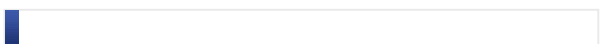
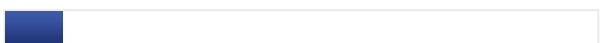


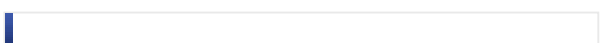
[JUMP TO: GLOBAL](#) | [TIME & DATE](#) | [REGISTRATION](#) | [APPOINTMENT](#) | [CLIENT REPORT](#) | [SURVEY](#)

## GLOBAL STATISTICS

### APPOINTMENTS BY SCHEDULE

|                                 |            |        |  |
|---------------------------------|------------|--------|--|
| Library Fall 2019               | <b>29</b>  | 3.27%  |    |
| Library Spring 2020             | <b>5</b>   | 0.56%  |  |
| MB 108 Fall 2019                | <b>376</b> | 42.44% |  |
| MB 108 Spring 2020              | <b>81</b>  | 9.14%  |  |
| OWL Spring 2020                 | <b>150</b> | 16.93% |  |
| Reserve Writing Lab 19-20       | <b>176</b> | 19.86% |  |
| Reserve Writing Lab Spring 2020 | <b>69</b>  | 7.79%  |  |

### APPOINTMENTS BY STAFF OR RESOURCE

|   |           |       |  |
|---|-----------|-------|--|
| Abigail M Parker<br>Library Fall 2019   | <b>2</b>  | 0.23% |  |
| Abigail M Parker<br>MB 108 Spring 2020  | <b>8</b>  | 0.9%  |  |
| Abigail M Parker<br>MB 108 Fall 2019    | <b>46</b> | 5.19% |  |
| Abigail M Parker<br>OWL Spring 2020     | <b>20</b> | 2.26% |  |
| Abigail M Parker<br>Library Spring 2020 | <b>1</b>  | 0.11% |  |
| Alyson Sylvari<br>OWL Spring 2020       | <b>20</b> | 2.26% |  |
| Alyson Sylvari<br>MB 108 Fall 2019      | <b>86</b> | 9.71% |  |
| Alyson Sylvari<br>Library Fall 2019     | <b>4</b>  | 0.45% |  |
| Alyson Sylvari<br>MB 108 Spring 2020    | <b>10</b> | 1.13% |  |
| Celeste Fishback<br>MB 108 Spring 2020  | <b>10</b> | 1.13% |  |

|  |            |        |  |
|--|------------|--------|--|
| Celeste Fishback<br>OWL Spring 2020                      | <b>40</b>  | 4.51%  |  |
| Celeste Fishback<br>Library Spring 2020                  | <b>3</b>   | 0.34%  |  |
| John McManus<br>MB 108 Spring 2020                       | <b>17</b>  | 1.92%  |  |
| John McManus<br>Library Fall 2019                        | <b>1</b>   | 0.11%  |  |
| John McManus<br>MB 108 Fall 2019                         | <b>99</b>  | 11.17% |  |
| John McManus<br>OWL Spring 2020                          | <b>20</b>  | 2.26%  |  |
| Kayla Blackburn<br>Library Fall 2019                     | <b>12</b>  | 1.35%  |  |
| Kayla Blackburn<br>MB 108 Spring 2020                    | <b>14</b>  | 1.58%  |  |
| Kayla Blackburn<br>MB 108 Fall 2019                      | <b>18</b>  | 2.03%  |  |
| Kayla Blackburn<br>OWL Spring 2020                       | <b>20</b>  | 2.26%  |  |
| Kayla Edwards<br>OWL Spring 2020                         | <b>18</b>  | 2.03%  |  |
| Kayla Edwards<br>MB 108 Fall 2019                        | <b>71</b>  | 8.01%  |  |
| Kayla Edwards<br>MB 108 Spring 2020                      | <b>14</b>  | 1.58%  |  |
| Kenley Turner<br>MB 108 Spring 2020                      | <b>2</b>   | 0.23%  |  |
| Kenley Turner<br>OWL Spring 2020                         | <b>6</b>   | 0.68%  |  |
| Professor Reservation<br>Reserve Writing Lab 19-20       | <b>176</b> | 19.86% |  |
| Professor Reservation<br>Reserve Writing Lab Spring 2020 | <b>69</b>  | 7.79%  |  |
| William Strong<br>Library Fall 2019                      | <b>10</b>  | 1.13%  |  |
| William Strong<br>OWL Spring 2020                        | <b>6</b>   | 0.68%  |  |
| William Strong<br>MB 108 Fall 2019                       | <b>56</b>  | 6.32%  |  |
| William Strong<br>Library Spring 2020                    | <b>1</b>   | 0.11%  |  |
| William Strong<br>MB 108 Spring 2020                     | <b>6</b>   | 0.68%  |  |

### NUMBER OF VISITS PER CLIENT

|                   |            |        |  |
|-------------------|------------|--------|--|
| Visited 1 Time    | <b>200</b> | 58.48% |  |
| Visited 2 Times   | <b>64</b>  | 18.71% |  |
| Visited 3 Times   | <b>32</b>  | 9.36%  |  |
| Visited 4 Times   | <b>19</b>  | 5.56%  |  |
| Visited 5 Times   | <b>8</b>   | 2.34%  |  |
| Visited 6 Times   | <b>9</b>   | 2.63%  |  |
| Visited 9 Times   | <b>1</b>   | 0.29%  |  |
| Visited 10+ Times | <b>9</b>   | 2.63%  |  |

## TIME & DATE STATISTICS

### APPOINTMENTS BY DAY OF THE WEEK

|           |            |        |  |
|-----------|------------|--------|--|
| Monday    | <b>194</b> | 21.9%  |  |
| Tuesday   | <b>177</b> | 19.98% |  |
| Wednesday | <b>185</b> | 20.88% |  |
| Thursday  | <b>188</b> | 21.22% |  |
| Friday    | <b>142</b> | 16.03% |  |

### APPOINTMENTS BY MONTH

|           |            |        |  |
|-----------|------------|--------|--|
| January   | <b>15</b>  | 1.69%  |  |
| February  | <b>81</b>  | 9.14%  |  |
| March     | <b>78</b>  | 8.8%   |  |
| April     | <b>131</b> | 14.79% |  |
| September | <b>144</b> | 16.25% |  |
| October   | <b>205</b> | 23.14% |  |
| November  | <b>189</b> | 21.33% |  |
| December  | <b>43</b>  | 4.85%  |  |


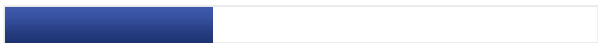


### APPOINTMENTS BY YEAR

|      |            |        |  |
|------|------------|--------|--|
| 2019 | <b>581</b> | 65.58% |  |
| 2020 | <b>305</b> | 34.42% |  |

### APPOINTMENTS BY STARTING TIME

|         |            |        |  |
|---------|------------|--------|--|
| 8:00am  | <b>55</b>  | 6.21%  |  |
| 8:30am  | <b>11</b>  | 1.24%  |  |
| 9:00am  | <b>75</b>  | 8.47%  |  |
| 9:30am  | <b>23</b>  | 2.6%   |  |
| 10:00am | <b>68</b>  | 7.67%  |  |
| 10:30am | <b>28</b>  | 3.16%  |  |
| 11:00am | <b>87</b>  | 9.82%  |  |
| 11:30am | <b>16</b>  | 1.81%  |  |
| 12:00pm | <b>73</b>  | 8.24%  |  |
| 12:30pm | <b>33</b>  | 3.72%  |  |
| 1:00pm  | <b>109</b> | 12.3%  |  |
| 1:30pm  | <b>39</b>  | 4.4%   |  |
| 2:00pm  | <b>91</b>  | 10.27% |  |
| 2:30pm  | <b>28</b>  | 3.16%  |  |
| 3:00pm  | <b>57</b>  | 6.43%  |  |
| 3:30pm  | <b>25</b>  | 2.82%  |  |
| 6:00pm  | <b>26</b>  | 2.93%  |  |
| 6:30pm  | <b>13</b>  | 1.47%  |  |
| 7:00pm  | <b>17</b>  | 1.92%  |  |
| 7:30pm  | <b>12</b>  | 1.35%  |  |





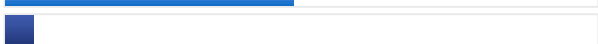









**APPOINTMENTS BY SCHEDULED LENGTH**

|             |            |        |  |
|-------------|------------|--------|--|
| 30 minutes  | <b>569</b> | 64.22% |  |
| 60 minutes  | <b>309</b> | 34.88% |  |
| 120 minutes | <b>7</b>   | 0.79%  |  |
| 180 minutes | <b>1</b>   | 0.11%  |  |

















**REGISTRATION FORM STATISTICS**

Statistics based on **886 appointments** and **342 clients who had appointments** within the specified parameters of this report.

**STANDING**

|                  |         |            |        |  |
|------------------|---------|------------|--------|--|
| Faculty          | APPTS.  | <b>123</b> | 13.88% |    |
|                  | CLIENTS | <b>3</b>   | 0.88%  |    |
| Freshman         | APPTS.  | <b>342</b> | 38.6%  |    |
|                  | CLIENTS | <b>167</b> | 48.83% |    |
| Graduate Student | APPTS.  | <b>41</b>  | 4.63%  |    |
|                  | CLIENTS | <b>4</b>   | 1.17%  |    |
| Junior           | APPTS.  | <b>83</b>  | 9.37%  |    |
|                  | CLIENTS | <b>42</b>  | 12.28% |    |
| Senior           | APPTS.  | <b>123</b> | 13.88% |   |
|                  | CLIENTS | <b>83</b>  | 24.27% |  |
| Sophomore        | APPTS.  | <b>79</b>  | 8.92%  |  |
|                  | CLIENTS | <b>36</b>  | 10.53% |  |
| Staff            | APPTS.  | <b>60</b>  | 6.77%  |  |
|                  | CLIENTS | <b>4</b>   | 1.17%  |  |

**GRADUATION YEAR**

|      |         |            |        |  |
|------|---------|------------|--------|--|
| 2017 | APPTS.  | <b>2</b>   | 0.23%  |  |
|      | CLIENTS | <b>1</b>   | 0.29%  |  |
| 2018 | APPTS.  | <b>2</b>   | 0.23%  |  |
|      | CLIENTS | <b>1</b>   | 0.29%  |  |
| 2019 | APPTS.  | <b>40</b>  | 4.51%  |  |
|      | CLIENTS | <b>14</b>  | 4.09%  |  |
| 2020 | APPTS.  | <b>152</b> | 17.16% |  |
|      | CLIENTS | <b>107</b> | 31.29% |  |
| 2021 | APPTS.  | <b>87</b>  | 9.82%  |  |
|      | CLIENTS | <b>31</b>  | 9.06%  |  |
| 2022 | APPTS.  | <b>74</b>  | 8.35%  |  |
|      | CLIENTS | <b>30</b>  | 8.77%  |  |
| 2023 | APPTS.  | <b>222</b> | 25.06% |  |
|      | CLIENTS | <b>110</b> | 32.16% |  |
| 2024 | APPTS.  | <b>10</b>  | 1.13%  |  |
|      | CLIENTS | <b>4</b>   | 1.17%  |  |

|     |         |            |       |  |
|-----|---------|------------|-------|--|
| N/A | APPTS.  | <b>218</b> | 24.6% |  |
|     | CLIENTS | <b>23</b>  | 6.73% |  |

**GENDER**

|        |         |            |        |  |
|--------|---------|------------|--------|--|
| Female | APPTS.  | <b>385</b> | 43.45% |  |
|        | CLIENTS | <b>186</b> | 54.39% |  |
| Male   | APPTS.  | <b>332</b> | 37.47% |  |
|        | CLIENTS | <b>112</b> | 32.75% |  |

**ARE YOU A NON-TRADITIONAL STUDENT?**

|     |         |            |        |  |
|-----|---------|------------|--------|--|
| No  | APPTS.  | <b>539</b> | 60.84% |  |
|     | CLIENTS | <b>210</b> | 61.4%  |  |
| Yes | APPTS.  | <b>98</b>  | 11.06% |  |
|     | CLIENTS | <b>46</b>  | 13.45% |  |

**ARE YOU A VETERAN OF THE US ARMED FORCES?**

|     |         |            |        |  |
|-----|---------|------------|--------|--|
| No  | APPTS.  | <b>647</b> | 73.02% |  |
|     | CLIENTS | <b>258</b> | 75.44% |  |
| Yes | APPTS.  | <b>13</b>  | 1.47%  |  |
|     | CLIENTS | <b>8</b>   | 2.34%  |  |

**FILL-IN QUESTIONS**[VIEW ANSWERS: Confirm Email](#)[VIEW ANSWERS: Major](#)[VIEW ANSWERS: Native Language](#)[VIEW ANSWERS: Country of Origin](#)**APPOINTMENT FORM STATISTICS**

Statistics based on **886 appointments** within the specified parameters of this report.

**ASSIGNMENT FORMAT**

|         |            |        |  |
|---------|------------|--------|--|
| APA     | <b>77</b>  | 8.69%  |  |
| ASA     | <b>57</b>  | 6.43%  |  |
| Chicago | <b>40</b>  | 4.51%  |  |
| MLA     | <b>393</b> | 44.36% |  |
| N/A     | <b>121</b> | 13.66% |  |

**WHERE ARE YOU IN THE WRITING PROCESS?**

|               |            |        |  |
|---------------|------------|--------|--|
| brainstorming | <b>86</b>  | 9.71%  |  |
| drafting      | <b>146</b> | 16.48% |  |
| editing       | <b>155</b> | 17.49% |  |
| final         | <b>164</b> | 18.51% |  |
| revising      | <b>138</b> | 15.58% |  |

## I WILL BRING THE ASSIGNMENT SHEET TO HELP THE TUTOR UNDERSTAND MY PROFESSOR'S EXPECTATIONS.

|                |            |        |  |
|----------------|------------|--------|--|
| Not Applicable | <b>204</b> | 23.02% |  |
| Yes            | <b>482</b> | 54.4%  |  |

## I WOULD LIKE THE CLIENT REPORT FORM TO BE SENT TO MY COURSE INSTRUCTOR. (IF YES, PLEASE ENTER COURSE INSTRUCTOR'S EMAIL ABOVE.)

|     |            |        |  |
|-----|------------|--------|--|
| Yes | <b>525</b> | 59.26% |  |
| No  | <b>164</b> | 18.51% |  |

## APPOINTMENTS BY FOCUS

No data is available within the parameters set for this report.

## FILL-IN QUESTIONS

[VIEW ANSWERS: Course Instructor](#)

[VIEW ANSWERS: Course Instructor's Email](#)

[VIEW ANSWERS: Course Title\(or Number\)](#)

[VIEW ANSWERS: Assignment Title](#)

[VIEW ANSWERS: What are your expectations for this tutoring session? \(e.g. Grammar and organization\)](#)

[VIEW ANSWERS: What kind of assignment is this? \(e.g. essay, annotated bibliography, resume\)](#)

## CLIENT REPORT STATISTICS

Statistics based on **488 client report forms** (W/APPTS.) and **4 off-schedule client report forms** (OFF-SCH) within the specified parameters of this report.

### DID STUDENT BRING A SYLLABUS AND/OR ASSIGNMENT SHEET?

|                  |          |            |        |  |
|------------------|----------|------------|--------|--|
| Syllabus         | W/APPTS. | <b>6</b>   | 1.23%  |  |
| Assignment Sheet | W/APPTS. | <b>344</b> | 70.49% |  |
| Assignment Sheet | OFF-SCH. | <b>2</b>   | 50%    |  |
| Not Applicable   | W/APPTS. | <b>146</b> | 29.92% |  |
| Not Applicable   | OFF-SCH. | <b>2</b>   | 50%    |  |

### ACTUAL LENGTH OF SESSION

|            |          |            |        |  |
|------------|----------|------------|--------|--|
| 5 minutes  | W/APPTS. | <b>3</b>   | 0.61%  |  |
| 10 minutes | W/APPTS. | <b>14</b>  | 2.87%  |  |
| 10 minutes | OFF-SCH. | <b>1</b>   | 25%    |  |
| 15 minutes | W/APPTS. | <b>41</b>  | 8.4%   |  |
| 20 minutes | W/APPTS. | <b>25</b>  | 5.12%  |  |
| 25 minutes | W/APPTS. | <b>5</b>   | 1.02%  |  |
| 30 minutes | W/APPTS. | <b>352</b> | 72.13% |  |
| 30 minutes | OFF-SCH. | <b>1</b>   | 25%    |  |
| 35 minutes | W/APPTS. | <b>1</b>   | 0.2%   |  |
| 40 minutes | W/APPTS. | <b>2</b>   | 0.41%  |  |
| 40 minutes | OFF-SCH. | <b>1</b>   | 25%    |  |

|            |          |           |       |  |
|------------|----------|-----------|-------|--|
| 45 minutes | W/APPTS. | <b>1</b>  | 0.2%  |  |
| 50 minutes | W/APPTS. | <b>3</b>  | 0.61% |  |
| 60 minutes | W/APPTS. | <b>40</b> | 8.2%  |  |
| 60 minutes | OFF-SCH. | <b>1</b>  | 25%   |  |
| 65 minutes | W/APPTS. | <b>1</b>  | 0.2%  |  |

## STAFF OR RESOURCE

|  |          |           |        |  |
|--|----------|-----------|--------|--|
| Abigail M Parker (Library Fall 2019)   | W/APPTS. | <b>2</b>  | 0.41%  |  |
| Abigail M Parker (Library Fall 2019)   | OFF-SCH. | <b>1</b>  | 25%    |  |
| Abigail M Parker (Library Spring 2020) | W/APPTS. | <b>1</b>  | 0.2%   |  |
| Abigail M Parker (MB 108 Fall 2019)    | W/APPTS. | <b>40</b> | 8.2%   |  |
| Abigail M Parker (MB 108 Spring 2020)  | W/APPTS. | <b>6</b>  | 1.23%  |  |
| Abigail M Parker (OWL Spring 2020)     | W/APPTS. | <b>16</b> | 3.28%  |  |
| Alyson Sylvari (Library Fall 2019)     | W/APPTS. | <b>1</b>  | 0.2%   |  |
| Alyson Sylvari (MB 108 Fall 2019)      | W/APPTS. | <b>67</b> | 13.73% |  |
| Alyson Sylvari (MB 108 Spring 2020)    | W/APPTS. | <b>7</b>  | 1.43%  |  |
| Alyson Sylvari (OWL Spring 2020)       | W/APPTS. | <b>13</b> | 2.66%  |  |
| Celeste Fishback (Library Spring 2020) | W/APPTS. | <b>3</b>  | 0.61%  |  |
| Celeste Fishback (MB 108 Spring 2020)  | W/APPTS. | <b>11</b> | 2.25%  |  |
| Celeste Fishback (OWL Spring 2020)     | W/APPTS. | <b>40</b> | 8.2%   |  |
| John McManus (MB 108 Fall 2019)        | W/APPTS. | <b>64</b> | 13.11% |  |
| John McManus (MB 108 Fall 2019)        | OFF-SCH. | <b>1</b>  | 25%    |  |
| John McManus (MB 108 Spring 2020)      | W/APPTS. | <b>12</b> | 2.46%  |  |
| John McManus (OWL Spring 2020)         | W/APPTS. | <b>17</b> | 3.48%  |  |
| Kayla Blackburn (Library Fall 2019)    | W/APPTS. | <b>8</b>  | 1.64%  |  |
| Kayla Blackburn (MB 108 Fall 2019)     | W/APPTS. | <b>20</b> | 4.1%   |  |
| Kayla Blackburn (MB 108 Spring 2020)   | W/APPTS. | <b>13</b> | 2.66%  |  |
| Kayla Blackburn (OWL Spring 2020)      | W/APPTS. | <b>17</b> | 3.48%  |  |
| Kayla Edwards (MB 108 Fall 2019)       | W/APPTS. | <b>54</b> | 11.07% |  |
| Kayla Edwards (MB 108 Spring 2020)     | W/APPTS. | <b>7</b>  | 1.43%  |  |
| Kayla Edwards (OWL Spring 2020)        | W/APPTS. | <b>5</b>  | 1.02%  |  |
| Kenley Turner (MB 108 Spring 2020)     | W/APPTS. | <b>1</b>  | 0.2%   |  |
| Kenley Turner (OWL Spring 2020)        | W/APPTS. | <b>4</b>  | 0.82%  |  |
| William Strong (Library Fall 2019)     | W/APPTS. | <b>10</b> | 2.05%  |  |
| William Strong (Library Spring 2020)   | W/APPTS. | <b>1</b>  | 0.2%   |  |
| William Strong (MB 108 Fall 2019)      | W/APPTS. | <b>46</b> | 9.43%  |  |
| William Strong (MB 108 Fall 2019)      | OFF-SCH. | <b>2</b>  | 50%    |  |
| William Strong (MB 108 Spring 2020)    | W/APPTS. | <b>2</b>  | 0.41%  |  |

## FILL-IN QUESTIONS

[VIEW ANSWERS: Assignment](#)






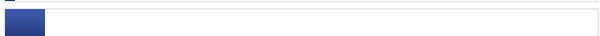











[VIEW ANSWERS: List of specific items worked on](#)

[VIEW ANSWERS: Tutor feedback to student](#)





## SURVEY FORM STATISTICS

Statistics based on **60 surveys** within the specified parameters of this report. Since surveys are anonymous, client, schedule, and registration form limits will not apply to survey counts or results.

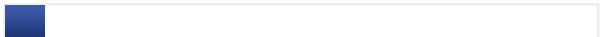


### SURVEYS BY STAFF OR RESOURCE

|                                       |    |        |  |
|---------------------------------------|----|--------|--|
| Kayla Blackburn (MB 108 Fall 2019)    | 3  | 5%     |    |
| John McManus (MB 108 Fall 2019)       | 9  | 15%    |    |
| William Strong (MB 108 Fall 2019)     | 3  | 5%     |    |
| Alyson Sylvari (MB 108 Fall 2019)     | 7  | 11.67% |    |
| Deleted Resource                      | 1  | 1.67%  |    |
| Abigail M Parker (MB 108 Fall 2019)   | 4  | 6.67%  |    |
| William Strong (Library Fall 2019)    | 1  | 1.67%  |    |
| Kayla Edwards (MB 108 Fall 2019)      | 6  | 10%    |    |
| Deleted Resource                      | 1  | 1.67%  |    |
| Abigail M Parker (MB 108 Spring 2020) | 1  | 1.67%  |    |
| John McManus (MB 108 Spring 2020)     | 1  | 1.67%  |   |
| Kayla Edwards (MB 108 Spring 2020)    | 3  | 5%     |  |
| John McManus (OWL Spring 2020)        | 1  | 1.67%  |  |
| Celeste Fishback (MB 108 Spring 2020) | 2  | 3.33%  |  |
| Kenley Turner (MB 108 Spring 2020)    | 1  | 1.67%  |  |
| Celeste Fishback (OWL Spring 2020)    | 12 | 20%    |  |
| Alyson Sylvari (OWL Spring 2020)      | 4  | 6.67%  |  |

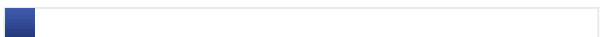


### I WOULD RATE THIS SESSION

|           |    |       |  |
|-----------|----|-------|--|
| Excellent | 48 | 80%   |  |
| Fair      | 1  | 1.67% |  |
| Good      | 2  | 3.33% |  |
| Very Good | 9  | 15%   |  |

### I WILL RETURN TO THE CENTER

|       |    |       |  |
|-------|----|-------|--|
| Maybe | 4  | 6.67% |  |
| No    | 2  | 3.33% |  |
| Yes   | 54 | 90%   |  |

### I WILL RECOMMEND THE CENTER

|       |    |        |  |
|-------|----|--------|--|
| Maybe | 3  | 5%     |  |
| No    | 2  | 3.33%  |  |
| Yes   | 55 | 91.67% |  |

### I AM MORE CONFIDENT AFTER THIS SESSION



Yes

60

100%



## FILL-IN QUESTIONS

[VIEW ANSWERS: Comments or Suggestions](#)