

# System Statistics Report

## AUGUST 10, 2020 TO MAY 10, 2021

APPOINTMENTS	CLIENTS	CLIENT REPORTS	SURVEYS
349	207	285	62
<p><b>0</b> Face-to-Face Appointments</p> <p><b>0</b> eTutoring Appointments</p> <p><b>349</b> Online Appointments</p> <p><b>0</b> Walk-In Appointments</p> <p><b>193.5</b> Occupied Hours</p> <p><b>73</b> Missed Appointments</p> <p><b>79</b> Canceled Appointments</p> <p><b>2</b> Placeholder Appointments incl. <b>2</b> Online</p>	<p><b>255</b> New Client Registrations</p> <p><b>9</b> Client Profiles Updated</p>		

### GLOBAL STATISTICS

#### APPOINTMENTS BY SCHEDULE

OWL Fall 2020	230	65.9%	<div style="width: 65.9%; height: 15px; background-color: #0056b3;"></div>
OWL Spring 2021	119	34.1%	<div style="width: 34.1%; height: 15px; background-color: #0056b3;"></div>

#### APPOINTMENTS BY STAFF OR RESOURCE

Alyson Sylvari OWL Fall 2020	68	19.48%	<div style="width: 19.48%; height: 15px; background-color: #0056b3;"></div>
Ashlee Mays OWL Spring 2021	43	12.32%	<div style="width: 12.32%; height: 15px; background-color: #0056b3;"></div>
Ashlee Mays OWL Fall 2020	47	13.47%	<div style="width: 13.47%; height: 15px; background-color: #0056b3;"></div>
Celeste Fishback OWL Fall 2020	47	13.47%	<div style="width: 13.47%; height: 15px; background-color: #0056b3;"></div>
Celeste Fishback OWL Spring 2021	41	11.75%	<div style="width: 11.75%; height: 15px; background-color: #0056b3;"></div>

John McManus OWL Fall 2020	<b>22</b>	6.3%	
Kayla Blackburn OWL Fall 2020	<b>21</b>	6.02%	
Stephanie Ponzaneli OWL Spring 2021	<b>35</b>	10.03%	
William Strong OWL Fall 2020	<b>25</b>	7.16%	

**NUMBER OF VISITS PER CLIENT**

Visited 1 Time	<b>130</b>	62.8%	
Visited 2 Times	<b>48</b>	23.19%	
Visited 3 Times	<b>16</b>	7.73%	
Visited 4 Times	<b>4</b>	1.93%	
Visited 5 Times	<b>4</b>	1.93%	
Visited 6 Times	<b>3</b>	1.45%	
Visited 10+ Times	<b>2</b>	0.97%	

**TIME & DATE STATISTICS**

**APPOINTMENTS BY DAY OF THE WEEK**

Monday	<b>70</b>	20.06%	
Tuesday	<b>67</b>	19.2%	
Wednesday	<b>59</b>	16.91%	
Thursday	<b>71</b>	20.34%	
Friday	<b>82</b>	23.5%	

**APPOINTMENTS BY MONTH**

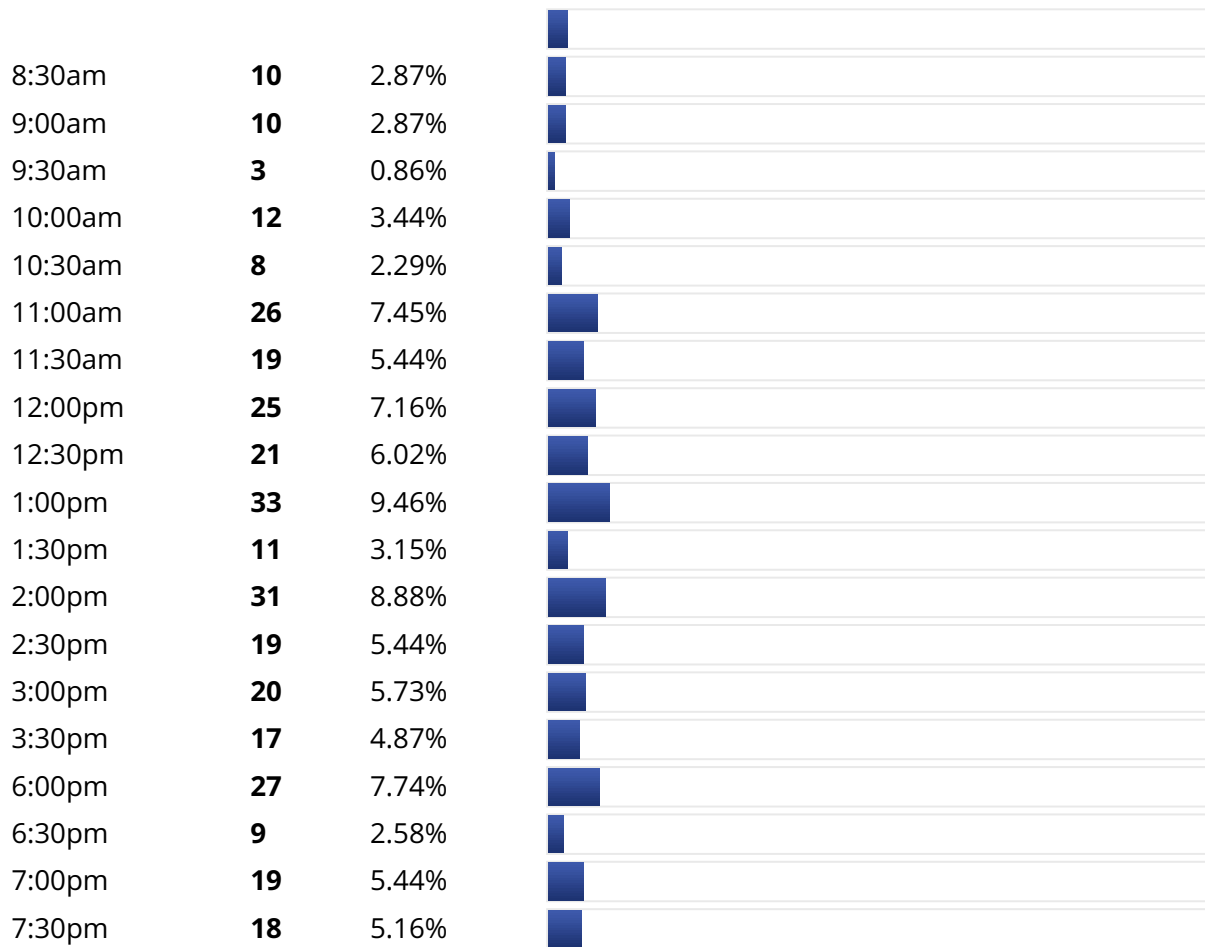
January	<b>6</b>	1.72%	
February	<b>43</b>	12.32%	
March	<b>30</b>	8.6%	
April	<b>40</b>	11.46%	
September	<b>58</b>	16.62%	
October	<b>95</b>	27.22%	
November	<b>66</b>	18.91%	
December	<b>11</b>	3.15%	

**APPOINTMENTS BY YEAR**

2020	<b>230</b>	65.9%	
2021	<b>119</b>	34.1%	

**APPOINTMENTS BY STARTING TIME**

8:00am	<b>11</b>	3.15%	
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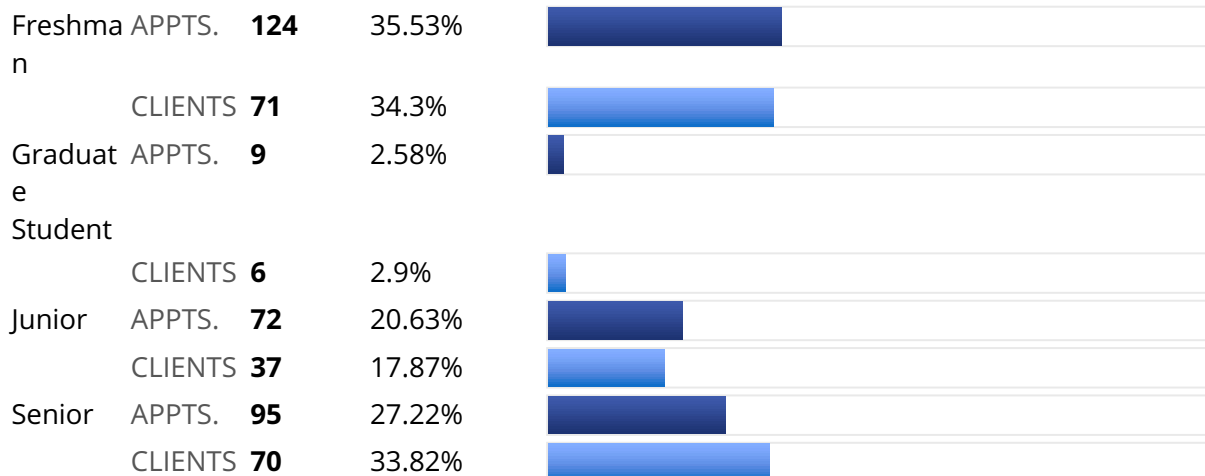
**APPOINTMENTS BY SCHEDULED LENGTH**



**REGISTRATION FORM STATISTICS**

Statistics based on **349 appointments** and **207 clients who had appointments** within the specified parameters of this report.

**STANDING**



Sophomore	APPTS. <b>45</b>	12.89%	
	CLIENTS <b>22</b>	10.63%	
Staff	APPTS. <b>4</b>	1.15%	
	CLIENTS <b>1</b>	0.48%	

**GRADUATION YEAR**

2018	APPTS. <b>2</b>	0.57%	
	CLIENTS <b>1</b>	0.48%	
2019	APPTS. <b>2</b>	0.57%	
	CLIENTS <b>1</b>	0.48%	
2020	APPTS. <b>19</b>	5.44%	
	CLIENTS <b>14</b>	6.76%	
2021	APPTS. <b>110</b>	31.52%	
	CLIENTS <b>74</b>	35.75%	
2022	APPTS. <b>70</b>	20.06%	
	CLIENTS <b>35</b>	16.91%	
2023	APPTS. <b>30</b>	8.6%	
	CLIENTS <b>16</b>	7.73%	
2024	APPTS. <b>77</b>	22.06%	
	CLIENTS <b>42</b>	20.29%	
N/A	APPTS. <b>30</b>	8.6%	
	CLIENTS <b>16</b>	7.73%	

**GENDER**

Female	APPTS. <b>236</b>	67.62%	
	CLIENTS <b>133</b>	64.25%	
Male	APPTS. <b>83</b>	23.78%	
	CLIENTS <b>53</b>	25.6%	
Prefer Not to Answer	APPTS. <b>1</b>	0.29%	
	CLIENTS <b>1</b>	0.48%	

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

No	APPTS. <b>230</b>	65.9%	
	CLIENTS <b>136</b>	65.7%	
Yes	APPTS. <b>45</b>	12.89%	
	CLIENTS <b>29</b>	14.01%	

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

No	APPTS. <b>300</b>	85.96%	
	CLIENTS <b>175</b>	84.54%	
Yes	APPTS. <b>7</b>	2.01%	

CLIENTS **3**

1.45%



## APPOINTMENT FORM STATISTICS

Statistics based on **349 appointments** within the specified parameters of this report.

### ASSIGNMENT FORMAT

APA	<b>41</b>	11.75%	
ASA	<b>25</b>	7.16%	
Chicago	<b>33</b>	9.46%	
MLA	<b>165</b>	47.28%	
N/A	<b>85</b>	24.36%	

### WHERE ARE YOU IN THE WRITING PROCESS?

brainstorming	<b>27</b>	7.74%	
drafting	<b>47</b>	13.47%	
editing	<b>99</b>	28.37%	
final	<b>98</b>	28.08%	
revising	<b>78</b>	22.35%	

**IN ORDER TO PRACTICE SOCIAL DISTANCING, WE ASK THAT YOU BRING EITHER TWO PAPER COPIES OF YOUR ASSIGNMENT OR HAVE AN ELECTRONIC COPY OF YOUR ASSIGNMENT TO SHARE WITH YOUR TUTOR.**

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

Not Applicable	<b>98</b>	28.08%	
Yes	<b>250</b>	71.63%	

**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>282</b>	80.8%	
No	<b>69</b>	19.77%	

### APPOINTMENTS BY FOCUS

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

## CLIENT REPORT STATISTICS

Statistics based on **285 client report forms** within the specified parameters of this report.

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

Assignment Sheet	<b>157</b>	55.09%	
Not Applicable	<b>128</b>	44.91%	

**ACTUAL LENGTH OF SESSION**

5 minutes	<b>3</b>	1.05%	
10 minutes	<b>2</b>	0.7%	
15 minutes	<b>20</b>	7.02%	
20 minutes	<b>19</b>	6.67%	
25 minutes	<b>15</b>	5.26%	
30 minutes	<b>149</b>	52.28%	
35 minutes	<b>20</b>	7.02%	
40 minutes	<b>13</b>	4.56%	
45 minutes	<b>8</b>	2.81%	
50 minutes	<b>5</b>	1.75%	
55 minutes	<b>3</b>	1.05%	
60 minutes	<b>21</b>	7.37%	
65 minutes	<b>1</b>	0.35%	
70 minutes	<b>3</b>	1.05%	
80 minutes	<b>1</b>	0.35%	
90 minutes	<b>1</b>	0.35%	

**STAFF OR RESOURCE**

Alyson Sylvari (OWL Fall 2020)	<b>35</b>	12.28%	
Ashlee Mays (OWL)	<b>49</b>	17.19%	

Fall 2020)			
Ashlee Mays (OWL Spring 2021)	<b>40</b>	14.04%	
Celeste Fishback (OWL Fall 2020)	<b>47</b>	16.49%	
Celeste Fishback (OWL Spring 2021)	<b>39</b>	13.68%	
Deleted Resource	<b>2</b>	0.7%	
John McManus (OWL Fall 2020)	<b>17</b>	5.96%	
Kayla Blackburn (OWL Fall 2020)	<b>15</b>	5.26%	
Stephanie Ponzaneli (OWL Spring 2021)	<b>24</b>	8.42%	
William Strong (OWL Fall 2020)	<b>16</b>	5.61%	

### SURVEY FORM STATISTICS

Statistics based on **62 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

Ashlee Mays (OWL Fall 2020)	9.68%	
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Alyson Sylvari (OWL Fall 2020)	<b>5</b>	8.06%	
Celeste Fishback (OWL Fall 2020)	<b>13</b>	20.97%	
John McManus (OWL Fall 2020)	<b>4</b>	6.45%	
Kayla Blackburn (OWL Fall 2020)	<b>4</b>	6.45%	
William Strong (OWL Fall 2020)	<b>4</b>	6.45%	
Deleted Resource	<b>7</b>	11.29%	
Ashlee Mays (OWL9 Spring 2021)	<b>9</b>	14.52%	
Celeste Fishback (OWL Spring 2021)	<b>5</b>	8.06%	
Deleted Resource	<b>1</b>	1.61%	
Deleted Resource	<b>2</b>	3.23%	
Stephanie Ponzaneli (OWL Spring 2021)	<b>2</b>	3.23%	

**I WOULD RATE THIS SESSION**

Excellent	<b>47</b>	75.81%	
Fair	<b>2</b>	3.23%	
Good	<b>4</b>	6.45%	
Very Good	<b>9</b>	14.52%	

**I WILL RETURN TO THE CENTER**

Maybe	<b>6</b>	9.68%	
No	<b>1</b>	1.61%	
Yes	<b>55</b>	88.71%	

**I WILL RECOMMEND THE CENTER**

Maybe	<b>3</b>	4.84%	
Yes	<b>59</b>	95.16%	

**I AM MORE CONFIDENT AFTER THIS SESSION**

No	<b>3</b>	4.84%	
Not applicable	<b>1</b>	1.61%	
Yes	<b>58</b>	93.55%	