

# WriteAway Actions & Achievements 2023

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## Key Numbers from 2023

- 5,637 student submissions received feedback.
- 136 eQuestions answered.
- WriteAway is open 24/7 and tutors strive to send responses to students within 48 hours of receiving submissions.
- 21 institutions participate in WriteAway as of 2023.
- 84 WriteAway tutors in B.C. and the Yukon benefit from centralized Admin Centre support, training, and knowledge-sharing.
- An average mid-sized institution (6,000-7,500 FTE) avoids 66% in costs compared with setting up an individual service.
- WriteAway participating sites collectively avoided \$433,295 in costs in 2023 thanks to sharing a platform, staffing, and coordination.

## Student Feedback

In 2023, WriteAway users who filled out an exit survey gave WriteAway an average rating of 4.6 out of a top score of 5 for helpfulness.

- 89% said they will be able to make changes to improve their assignment thanks to WriteAway feedback.
- 74% said they will apply what they have learned to future assignments.
- 61% said WriteAway helped them better understand a writing concept.

Quote from North Island College WriteAway User: **“I have learned a lot that I can apply to future papers. It’s been years since I’ve written a paper. I’m very impressed by the calibre of the feedback.”**

Quote from University of the Fraser Valley WriteAway User: **“The comments were very helpful, and gave enough detail to apply it to my writing. It was concise, and easy to interpret! Thanks so much!”**

## 2023 Accomplishments

The WriteAway community celebrated WriteAway's ten-year anniversary. WriteAway participating institutions marked the occasion with party packs distributed by the Administrative Centre. The packs, which included treats and promotional materials, were designed to allow each institution to commemorate the occasion alongside tutors and students.

The service used Year-2 Ministry of Post-Secondary Education and Future Skills (PSFS) bridge funding to effectively reduce pressure on participating institutions as staffing meets the "new normal" of increased usage. Strategic application of funding focused on bringing on new participating institutions, and hiring staff - including an Asynchronous Writing Tutor - to staff the service on evenings/weekends and at peak times, as well as to provide Admin Centre support.

WriteAway welcomed new participating institution Coquitlam College. Coquitlam College offers a 2-year Associate of Arts Degree program, an English Certificate program, and a High School program.

## Looking Ahead to 2024...

On the radar for 2024:

Welcoming new WriteAway Coordinator Kyle Beres who will play an important role in the advancement, coordination, and assessment of WriteAway.

Planning for the effective use of one-time 'barrier removal' funding from PSFS. Funding will be used over 2 years to explore removing barriers to participation for BC ELN partner libraries and First Nations-mandated institutions.

Continuing to implement service and training improvements to ensure WriteAway meets participating institution needs.

## 2023-24 Financials (Projected)

