

WRAPPING UP CONSULTATIONS

Although you should feel free to adapt this formula to fit your own consulting style, each consultation should include the following steps:

THE REVIEW

When time is limited, it's easy to overlook the "wrapping up" portion of a writing consultation. However, devoting a few minutes to summarizing what you've done is important for **double-checking** student understanding, increasing student confidence, and providing students a clear road map for continuing their drafting or revision.

Wrapping up shouldn't take more than a couple of minutes, and should include the following:

a summary of the consultation itself

Feel free to make notes on a pad to give to the student. Reviewing what you've done serves to allow time for final clarifications and to remind the student of important techniques that may have been covered at the beginning of the consultation.

a review (or clear articulation) of the student's plans for the text

It may be best to have the student articulate this (another way to check for understanding). It can be helpful if you make notes so that the student has a checklist to consult when they get back to work on the text.

a final check to make sure the student has no additional questions or concerns

Don't forget to allow time for silence. Try to ask open-ended questions, rather than yes/no questions, throughout the wrap-up.

a query about emails & exit survey

Please check the sign-in sheet to make sure email addresses are legible. You can walk students over to an open computer to complete the exit survey.

THE EXIT SURVEY

The exit survey is the way we track usage, so it's very important that each student complete it before they go. Feel free to let students know this shouldn't take more than a minute.

THE EMAIL

Please send emails immediately following each consultation; it's easy to forget if you leave them all until the end of your shift. All emails need to be sent from the "write" email address & signed with your name. You can feel free to list your title (DEWC consultant) below. Remember to be **discreet** and **professional** in your emails. Because we promise students confidentiality, it's best to keep these emails as general as possible. Some variation on the following is great:

Dear Professor X,

I'm writing to let you know that your student Y came into the Debby Ellis Writing Center today to work on assignment Z.

Sincerely,
Me
DEWC Consultant

As employees of the university, you are subject to FERPA regulations, so it's important that you not include any assessment of a student's academic performance or abilities in your email. Our goal with these emails is simply to inform professors that their students have come to see us.