

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.

### **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. The exit survey is on the desktop of all the DEWC computers. Feel free to let students know this shouldn't take more than a few minutes.

### **THE CLIENT REPORT**

Please try to email client reports immediately following each consultation; it's easy to forget if you leave them all until the end of your shift. In WCOonline, you should include what you did in the consultation and what feedback was provided. Please remember to make sure the email address for the professor is correct. Only email client reports to the professor if the student checks the "yes" box on the appointment/walk-in form.

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 report.