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Models of Ongoing Tutor Education
Elon University IRB 17-244

Survey Questions (Scroll down for interview questions)

Q2 Name of your Writing Center, including name of school; e.g. Elon University Writing Center. (If you wish to use a pseudonym instead, please write “pseudonym.”)

Q3 Institutional Classification. (Select the option that best applies.)

- Elementary or Middle School (1)
- Secondary (2)
- 2-year postsecondary (3)
- 4-year liberal arts college (4)
- Regional/comprehensive university with Master's or specialist degree programs (5)
- Research intensive or extensive (Research 1) (6)
- Other (7)

Q4 Is your school public or private?

- Public (1)
- Private (2)

Q5 Is your school in the U.S. or outside the U.S.?

- In the U.S. (1)
- Outside the U.S. (2)

Q6 Who are your consultants? (Select all that apply.)

- Undergraduate students (1)
- Graduate students (2)
- Professionals (instructors) (3)
- Professionals (not instructors) (4)
- Volunteers (5)
- Other (6)

Q7 How many hours per week (on average) are your consultants scheduled to tutor in the Writing Center?

- 1-3 (1)
- 4-6 (2)
- 7-9 (3)
- 10+ (4)

Q8 Who uses your tutoring/consulting services? (Select all that apply.)

- Undergraduate students (1)
- Graduate students (2)
- Staff (3)
- Faculty (4)
- Community members (5)
- Other (6)

Display This Question:

If Who uses your tutoring/consulting services? (Select all that apply.) Undergraduate students Is Selected

Q What percentage of your tutoring hours are used by undergraduate students?

- Less than 20% (1)
- 20-50% (2)
- More than 50% (3)
- More than 75% (4)

Q9 Do you offer any ongoing training, professional development, or workshops for consultants/tutors after an initial training opportunity (such as a credit-bearing course or intensive up-front training)? Select the option that best applies.

- Yes, we offer some ongoing training/professional development for consultants/tutors. If you select this option, you will be asked some additional questions about the opportunities you offer. (1)
- No, we do not currently offer any ongoing training/professional development for consultants/ tutors. If you select this option, you will be taken to the end of the survey. (2)

Q10 Does your ongoing education program differ for different consultant/ tutor cohorts? e.g., do you run separate workshops or meetings for undergraduate consultants/ tutors, for graduate consultants/tutors, and for professional consultants/ tutors?

- Yes, we train our different consultant/tutor cohorts separately (1)
- No, we train our different consultant/tutor cohorts together (2)
- We do some together and some separately (3)
- We have just one cohort (all undergraduates, or all graduates, or all professionals, etc.) (4)
- Other--please explain (5)

Display This Question:

If Does your ongoing education program differ for different consultant/ tutor cohorts? e.g., do you... Other--please explain Is Selected

Q11 Please explain your answer to the question "Does your ongoing education program differ for different consultants/tutor cohorts?"

Q12 Which of the following do you offer for your undergraduate consultants/tutors? (Select all that apply.)

- We do not have any undergraduate consultants/tutors (9)
- Credit-bearing course students take prior to tutoring in the Writing Center (1)
- Credit-bearing course students take while simultaneously tutoring in the Writing Center (2)
- Up-front training not in a course; for example, one day to several days training prior to tutoring in the Writing Center (3)
- Workshops or meetings during the term that consultants/tutors are required to attend (mandatory) (4)
- Workshops or meetings during the term that consultants/ tutors are invited to attend (not mandatory) (5)
- Ongoing credit-bearing course; e.g. 1-credit course simultaneous to consultants/tutors tutoring in the Writing Center (7)
- Peer-to-peer observations (6)
- Other--please explain (8)

Display This Question:

If Which of the following do you offer for your undergraduate consultants/tutors? (Select all that apply.) Other--please explain Is Selected

Q27 If you selected "other" to the question, "which of the following do you offer for your undergraduate consultants/tutors." please explain.

Display This Question:

If Which of the following do you offer for your undergraduate consultants/tutors? (Select all that apply.) Workshops or meetings during the term that consultants/tutors are required to attend (mandatory) Is Selected

Or Which of the following do you offer for your undergraduate consultants/tutors? (Select all that apply.) Workshops or meetings during the term that consultants/ tutors are invited to attend (not mandatory) Is Selected

Or Which of the following do you offer for your undergraduate consultants/tutors? (Select all that apply.) Ongoing credit-bearing course; e.g. 1-credit course simultaneous to consultants/tutors tutoring in the Writing Center Is Selected

Q13 How many times per term (in total) do you meet with your undergraduate or graduate consultants/tutors for workshops, meetings, or an ongoing credit-bearing course?

- 1-2 per term (1)
- 3-4 per term (once a month) (2)
- 5-8 per term (twice a month) (3)
- Every week (4)

Q14 Please describe the format of a typical workshop or meeting (how long does it last? Do you have a lesson plan? Do consultants have homework? Who runs the workshop or meeting?)

Q15 How do you incentivize or motivate consultants/tutors to attend meetings or workshops?

- Consultants/tutors are paid to attend (1)
- We tell them the meetings/workshops are required (2)
- Consultants/ tutors want to attend without being required to (3)
- Other--please explain (4)

Display This Question:

If How do you incentivize or motivate consultants/tutors to attend meetings or workshops? Other--please explain Is Selected

Q16 Please explain how you incentivize or motivate consultants/ tutors to attend ongoing training/education.

Q17 Do you assess the impact or effectiveness of your ongoing education/ training?

- Yes (1)
- No (2)
- Not currently, but we plan to (3)

Display This Question:

If Do you assess the impact or effectiveness of your ongoing education/ training? Yes Is Selected

Q18 How do you assess the impact or effectiveness of your ongoing education/training?

Q19 Are you willing to answer additional questions via interview? If yes, please add your name and email address. We will contact you before the end of April to schedule an interview, which should take approximately 30 minutes.

Interview Questions

General overview

Please introduce yourself and briefly explain your writing center's tutor education program.

Purpose/rationale for ongoing training

From your perspective, how does your ongoing training relate to your initial training sessions or course? How do you explain this purpose to your writing center consultants?

How did you develop your ongoing training plan; how did you identify the need for it?

Institutional context

In what ways does the ongoing training you have designed suit your institution and your cohort of consultants; in other words, what elements of the training make it a good fit for your institution and writing center?

Models from the field?

Where do you look for models to plan and develop ongoing training for your consultants? Are there certain publications or online resources that have been useful to you in helping you conceptualize and plan on-going training? Are there other resources on your campus?

Consultant/tutor motivation

How do you keep your consultants' motivation for continual learning and development after the initial course or orientation, especially when they have so many other commitments?

- What is the buy-in from your consultants? How do you motivate buy in? What are the consequences when consultants do not participate?

“Lead” consultant/tutor preparation and training—if relevant

How are consultants trained to run meetings (etc.)?

Assessment

What do you do to measure the impact or effectiveness of your ongoing training? (This question was asked in the initial survey but I'd like to hear you speak more about it.)

Are you satisfied with your training or do you feel you could do more or better *if...* (and what is the “if”?)

What are the biggest challenges you encounter with implementing ongoing training?

Best practices for list of recommendations

What do you suggest or believe are the best practices for engaging consultants in their ongoing training? What factors or elements need to be in place to make this training successful? What evidence do you have for this?