1. To build good rapport, it is important to introduce yourself, greet your student positively, and maintain a positive attitude. How would you rate your effort at building rapport?
2. To set productive goals, you need to know what the assignment is, ask the student for his understanding of this assignment, and ask the student for a copy of the written prompt. How would you rate your performance in this area?
3. To keep the student actively participating in the tutorial session, students should be encouraged to hold a pencil, tutors should ask the student questions that require answers, and tutors should avoid being *overly* directive.
4. There are four distinct steps to a successful tutoring session that moves smoothly from beginning to end. The first step is to build a good rapport; the second step includes reading the paper aloud; the third step incorporates analyzing the essay and providing feedback; and the final step of the session is the close, ending the session with a plan. How would you rate your performance in this area?
5. *To make a better writer, not a better paper*, a tutor who wants to talk about grammar and punctuation, should avoid the temptation to simply *fix* *or edit* grammar and punctuation (especially while under serious pressure).  How would you rate your performance in this area?
6. *To make a better writer, not a better paper*, a tutor should consistently conduct a tutoring session in a logical order, beginning with higher order concerns first and focusing on lower order concerns later.  How would you rate your performance in this area?
7. To maintain an air of mutual respect, tutors need to avoid being accusatory and confrontational, and at the same time, they should politely end a session if a student falls asleep, stops to take a phone call, or becomes disrespectful in some other fashion. How would you rate your performance in this area?
8. To be mentally and physically involved in a session, a tutor should be aware of the student's body language, listen attentively to what the student says both verbally and physically, and respond appropriately to the student.  How would you rate your performance in this area?
9. To be courteous to coworkers and students, tutors should leave cell phones in the break room *(use the clock on the wall to check time and turn your cell phone OFF),* and avoid overly-long tutoring sessions. How would you rate your performance in this area?
10. Tutors should identify their weaknesses and actively learn different writing styles, grammar and punctuation rules, etc. (or at least use handbooks as immediate sources) rather than consistently relying on their peers for information.  How would you rate your performance in this area?
11. In order to maintain a professional presentation while a tutor is on the clock, tutors should avoid the following behavior: surfing the Internet, listening to music, watching videos, talking about private issues in the presence of students, and playing games.  How would you rate your performance in this area?
12. To be good team members, tutors should think of others and clean up after themselves. This includes putting things away that they have used, including books, food, pens, paper, etc. How would you rate your performance in this area?
13. *All tutors* should accept and appreciate their peers' abilities. This means avoiding disrespectful behavior that might be described as narcissistic, obscene, or bias and avoiding petty disagreements. How would you rate your performance in this area?
14. To show respect among your coworkers, tutors should avoid disrespectful behavior. In this sense, disrespectful behavior includes not seeking a substitute when you are out, arriving or leaving at unscheduled times, avoiding tutoring sessions, and rudely informing office help that *it is not your turn to take a session*. How would you rate your performance in this area?
15. The following behavior *displayed both inside and outside of the writing center* is essential for maintaining a quality relationship with all those related to the writing center: tutors do not gossip about each other, tutors maintain a positive image as representatives of the writing center, and tutors respect the privacy of others (students, tutors, and faculty alike). How would you rate your performance in this area?
16. Tutors are members of the writing center community and should increase their knowledge base through continuing education; this includes attending conferences, speaking at conferences, studying tutoring books, and/or completing online tutorials. How would you rate your performance in this area?
17. How has working at the Writing Center this semester benefited you? What have you learned?