

# 10 Criteria for Effective Tutoring

Shepherd University Academic Support Center  
 Shepherdstown, WV 25443  
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10 Points Each	Criteria	Comments
—	1. Knows How to Write and Works to Improve Skills	Demonstrates ability to write and teach basic writing principles such as those outlined on the 377 grading criteria. Student shows a willingness to recognize weaknesses and improve on them when writing papers for his or her classes, attending staff meetings, and taking advantage of other on-the-job training, such as reading handbooks and doing writing exercises.
—	2. Shows Up & On Time	Comes to the Academic Support Center for every slot on their schedule page and finds a substitute if they are unable to attend a session. Checks the schedule book every day, greets students, and pulls green sheets, if available, to prepare for the session.
—	3. Greets Patrons Warmly	Keeps an eye on the door for students who have appointments and is prepared to take walk-ins if in the Academic Support Center for other reasons. Treats students with dignity, answers their questions with a polite, respectful, and friendly tone, and directs them to the right consultant or campus service if the student is lost. Shows patience and maturity when dealing with patrons who can have challenging questions or learning styles.
—	4. Listens/Asks Questions	During tutorials, asks students what they want to work on and respects their agendas for the tutorial. Practices reflective listening by restating students' agendas, ideas, and concerns. Asks students questions to draw them into the tutorial, encouraging them to take an active role. Asks student writers questions to demonstrate their understanding of the writing principle taught during the tutorial. Doesn't dominate the discussion or fall into lecture or stand-up comic mode.
—	5. Illustrates and Teaches	Balances giving writing principles and illustrating those principles with concrete examples. Works with the students to use examples from the student's own paper or experience to make new information more easily adopted. Teaches the student why different elements of writing are effective or ineffective rather than merely judging them right or wrong.
—	6. Does ShepOWL Well	Does at least one hour of shepOWL a week. Replies to them promptly during their assigned shift. Includes four components of shepOWL: greeting, global comments, local comments, and closing. Does not read or send personal e-mail when assigned to respond to shepOWls. Sends the shepOWL back to the shepOWL Shuffler as soon as its completed.
—	7. Clearly Defines Roles When in the Writing Center	Is willing to accept walk-in students when in the Academic Support Center for other reasons. Tutors in the Center to study ought to be out of the way so as to avoid attention from potential students. Responds cheerfully when students approach him or her for help.
—	8. Shows Character	Works to promote the mission of the Academic Support Paper. Shows respect for patrons, other tutors, the Center staff, and other members of the Shepherd University Community. Offers suggestions for improving the Academic Support Center instead of complaining or griping. Demonstrates honesty in filling out time sheets and working as scheduled. Accepts constructive criticism and works to improve weaknesses.
—	9. Records Green Sheets, Pink Sheets, and Time Sheets	Asks each student to fill out Green Sheets (even for walk-ins and brief questions). Makes sure that the student fills out all required fields. Takes a few notes about the session during or immediately following the session. Writes an account for the session taking time to discuss Content, Method, Student Affect, and Future Plans. Records information on Pink Sheets to summarize his or her work for the week. Makes sure to fill out time sheets every day.
—	10. Attends Staff Meetings and Accepts Outreach Assignments	When possible, even if not convenient, accepts assignments to give Outreach Presentations as an ambassador from the Academic Support Center. Attends staff meetings and participates actively and with focus, making these meetings productive.