

# NuRig Process and Findings

---

NU Writing Center Research Inquiry Group

# Brief Summary of Process

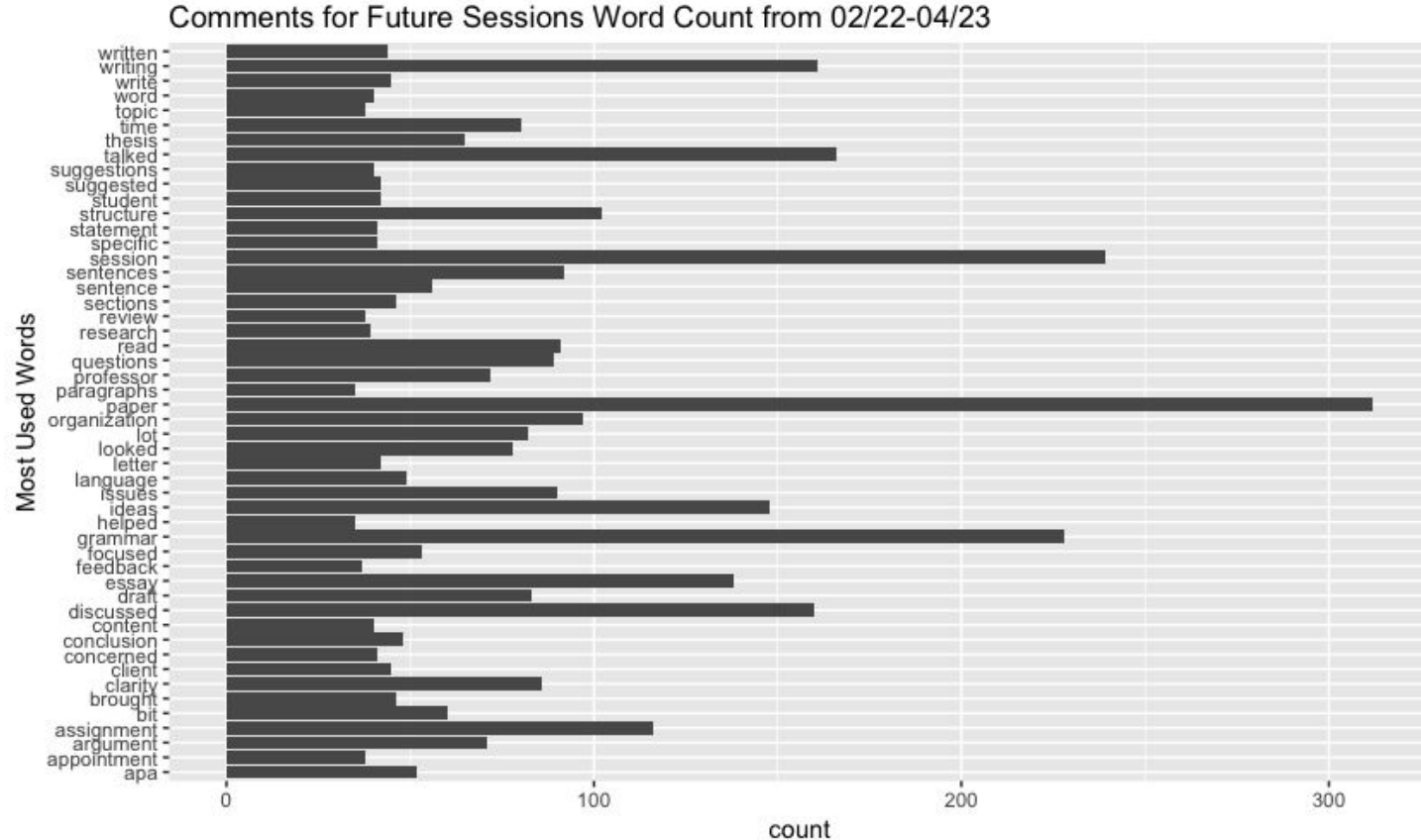
- Reading group fall semester; research group spring semester
- Research questions:
  - How do the tutees view the tutors, both as agents of the institution and as promoters of diversity and inclusion?
  - How do clients view tutors and vice versa?
  - How are we agents of the institution and how does this manifest in sessions and the larger practices of the Center? How might we observe these manifestations?
- Data collection:
  - Client pre-appointment forms: added a question about “appointment goals” for clients to fill out
  - Post-appointment report forms: added a question for tutors to reflect on inclusive practices

# Research Takeaways

- Manifestations of institutional pressures emerge on both sides:
- Product vs. process
  - NU is a product-focused university that encourages professionalization
  - WC is process-focused
- Emotional labor for both clients and tutors
  - Clients expressions of anxiety and consultants desire to validate language and anxiety
  - Client post-session survey answers: express feelings of relief and confidence



# Summary of Findings from Consultant Answers



# Summary of Findings from Clients' Answers: Topic Model Word Clouds

summarizing  
paraphrasing

edit paper correct  
media grammar  
editing check  
citation native summary  
report quality english  
improve language  
images  
research

quoting

review prompt  
errors conclusion  
read correct  
improve argument  
mistakes  
introduction paper check  
sentence grammatical structure  
sentences ideas essay  
grammar

organization

# Activity

On your handouts, there are five client responses to the question “What are your goals for the session and how can the consultant help you reach these goals?”

Highlight moments that demonstrate frustrations, anxieties, wrestling and other emotions surrounding the process of writing using the data collected. If you have time, please fill out the free write, as well.

We would love to collect these and see what you found!