

Checklist for Focus Group discussion on Factors for Building and Maintaining Trust:

When working with students in developmental courses, various tutors suggested the following factors are important for building and maintaining trust.

Regarding factors for building and maintaining trust with students, please **check all that apply** for you:

Factors for building and maintaining trust	I regularly perform this action	Rank the top 3 most effective actions:	I'm open to professional development on this topic	This factor is not important
demonstrating patience				
listening				
get to know the student's background				
get to know the student's goals				
demonstrate interest in the student's well-being				
email or phone to check up on student's progress after a session				
maintaining contact with the student by providing help to the same student over multiple sessions				
being an embedded tutor to provide help during class time				
pacing instruction to make sure students aren't overwhelmed				
boost their self-confidence by showing them what they have done well or how their ideas are good				
emphasize clarity of communication over other stylistic concerns (such as using a big vocabulary or other methods of impressing the professor/audience)				
reminding them that as a tutor, you are there to support them: "we are here to help you."				