Educational Developers Caucus (EDC) GRANTS 2014
Final Report

All award holders are requested to complete this accountability form by the deadline date even if some project work remains. This form will be posted on the EDC website and will help share your outcomes with our community. This completed form should be no more than 3 pages in length.

Title of Project: Rapport Building in Educational Development

Principal Investigator: Carolyn Hoessler, University of Saskatchewan
The Gwenna Moss Centre for Teaching Effectiveness
University of Saskatchewan
50 Murray Building, 3 Campus Drive
Saskatoon, Saskatchewan, S7N 5A4
carolyn.hoessler@usask.ca   (306)966-5371

Co-investigators: Kim West, University of Saskatchewan
The Gwenna Moss Centre for Teaching Effectiveness
University of Saskatchewan
50 Murray Building, 3 Campus Drive
Saskatoon, Saskatchewan, S7N 5A4
kim.west@usask.ca   (306)966-2249

Overview of the project:
Please comment on what you have completed and indicate any steps remaining to be completed.

Rationale (Original Proposal)
This project seeks to collaboratively work to develop a resource that has been requested by educational developers across Canada. Our work began with an initial set of interviews with educational developers from across Canada; we shared initial findings from these interviews at the EDC conference in Calgary. During these interviews and at the conference, we heard from our colleagues about the need for a practical and comprehensive resource about rapport building that individuals could use for their own professional development of job skills particularly those related to "Build[ing] consulting relationships, including ways of approaching different people and building alliances" (EDC Living Plan).

This resource would encompass and expand on our interview data, to include best practices from the literature, contributions by authors from other institutional contexts (e.g., college, embedded Educational developers).

Additional work, for which we are seeking this grant, is needed to coordinate the creation of a collaborative resource. This resource would be openly available (hopefully through the EDC website). Modeled after the STLHE green guides, this resource would combine best practices, literature, theory, the voices of our interview participants, professional perspectives of our writers, practical steps, and reflective question).

The field of educational development is rapidly changing and increasingly, educational developers are taking on more complex and varied roles (Gillespie, Robertson, & Associates, 2010) while still meeting the traditional needs of individual instructors. In response, there is a movement for educational developers to document their nature of their work, in particular the skills that define the profession (Stanley, 2001; Wright & Miller, 2000) and share ways to

improve these skills through mentoring resources within the educational development community (EDC Living Plan, 2012). Though interpersonal skills such as rapport are often central to effective educational development (Berquist & Phillips, 1975; Wright & Miller, 2001), documenting how educational developers acquire this skill, or how it develops over the course of their career remains challenging.

This project extends prior scholarship by analyzing and disseminating interview data that specifically asked what does rapport looks like during consultations, how is it built, why does it matter, how does it change across one's career, and how can we mentor rapport-building.

Overview of the project:
The goals of this project are:
1. To review best practices, literature and theory for rapport building and developing skills related to rapport building
2. To build a free resource about Rapport Building in Educational Development (modeled on the Green Guides) grounded in interview data, the review, and professional perspectives with sections writing by educational developers from multiple institutional contexts (e.g., colleges, embedded discipline-specific positions).

Progress toward stated goals of the project at the midterm point:
- Substantial literature review completed.
- We are excited to have a current group of 9 EDC colleagues (and one faculty member) joining Kim and I to write this guide. 4 colleagues are co-writing core chapters with Kim or myself focusing on the core interview questions of why build rapport, how build, changes over career and how to mentor. An additional 6 colleagues are collaborating authors writing chapters individually or with another colleague on topics such as groups, working in departments, leadership, college contexts, embedded positions, and tech.

Outcome: Guide - In development:
- Educational Development Guide No. 2. Rapport-Building in Educational Development is currently underway with a timeline of June 2016 chapter drafts, external review Fall 2016 and February 2017 release by EDC. The chapters are in collaborations with or additionally authored by members of the EDC community.

Barriers/challenges encountered and plans for problem-solving
(as per mid-term report with further updates) The challenges were around the shifting timeline. Initially the plan was to complete the literature review and authors coordination stages in summer 2014 with funding when we applied in the spring. Funding was received in September. The timelines shifted due to teaching and work schedules. In addition, the initial goal was to have a resource for this spring or summer; however the created "resource" will now be part of a new series through the EDC resulting in shifted timelines and design plans to align with the portfolio resource being created. The timeline was again adjusted in Fall 2015 to accommodate our schedules and coordination of authors.

Rapport Building Guide Timeline

Dates	Task
Dec to mid-June 2016	*Writing*
Early February 2016	(virtual) touching base – discussing Chapter 1 (What is Rapport) *Connect at EDC if attending – Carolyn is attending*
March 2016	(virtual) touching base – **outlines/skeletons due** & discussing
mid-June 2016	**Deadline for initial drafts**
mid-June to early-July 2016	Internal Peer feedback by 1-2 chapter authors & review by Kim/Carolyn; available to look at other chapters too
July 2016	Writing/revising
August 3, 2016	Drafts (revised version) due
August 5 – August 2016	Second Internal Peer review (1-2 chapters)

August - September	Revising (Revisions due by October 3)
October 3, 2016	Final drafts due
Early October 2016	Combining into a single document
Early-October – Oct 31	2 to 3 External reviews (we provide some potential names)
November 2016	Revisions
December 2016	Copy Editing
January 2017	Entering into template (Proof ready by January 31)
EDC 2017	Final Guide launched

Conference Presentations and/or publications based on the project: Include all completed to date or planned.

1) **ED Guide** (mentioned above) – in progress.

2) Completed conference presentations at EDC, STLHE, ICED:
> Hoessler, C., & West, K. (2014, February). *Rapport-Building: Unearthing this Cornerstone of Educational Development*. Water Cooler, EDC conference, Calgary, Alberta.

> West, K., & Hoessler, C. (2014, June). *Building rapport during consultations in educational development: Seeking an international perspective.* Round table/Seminar, International Consortium for Educational Development, Stockholm, Sweden.

> Hoessler, C., & West, K. (2014, June). *Rapport-building in teaching consultations: From both sides of the looking glass?.* Short workshop, Society for Teaching and Learning in Higher Education (STLHE) Conference, Kingston, Ontario.

Budget
a. What was the amount of your original award?; b. How was it spent?; c. If you have any funds remaining, describe your plans to make use of them.

a. Budget for the $1000 awarded.

Item	Cost
$18.51/hour + vac, stat (set by university) x 45 hours	$1000.00

b. The $1000 funding was spent to hire a graduate student to assist with summarizing the results of the interviews and analyses to provide material to be used by chapter authors. The task of coordinating chapter authors initially proposed within the 45 hours fell to Kim and I.

C. No funds remaining. All funds spent prior to September 15, 2015 (within a year of receiving funding).