The Affective Dimension

Through our talk about things, we sustain the reality of them. We are choosing what parts of the world we will orient to, and we are defining what aspects of reality are most important. The question of who controls topics in our conversations is partly a question of who controls our view of the world.

P.M. Fishman, “What Do Couples Talk About When They’re Alone?”

I love teaching. I love to read books, I love to read student papers, and I love to read, period. As a undergraduate, I "hated" Portrait of a Lady, but I "loved" McTeague. T.S. Eliot and Wallace Stevens interested me, but Robert Bly, Sylvia Plath, and William Stafford moved me. I was embarrassed by my writing in an introductory fiction class, to the point where I still remember most of what I wrote and how shallow and awkward it seemed next to my more talented classmates' work. I felt proud and special in my poetry workshops, loving this poem, frustrated by the next, but feeling talented because my professor told me he liked what I wrote.

I am talking about feelings here, about emotions that mingle with factual knowledge. Most of us who have gone into teaching have done so because there is something about it that we love; there is some need it fulfills. And while some may conference with students because it is required, most of us conference because there is an affective dimension to teaching and learning that is important to us, and conferences seem to be one way to address that dimension for ourselves and our students. We come into conferences feeling something about this student, something about the texts at hand, just as our students come into conferences full of feelings. And when we ignore this dimension—as I believe we so often do—we miss what prompted our students to write or what kept them from writing what they wanted; we miss developing the trust that comes from sharing feelings as well as facts and writing strategies; and we are frustrated by what has remained unsaid, unexplored, or unresolved.
In the long and frustrating conference I taped with my student, Felicia, the important issue became her feelings: her fears about writing and about how I would respond to her as a student and a person. After I had questioned her into a corner and she stammered out that she didn’t “know how to say things,” it was clear to me that she didn’t understand the revision strategies I had suggested, didn’t understand the point of my asking these questions, didn’t understand where I thought I was leading her. I was thinking there was some particular kind of knowledge that was hidden in her head like cached treasure and that I could trick her into revealing it or help her remember the way back. Then, voila! I would “see the light in her eyes,” and we would make this wonderful paper together.

“I don’t know how to say things.” What a courageous admission to make to someone who so values exactly that knowledge! I remember how her voice shook and how she tried to make a little half smile and then turned away. Everything in her tone and body language told me that she was not asking for another lesson on how to say things, though she would have been happy for me to tell her exactly what to say at that moment and end the torture. We were talking about a lifetime of humilitating conferences and comments on papers; Felicia was afraid and anxious and knew the stakes were getting higher with each class, each year of school. Yet I didn’t want to deal with it nor did I have the time to do so. For Felicia wasn’t the only student who needed something from me, and we’d already used up our twenty minutes. So I resisted the way she had suddenly begun shaping the conference, resisted speaking, too, of my own fears of having the wrong words years before and even now. I told her quickly a few things she should do to improve her paper, thanked her for coming, and sent her on her way. Ignoring the topic she had offered, I told her, in essence: “This is the academic world, Felicia, and it doesn’t involve feelings, particularly student feelings. Get over it.” I place my conference with Felicia in my column of worsts; I am ashamed of using my power as teacher to silence Felicia and tell her, in ways subtle and not so subtle, that her feelings didn’t count, weren’t valid, didn’t even warrant acknowledgment.

Students Say...

When I’ve asked students to write about their best and worst conferences, it’s clear that the emotional aspects of a conference play an important role in their choices. Students are afraid, nervous, excited,
or uncertain about themselves and want to talk about those feelings, want to establish a relationship with the teacher that goes beyond the classroom. One student described how he felt when his teacher bracketed conferences with personal questions.

He'd begin by talking about the area that I live in, and since he, too, has been to the Washington, D.C. area, he could relate to me in that aspect. I think by talking about something totally unrelated to English I was able to relax more, and feel like this teacher who I had a conference with was my good friend....After we were done talking about the papers, he continued to talk to me further about other things I am interested in, like baseball. I think by talking about these things helped me to respect my teacher and his ideas, and to feel like he was my friend instead of my teacher who I was conferencing with.

Another student writes that she came from a small high school and feels the “need to be noticed.” She seeks out conferences with her teachers, especially in classes in which she is doing poorly. “I have found that those conferences have helped the most, if not in learning the material then just to relate to the teacher and ask questions. I feel that these conferences are quite helpful and often give me better confidence and more interest in class.” Clearly, the goal for conferencing can be either or both writing/revising a paper and establishing a relationship with the teacher that is comfortable for the student. One student is willing to forgo learning course material in order to “relate” to the teacher, for her confidence in her ability depends upon her relationship with that teacher. Another student wants her teacher to talk a lot—but in very particular ways.

A good conference is when the teacher does a lot of talking—makes you feel comfortable. Many times when I go to see teachers I am very nervous. When they are friendly and outgoing I feel more comfortable and can discuss my problems. Many times they act cold and I find myself just wanting to hurry and get out of there ASAP. I can’t be myself and I don’t get my problems solved. All teachers seem to intimidate me.

When we talk about writing without talking about feeling, we abstract a set of skills and a string of words from what has been a personal process, a human connection. What makes certain memories of conferencing so strong for me is not whether I got the advice to rewrite a particular paper and get a good grade, but whether I felt
welcomed or humiliated or valued or threatened. I don't ever recall a teacher asking about my feelings, being concerned about my confidence or fear. They might have been, but there was no space to talk about those feelings, or perhaps neither of us knew how to make that space.

Discourse and Affective Topics

As I examined other conferences, I explored topic change and kinds of topics. I divided them into broad categories: discourse topics were primarily about writing, affective topics primarily about feelings (and in these conferences, that often meant feelings about writing), and a category of “other” topics, most of which dealt with the surface of the conference or a course—when papers were due, what changes had been made in the syllabus, etc.—made up the rest. Teachers, who controlled conferences generally, not surprisingly also controlled topics. Their topics were primarily discourse ones; for teachers, feelings are usually expressed only in the form of either praise or criticism. They are firmly part of teaching, barely different from the discourse topics that make up so much of conference talk: “I really like what you’ve done here,” “I remember feeling badly when I gave this [paper] back to you in class because I should’ve said that about the central metaphor the first time around.” Even for students, feelings were rarely offered unwrapped, naked. Instead, they were clothed in concerns about what the teacher wanted or liked. When students did offer up their feelings as possible topics, teachers found it difficult to respond to them, to help students articulate or explore those feelings. And in the case of a teacher who expressed personal feelings about his job with a student, the student was not in a position to respond as an equal, was not prepared to bridge the gap between teacher and student, between classroom and colleague.

Mary and Rick met to talk about Rick’s paper, which Mary had found so vague and unfocused that she requested the conference. Rick has had a great deal of difficulty with a poem, and as the two worked their way through the poem, they came across some coined phrases: one in particular, “wanwood,” stopped them.

168 Mary: I never heard of wanwood
169 but I thought it was just because I was (2 sec) not very educated
(Laughs).
171 Rick: I never heard of a lot of em, but.. I guess I’m not educated either.
172 Mary: Well
173 Rick: I shouldn’t be here, what am I doing here.
174 Mary: Oh, that’s not TRUE! (Laughs)
175 Rick: Sound like Scott now.
176 Mary: WELL, if he’s gonna be makin up words, you know, I mean he has to expect people to feel those
177 Rick: To explain em, right?
178 Mary: things, right? Okay, so we have a sense, general, vague, maybe
179 Rick: but a sense--
180 Mary: I don’t even know why I picked this poem, I was just--
181 Rick: I don’t know why.
182 Mary: You don’t know why.
183 Rick: I was just looking through it.
184 Mary: It’s--
185 Rick: It caught my eye.

For Rick, this task seems overwhelming. His frustrated exclamation that he doesn't belong here seems to imply not just this conference about this poet and poem, but “here” in the university generally. Mary refutes his self judgement, Rick compares himself to someone else they both know, and Mary goes on to offer her support for Rick, pointing out that Hopkins should expect people to feel this way as they approach his creative language. It’s interesting that she doesn’t address Rick’s concerns directly, but shifts the focus to the poet. She might have said, “It’s perfectly natural to feel as frustrated as you do; you’re dealing with lots of new information at one time, not just in this class, either.” Instead, she asks Rick to think about the poet, not himself. With her one sentence, she feels she has responded to his affective topic and shifts quickly back to the discourse topic, marking that shift with Okay and a summary of what they’ve accomplished in the minutes before this. But Rick’s frustration hasn’t been addressed, and he interrupts her to reassert his topic. This time, she is more aware of the depth of his fear and frustration, and helps him develop his topic more fully. Rick goes on to say that, coming from Canada, he would have had one more year of school before entering a university, would have read different authors before dealing with these. He’s not sure that having missed that year, he was prepared for school. But she is still intent on getting through THIS poem, and again, she tries to shift the topic.
Rick: See if I woulda gone back to grade thirteen we woulda had to do
Frankenstein. In the thirteenth grade this year.

Mary: O:h. The- there were thirteen grades in your school? In your
high school?

Rick: Yeah. In Canada, you have to go thirteen grades.

Mary: O::h.

Rick: It's like first year university, so.

Mary: A:h. We::ll, you missed something there. So I guess what we
have to decide, you have to decide first is which poem do you
wanna use.

Rick goes on to begin to develop a paper idea, but his sense of
being overwhelmed re-emerges near the end of the conference. He
wants advice on how he should start his new paper.

Rick: Dyou have to be, be creative?

Mary: (Laughs) Do you have to be creative?

Rick: (Little laugh) I don’t wanna be creative now.

Mary: Wll, I think you--

Rick: Everything- Everything’s goin on, / ? /

Mary: I know, there’s a lot

going on, life is very tough these days.

Rick: An we’re always doing something with the /hockey team/

Mary: Do you

have a um, a computer, or are you using a typewriter.

Rick’s worries about time management, his own skills, his fit with
the school all underlie this conference. They keep resurfacing, and
despite Mary’s attempts to deal with them quickly, they will not go
away. For Rick, his feelings about school and his ability to succeed are
clearly more important than the necessity of writing a paper. At the
end of the conference, as Mary is attempting to get him to commit to
finishing the paper soon, he brings up his grandmother’s gallstones
and her hospitalization—he has already told Mary how important
his family is to him. His feelings run like a cross current that con­
stantly threaten to pull the conference in a direction that Mary does
not want to go.

Not only students but teachers bring with them feelings that
affect the shape of conferences. But because of the power relations,
students find it hard—if not impossible—to ignore the affective
topics that teachers raise. Because they cannot leave and must
respond, students can find themselves in a situation that calls for sophisticated skills. Don is frustrated with his students, frustrated with the pressure of earning a Ph.D. and the conflicts between teaching and his own writing and work. He cares deeply about his students and his teaching, he cares about his studies as a doctoral student, and he also works many odd hours to make a living and support his education. His weariness and anger is as much a part of this conference as—if not more than—his student’s paper and her questions.

As the conference opens with Lyn, he dismisses the importance of the conference he has just completed taping and admits that he is self-conscious about being taped.

01 Don: Hope I have as much fun with this as I had with the first one
02 bliss bliss bliss bliss /and on/. (Lyn laughs) Ye:::p (makes noise
03 like he’s stretching) Okay. Well (2 sec) I always feel dorky about
04 being on tape, but—
05 Lyn: [I know. I had to do this for my tutor, too.
06 Don: Did ya
07 Lyn: really?
08 Lyn: [I had t’be on a video camera.

They go on to talk about Lyn’s experience being videotaped, and perhaps because she has been sympathetic toward his discomfort, Don reveals something that he and his office mate, Sue, have discussed in private.

17 Don: We’ve talked about in here many times an an Sue
18 will attest to that about y’know just when we always sit
19 around n bitch about what our students are like (Sue laughs,
20 maybe says something inaudible) an what how we would like
21 our students to be and we and we always say gee we oughta just
22 like play the videotape you know record this and then show it
23 to it to our students so they know exactly what issues er y’know
24 what axes we grind about them (Sue or Lyn laughs) so that they
25 can you know can sorta think about that uh for the next class.
26 U:m
27 Sue: Oh they would just die if they knew what we (somebody laughs)
28 Don: They’d no of course but I mean students talk about their
29 instructors I mean so we may as you know we may as well admit
30 Sue: / ???
31 Don: that we talk about our students.
A few turns later, Don rereads his comments on Lyn’s paper and confesses that he read it at two-thirty in the morning and couldn’t really give it a “thorough shakedown.” Don’s frustrations with his situation arise again when he instructs Lyn to speak directly into the tape recorder and share with me her opinion (which he supports) that the student guide to first-year composition is useless, knowing that I played a large role in that year’s edition.

In the competition between Don’s anger and Lyn’s concerns, Don’s frustration takes precedence and Lyn’s concerns about her paper and her questions often go unanswered, receive contradictory answers, or provide more opportunities for Don to explode again. When Lyn tells him that this paper was hardest to write because for the other papers, “all you had to do was an analyze what you read n n spit it back out,” Don responds: “Yea::h everyone says that. That’s right n I get tired of reading things that people spit up on a paper.” Both then laugh, but Don’s anger, like Rick’s sense of inadequacy, continues to erupt.

As Lyn searches in her folder for a different paper to discuss, Don yawns and sighs. When Lyn tells him “You ripped on my grammar /and things like that/”, Don is taken by surprise.
Lyn: I'm sure this is probably one of them.

Lyn directs his attention to the second page of her paper, where Don reads aloud his comments, sighing as he does so.

Don: (Turn continues) This may have been like the twentieth paper I read that day (Lyn laughs) so I mean that's you got the worst of it. I probably this is you're probably you're payin in this for all everybody else's sins before you.

Lyn: (Laughs) I just started laughing because I knew it was true.

Don: (3 sec) Yeah. Well that's it's a good satire there I mean it's not too (2 sec) Oh now this is not satirical this is this is real (2 sec) U::h Oh you (sounds like he's stretching) I dunno what to do well side from the mechanical things an the stylistic flaws..I think it's a good paper. (7 sec, seems to be going through pages and reading, humming) do do da do:: do do ta do do ta do::.... so what's your question on this?

Lyn: Oh. (Sounds suprised) I dunno. What are what are stylistic flaws?

Don: Well this whole matter of of .. sentence fragments uh use of s of uh y'know use of a semicolon where you should have comma

Lyn: (2 sec) U:m

Don: Yeah an sort of well yeah generally the Basic sixth grade English class (Laughs)

Lyn: Yeah but it's true.

It's clear to Lyn that Don is frustrated, and she must play a difficult role. She is both his confidante and part of the group of people who have made him so frustrated. Like Jeff, who must balance carefully his role with Erin as she vents her frustration with the “half of the class” that has not come to share her view, Lyn must talk her way through a situation that is underlaid with social, personal, and academic land mines. Even as she agrees with Don at several points that students are writing poorly and that she might be one of them, she also posits a reason why: poor teaching in high school. She offers up a
new antagonist, one they can share: bad teachers who don't give stu-
dents the grounding that Don feels they should and that he must
now compensate for. They are both relieved of responsibility for the
poor performance, and Don is positioned as a “good” teacher, one
who can and unfortunately must rectify his students’ flawed educa-
tion. If Lyn pays for the sins of her classmates as Don reads her paper,
they are both paying for the sins of the teachers who came before.
Lyn will be unable to receive a thoughtful answer to her questions
until Don has dealt with his feelings. But her responses ultimately
seem to satisfy Don, who then goes on to discuss in more detail both
the book and the movie the class is dealing with.

Don’s frustration grows from caring about his students. He is
angry that he can’t spend the time he needs to on their papers; he is
angry that he has to spend so much time on mechanical things that
he knows most students don’t care about when he wants to spend
time on the kinds of reading and writing that excited him, that made
him choose this field. He is like Rick in that “so much is going on”
that he feels paralyzed, exhausted. The conference, with its surface of
conversation and its underpinnings of asymmetrical power, allows
him to voice his anger. From a critical perspective, what is “wrong”
about this conference is not so much that Don expressed his feelings,
for certainly Lyn will take away from the conference a better sense of
Don as a human, as a person struggling within a web of forces and
demands much like she is. But she did not have the power to with-
draw from the conference; she did not have the status to insist that
her topics be treated with the same respect that she treated Don’s; her
requests, both overt and implicit, that Don help her become a better
writer, went largely ignored, and she did not have the power to con-
test or reshape the conference.

Because first-year writing classes are often among the smallest
classes that students experience and because teachers often ask stu-
dents to share personal narratives, students in those classes see the
teacher as someone who knows them, someone they can approach
about problems outside of class. Rick hints at having difficulty beyond
Mary’s class, as does Dave in his conference with Carl and Dana in her
conference with Eric. And in each case, the response is the same.

239 Carl: (turn continues) Any
240 questions or comments about that that you wanna make? That’s
241 your best paper.
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242 Dave: yeah (laughs) I was--
243 Carl: That's your best paper.
244 Dave: I was pleased. I wasn't expecting a grade like an A or anything
245 (little laugh).
246 Carl: It's a good paper. Hope you do that well on your next one.
247 Dave: I do too.
248 Carl: You'll be in good, well you're already in good shape, I mean
249 /you're not in any danger in class or/?
250 Dave: /I wish it was/ just like
251 that in my other classes. (Little laugh)
252 Carl: Well, good, Dave, you take this with you.
253 Dave: All right
254 Carl: And I have to do one more of these right away.
Conference Ends

What happens in our classes as we teach sometimes spills over from one class to another. When an office partner or a colleague asks us how classes are going, we may suggest a cup of coffee and try to get some good advice to improve a class going sour before we go into our next class angry and frustrated. Yet in conferences with students, when students bring up their concerns about other classes, slipping them in at the very end of the conference (how have we made room for them anywhere else?!) we may ignore those concerns, pretend the topic has not been offered, or give lip service to the problem. These problems may be spilling over into the student's performance in our classes, may be at the heart of difficulties we are otherwise at a loss to explain. If students feel insecure, afraid, unable to make the adjustment we assume they will make and let those feelings out in conferences, what does it say to them when we ignore their concerns? When we exercise our power to close down the conference, when we say goodbye, when we deal with their topic glibly? Imagine our anger and frustration if a department chair or a dean responded to fears, insecurity, concerns about teaching or tenure or the many other aspects of our lives by saying, “Thanks for sharing. It was good to talk with you. You have to go now. Goodbye.” Rick insists that Mary at least acknowledge his affective topic, his feelings. Dave is hurried out the door. Felicia's introduction of her feelings prompted me to give her the “quick and dirty” advice she needed to make some improvement in her paper and then I dismissed her and moved on to the next student. We are not counselors, but we are speaking partners. And speaking partners do
not usually ignore topics offered for discussion or dismiss them as a matter of practice.

Transforming the Personal

It is common for teachers to take a student's affective topic and transform it into a discourse topic. We resubmerge the feelings in something safe, something more clearly about writing or reading or skills and move away from feelings. In the long excerpt below from Eric and Dana's conference, Dana struggles to articulate her fears and concerns about her performance in another English class, and Eric struggles to respond. Her faith in her abilities has been shaken by this first year in college, and she needs some help in reseeing herself as a competent student. Like most students, Dana waits until near the end of the conference to discuss her feelings and ties it to a question about grades.

613 Dana: What kind of grade would you give this?
614 Eric: Oh that's a that's a good solid paper, now just let me think.
615 Dana: /?
616 Eric: That's probably on the line between a B and an A.
617 Dana: Okay that's good to hear. I'm glad because I was I was real
618 Eric: Yeah
619 Dana: skeptical, s- skeptical at the beginning of the semester when I
620 Eric: Yeah
621 Dana: think because my first paper I mean, I mean, I lo- I mean I was
622 Eric: obvious after you pointed out some things that you know that,
623 Dana: know I could see why why it you recieved the grade it did but, I
624 Eric: don't, not that English has been one of my stronger points but, it
625 Dana: Yeah
626 Eric: I mean, you know I thought it--
627 Dana: No it's a very readable pa- it's a very readable, um, uh,
628 Eric: it's a readable paper. It was no trouble reading that, it was not an
629 Dana: Kay
630 Eric: ordeal to read that paper at all. I liked reading it. Uh, and there's
631 Dana: Mhmm
632 Eric: good content there. You know, it could be um (2 sec) the content
633 Dana: Right
634 Eric: doesn't push into the terrain of (little laugh) great insight or I
635 Dana: mean I'm not going to uh kid you but it's it's useful. It's worth
636 Dana: Mm-hmm
637 Eric: saying.
Eric addresses Dana's fear that the earlier, less successful work she had done in his class may have been more indicative of her abilities than this recent one. This piece is a strong one, and his tone is reassuring as he tells her how he felt as he read. Despite the increasing qualification of his praise as he speaks (his assessment goes from a solid B/A paper to "very readable" to "useful"), it is what Dana needs to hear. Eric establishes himself as both appreciative of Dana's abilities and honest in his response ("I'm not going to kid you"). Feeling a bit more secure, Dana continues.

Alright. I'm taking um 142 (a literature class) this semester, Uhkay, this

semester

Yeah

Yes

Okay

Yeah

Ian Morley

Awright.

That's it. Couldn't remember his

name.

Okay.

An um, um, I'm really enjoying the class I like the pieces that

Yes

Yes

Yeah

Yeah

Yeah

Which is a
story I really like I read it in high school, I love that story, and I
Eric: [Yeah]
Dana: thought it was--
Eric: [And we read it.]
Dana: Yeah, that's right.
Eric: [Yeah]
Dana: an um I thought it was a fairly good paper, and then or or, a
Eric: [Yeah]
Dana: fairly good essay and then, I'm I have a real hard time with
Eric: [Yeah]
Dana: poems and uh, he gave me a B for my poem essay and a C for
Eric: my Yellow Wallpaper well I thought it would be just the
Eric: opposite, it's just like, I don't know, I have a real hard time
Eric: [Yeah? /Kay/]
Dana: see like what it is I'm you know that I'm missing and I mean
Eric: it seems to be ki--
Eric: [Have ya talked with, didja talk with Ian Morley?]
Dana: No, I haven't talked with him.
Eric: [He is a VERY nice guy. He is (little laugh) one of,
Eric: the most generous people in the entire uh de- uh department,
Eric: as well as one of the most intelligent, and it would be, it would
Eric: be worthwhile for you to go talk with the guy/ it would be
Eric: I think I think I should too
Dana: instructive. He's a fine professor.
Dana: I think I should. I have a tendency to be kind of, I don't, it's not
Eric: a very personal class, it's like five times as big as our class]
Eric: [Yeah]
Dana: And so I'm I don't think he knows my name
Eric: [Yeah]
Dana: An
Eric: [No, I've got one of those, too. But um, he's just a very
generous man, and smart. I would trust the grade.]
Dana: [Mm-hmm]
Eric: I I would trust that they're sensible.]

Dana's confusion and concerns over grading are dismissed. How can she argue with the most generous and intelligent man in the department? Instead of explaining how grades might be arrived at, instead of clearing up a mystery that is affecting Dana's sense of self as a writer and a student, Eric steps away from his colleague's class, grading, and student, although they are all connected at this moment in the conference. Dana agrees that it is a good thing to talk with your professor—after all, she is talking with one now. But she is afraid, she has no connection, the professor in question doesn't even know her
name. How can she approach him? Eric offers her no advice on how to make a personal connection in such a situation, does not sympathize with her shyness, does not acknowledge her fear. Instead, he says he has such a large class, too, and returns to trusting this stranger’s grading. Dana goes on to assure Eric that she does trust the grading, for it is clear that the topic of grading is not up for discussion, and attempts to better articulate her fears and concerns.

703 Dana: Yeah, I’m positive that they (the grades) are (sensible), it’s just um, I don’t, I just, I wish there was something...  
704 Eric: I don’t, I /except/ I don’t have a real specific question that I can  
705 Dana: just go up an ask him, I just, I just wanna say, tell me what to  
706 Eric: look for in the in the in the work that makes me BE insightful,  
707 Dana: I mean like, like, he’ll bring up things in class, and see with our  
708 Eric: class I just wouldn’t have thought it  
709 Dana: [Lyup]  
710 Eric: [Yup]  
711 Dana: And I mean I think I think it almost takes a special kind of  
712 Eric: person who has a sense for those kind of things, a gift for um,  
713 Dana: for knowing knowing what the author’s trying to say. But I  
714 Eric: mean I I’ve always loved to read and I guess I thought I was  
715 Dana: pretty pretty good at it until (laughing) I got to college.

Dana is afraid to talk to this professor, whose name is on the hard cover book they are using, who is intelligent and sensible, who is so distant from her in this class where she is not doing well. What can she say? She wants to be like the successful students in this class, she wants to be like the successful student she used to be, but she has no words to approach this man with, no specific question that will allow her to get into the conversation that she wants. Just as she had to ask a specific question about her grades to get to this point in the conference, she needs such an opening to approach her other teacher. She is afraid, confused, and unsure of her abilities. Faced with so much to deal with, so much that involves feelings, Eric chooses to focus on the first part of Dana’s statement in lines 711-715, which allows him to define and describe in a realm where he feels relatively safe.

716 Eric: Well (5 sec, struggling to begin a word) you know the things  
717 Dana: Mm-hmm  
718 Eric: And, I mean over the course of time (3 sec) people have the  
719 experience, of sort of looking from different points of view and
also are able somehow to synthesize a couple of those or use one
uh play off one point of view against another. And all of that
comes with time and part of the purpose of the class is I guess is
to sort of open up
Dana: Mm-hmm
Eric: other angles from which something can be, can be seen. So I
don’t think it’s a matter of insight or intuition, so much as
Dana: Mm-hmm
Eric: simply sort of ex experience with different sorts of contexts in
which a text can be taken
Dana: Mm-hmm
Eric: Up. Well--
Dana: For example,
have you read “Big Two-Hearted River.”

Dana is not satisfied with Eric’s response. In fact, she treats it much
like an interruption in her story of coming to feel inadequate to the
requirements of her literature class. She takes back the floor forcefully,
with none of the hesitation she has shown earlier in this conference,
interrupting Eric with “For example” as if she had never stopped
speaking. She wants him to fully understand her experience of this
class, the depth of her desire to “know” these books as her teachers do,
to regain the sense of accomplishment and prestige that she felt back
in high school. She does not want a distanced, conceptual explanation
of learning; she wants a personal response to a personal problem.

Eric: No, I’ve never read that.
Dana: Mkay
Eric: Sorry.
Dana: Aright, tryin to think of another story. It was a fairly long um
story, and what I got out of it was that it was a man who went on
a fishing trip. I mean that that’s what I got out of it (laughing).
Eric: Mm-hmm
Dana: An then we discussed it in class yesterday and he brought up
all these points and um, and it wasn’t just him bringing up the
points there were other students fn the class who who you know
Eric: Yeah
Dana: found something out, you know, that it was, you know, he it
going fishing, he was getting away from past worries, an an um,
I don’t know, I’m sitting there like dumbfounded, like how did
you know that, you know what I’m saying? An um, I mean it
Eric: Mm-hmm
it was really, I mean after that the story seemed much more in depth than I thought it was and I could s- it was an interesting story and I'd like to read it again. You know whereas the first time I read it I thought that it was a long story about a fishing trip. And so--

Well, I mean one (laughs), one sort one sort of way to go, is to, is to, pick out any two items in a text, and ask what they have to do with each other. No, um, uh (laughs) whatever the answer it's gonna be interesting. I mean if you if you can show that they're redundant, that if the sense is the second one is the first one over again in some way, you will be moving towards the author's meaning, the author's intention, because we communicate meaning by redundancy, that is by saying the same things in different ways.

Okay. If you CAN'T explain what the two have, what the two have to do with each other, then I mean there are two possibilities. One is you yet haven't spotted the nature of the redundancy, or secondly there really is a break in the text. And there's a sense in which these two things don't have anything to do with each other, and so the question then arises how to explain that. That is, how to explain the break in the text. Okay. ...

Okay. / ? / So I mean one way to go, well you say it's a long story about fishing. (Laughing) A long story about fishing. Well, you know, I what I say is, having any two details at any distance from each other in the text, you can sort of interrogate with respect to what they have to do with each other. And what you're going to be off and running on a kind of investigation.

Yeah, so when you talk about in depth, of something in depth, basically what you're talking about I mean people are either able to show an author's meaning as redundantly substantiated...
in the text on the one hand, or else, are going to be dealing with

Dana: Mm-hmm

Eric: sort of ruptures in the text, and attempting to account for
that /?/ various kinds of explanation

Dana: Mm-hmm

Eric: /?/ one's interesting.

Dana: That's, those are good, um points. I mean I think I can use that
like in the rest of stories we read, I mean I can try to, I don't
know, look for, cause I mean there were things in the story that I
thought of um, since you haven't read the story you know I
don't wanna go into it, but I mean, there were things I kinda
questioned when I was kinda like, what is the author tryin to
say, that in fact were the things that people brought up, but it
was just like I didn't see what those things were supposed to say,
I just questioned them, whereas others in the class could be like,
hey, wuh well I think this means this. You know what I'm--

Eric: Well uh right, I mean uh the proof for that, that this means this, has
always got to be, I mean, the showing of some sort of

Dana: Right.

Eric: redundancy, how B is A over again in some convincing
way.

Dana: Mm-hmm. Okay. Aright.

Eric: Other than that I mean there would be much, it would be, uh,
it's a very arbitrary matter, I mean this represents the /pea/ that
symbolizes order, well how do you know?

Dana: Mm-hmm Right.

Eric: I mean it's like, what the color green a symbol for, well
anything you like, jealousy, hope and so on. I mean the the the
uh the test is, redundancy within the text.

Dana: Uh-huh

Eric: But then there's also the fact of the matter that texts are not
perfectly redundant, there are breaks that sort of open the text to
the rest of the world.

Dana: Right.

Eric: You know. Okay Dana, I'll see you then tomorrow.

Dana: Aright. Okay

Thank you for your time.

Eric: Okay. See you later.

Conference Ends.

Eric offers Dana a strategy for “being insightful,” but it’s not clear that Dana understands how meaning is “redundantly substantiated
within a text.” She recognizes what he is trying to do, however, and thanks him for the advice. But her thanks and her small attempt to explain how she might use this strategy give way again to the narrative that she has been trying to tell Eric. This is the ending that gives her a bit of hope, perhaps prompted in part by Eric’s apparent confidence in her ability not just to read and interpret literature but to understand his discussion of redundancy and ruptures in the text. By the end of her story, she is seeing and questioning aspects of the written text, even if she doesn’t know how to create meaning like others in her class. She has been dumbfounded, shown up by her classmates who seem to have some special gift or knowledge, but she senses that if she can understand Eric’s advice, she might be one of the insightful ones in her course, might regain that sense of personal skill and ability that she has lost.

Dana seems, at the end, stunned into minimal responses by the strategy thrown at her; she has told her story and received an academic response. But at least it took time, the professor took time; for students, this simple aspect of a conference—that a teacher takes the time to talk with them—is almost enough to mitigate any disappointments or failures that might have occurred in that conference. Eric has addressed her fears only obliquely, has responded to her story with a lecture, has avoided the personal and emotional. He has failed to personally respond to Dana’s emotions, transforming them instead into a matter of learning a skill. He has ignored any discussion of the economy of the classroom, where participation and knowledge of a particular kind can buy you a spot up front after class, talking in more detail with the professor who will then know your name and mark you as “insightful.” And it is likely that Dana will fail in her attempt to use the strategy Eric offered in place of exploring her concerns; she can try to use it, she says with uncertainty, but she still doesn’t know exactly what to look for. Her uncertainty about her ability to use Eric’s advice leads her back to the fear, uncertainty, and frustration she felt in the classroom. What college teachers want and whether she can meet those expectations has been the emotional topic that has bracketed this entire conference but has not been the clear topic of discussion at any point throughout. Despite Eric’s understanding that meaning is made from redundancy, he has not apparently noticed the repetition of Dana’s topics: fear of failure, loss of self-confidence, frustration in learning. This final part of the conference, so important to Dana’s sense of herself as a student, has been wasted.
Responding to Feelings

Learning is not always a rational, logical process. It is experiential, emotional, and messy. I didn’t wake up one morning and say, “I think I’ll become a feminist now. And I think I’ll combine that with critical sociolinguistics.” A series of experiences and emotional responses to those experiences shaped my perceptions, my desires, my curiosity, my needs. I found feminism and a critical approach to language and power attractive (not necessarily right or logical). I found reading books and talking about them to be fun, exciting, challenging and satisfying in ways that mathematics wasn’t. I loved the way words could be shaped, the way I could write what I couldn’t say, the time and space that writing offered me, and the acceptance and praise that came with success in that area. Our students are involved in that same search, that same process of shaping and being shaped, of choosing and being drawn toward ways of knowing, learning, making sense of their worlds.

I’d like to return to this chapter’s epigraph by Pamela Fishman. As we decide what will be talked about in these conferences—and it appears that it is, overwhelmingly, teachers who make that decision—we are choosing to orient ourselves to ideas, to skills, to texts but not to emotions, to humans. To be honest with you, I have not been in enough other teachers’ classrooms to say whether this is a disjunctive behavior or a continuation of the classroom. I know that many of my colleagues search for topics and activities that students “like,” issues that really “get them going,” that get them “excited,” that raise the emotional pitch of the classroom and involve students in discussion that counts to them. They want to connect their assignments to students’ lives in important ways. Yet, aside from early semester “get to know you” conferences, the rest of the conferences are focused on texts, on improving skills with the written word, on raising poor grades by revising earlier texts. We set aside the joy of writing, the urgency of communicating with others, the anger or sorrow or fear or connection that generates writing in favor of a dispassionate examination of errors, lapses in logical thinking, and problems with textual focus. For as much as we may “feel” that conferences are about emotion as well as fact and convention, institutionally we are judged not on how good our students feel about writing but on how well they have mastered the conventions of writing for an academic audience, sometimes on discrete skills that can be tested quantitatively.
Many teachers schedule an initial conference during which they ask a number of questions about the student’s experiences, goals, concerns, and background. I have done the same, and afterward, like many of my colleagues, have felt that since I now “know” the student and she has had a chance to talk about her feelings and get them all out, I can go on to focus intensely on writing for the rest of the semester. It’s as if I was talking to myself, head buried in my student’s text; it’s so odd now to realize that I believed she would have no more new feelings or no resurgence of old ones over the semester, or even that I had “dealt” with all her concerns in a first conference.

I believe many students have difficulty finding ways to disrupt the teacher’s narrative, the teacher’s control of topics in order to introduce their own affective topics because they do not know either how to connect them to the teacher’s topics or they cannot transform the discourse topic into an affective one in the same way teachers transform their students’ topics. Teachers are usually polished speakers in many registers, but many students, while polished speakers with peers, have had little experience speaking in extended turns in a classroom or in significantly reshaping academic discourse. Further, when speakers of different status are involved in talk, the speaker of higher status and power usually has control over topic acknowledgment and development; he or she can choose to ignore or take up the partner’s speech while the speaker of lesser power usually must acknowledge or take up the topics offered by the more powerful speaker. (Incidences where this does not occur provide the basis for humor or tragedy, particularly in British comedy or drama, where class and status differences are so readily acknowledged.)

Making Space

So what can students ask about that will help them get the floor with an affective topic? Grades. It is not only an almost set-in-stone requirement that teachers respond to questions about grading, but it is also a permissible moment for students to express emotion about the grade. That emotional expression may also open the floor for an explanation, which may in turn open up the space needed for a narrative and the offering of other affective topics. So we hear Dana explaining that she was worried about the grade and pleased with what she received, because—and here she can tell Eric the story of
how she used to perform and how concerned she is now because of her other class, and so on. Grading is both specific—students can ask particularized questions—and subjective, open to debate. Furthermore, for most first-year students, grades are correlated with feelings: if they really liked the topic or felt good while writing the piece, then they believe it should receive a good grade. The text is not as important as the feelings. So a discussion of grades opens the floor for students to begin talking about a host of other concerns and feelings.

In the conferences I’ve observed, listened to tapes of, and done myself, the pattern is for the teacher not to bring up the topic of grades until the end of the conference or not to bring it up at all. If the teacher does not bring up grades and instead asks simply if there are any more questions, students are likely at that point to ask about grades. They may ask what grade they received, they may ask whether following the teacher’s advice will improve the grade, or they may say that they aren’t happy with the grade or some other variation. In any case, they have set up the structure needed to include a justification for the question or comment, and have gained the floor. But it is often too late. Most conferences cannot go on indefinitely, and once the teacher has asked whether the student has any questions, has completed her agenda, other topics raised may be given short shrift as the teacher worries about fitting in the next student and the one after that. Student topics appear to be less important, peripheral to whatever goal the teacher has wanted to achieve. And so those students who do not insist on their topics being taken seriously by reintroducing them after they have been dismissed find themselves, like Dave and Mike, being allowed a scant few turns of speech before being turned out the door. Rick, Dana, and John all repeatedly offer their topics until they are dealt with in more depth, and they do so through a larger portion of the conference. But they must work hard at disrupting the teacher’s march onward through the preset agenda, and the response is slender.

One way to encourage students to speak more freely about their feelings is to consider those affective topics as valid and to address them squarely. There are two problems with this: sometimes we don’t recognize a topic as affective, for it is bundled up in the clothing of discourse topics and we are focused on talking about writing and not feelings about writing. A second difficulty is that conferences are usually limited to a short period of time. If we have
recognized a topic as affective, then often we find ourselves deciding whether the time we have left will allow us to fit in discussion of both the student topic (and the topics it may lead to) and the topics we had preset in our heads as we began the conference. But often, if we do not address those emotions, all the advice we offer may not be heard or will be heard through the frame of those unaddressed concerns. It is a question of time, but it may be a more valuable use of time for both teacher and student to address their concerns in more than one conference.

Although I have made frequent use of student and teacher agendas created shortly in advance of conferences, it’s also been my experience that students don’t write down that they are angry or frustrated or scared and want to talk about that. They will write down that they want to talk about getting better grades or want to discuss the grade on paper number two or to get some strategies for revising that will help ALL their work. That usually signals me that my agenda should be short and flexible. Providing enough time when it is needed has meant for me that later conferences are more focused, more comfortable, and—judging from student response and textual changes—more successful.

Obviously, a simple strategy is to make space for affective topics earlier in the conference and more clearly before we have firmly set the conference shape in our heads. If students need to have a specific question to help them take the floor, we might ask them about their grading concerns earlier in the conference, or open the conference up to talk about their other classes. But questions and answers are usually syntagmatic; that is, a question compels an answer, especially when there is a difference in power and status between asker and answerer. So it is difficult for students to not answer the questions asked of them. Bill, for example, asks Cari early on in the conference what she “likes best” about her paper. But he doesn’t follow up on it, moving instead to another question, which she must then answer instead of developing her first response.

When students submit personal papers, teachers often ask them about some of the incidents they describe. Students write sometimes to meet two needs, producing something personally important to them and then realizing that they must submit it to the scrutiny and critique of a teacher, much like the conference I described with my poetry professor. But it’s important not to abuse the power we have to force students to respond when they do not wish to, instead asking
students questions that might allow them to move to whatever ground they are more comfortable on: "What would you change about this if you revised it? Why?" "Which sections worked particularly well for you?" And certainly we can offer our emotional responses to the writing; we are not dispassionate readers who find a piece "useful" to read. Often, doing so encourages students to share their own emotional responses to their writing, and they begin to speak of other concerns or feelings that have helped or hindered them in their course work—the kinds of feelings and history that also keep conferences from working successfully.

It is important also to remember that gender plays a role in the emotional aspects of conferencing. In the study conferences, female students brought up many more affective topics than male students, though they were roughly equal in offering discourse topics. In their written accounts of conferencing, female students emphasize the importance of acknowledging feelings in a conference. How well their feelings are attended to has an important effect on the outcome of a conference: "Some profs will act like your (sic) bothering them. They act very anxious, which makes you feel yucky so you leave just as lost as you were before." It doesn't matter if what the teacher said might have been helpful; because the student feels uncomfortable, no learning takes place.

Male students, of course, also mention feelings. It was a male student who commented on how important it was to him that his teacher asked him about his hometown and his sports involvement. Nonetheless, the feelings males indicate are often quite different from what female students reveal. Male students are angry when the conferences do not live up to their expectations; female students are discouraged and even more uncertain about their abilities. Male students are likely to see unsuccessful conferences as a violation of their right to know whatever it is the teacher knows that will be helpful to them; female students are more likely to see unsuccessful conferences as a lost opportunity to establish a better relationship.

These differences are consistent with important findings by researchers in women's cognitive development, such as Mary Belenkey, et al. (1986), Carol Gilligan (1982), and Nancy Chodorow (1978). In response to ethical dilemmas, males, these researchers argue, focus on the abstract concept of justice, applied equally to each individual. Women focus on the relationship of individuals to a larger system and to each other. They conclude that males are more
concerned with autonomy, females with community. These differing orientations affect more than ethical decision-making. Black, et al. (1994) found that when young writers submitted portfolios of work to anonymous readers, males positioned the readers as judges of individual work and saw the portfolio as a chance to “showcase” or present skills. Female writers, however, saw the portfolio as an extension of the self and positioned evaluators as trusted readers who had the power to hurt the writer through insensitivity to feelings. Understanding these possible gender differences may help teachers deal with the affective dimensions of conferencing, may help them understand student reactions and needs, even help understand their own needs and reactions. The emotional responses all participants experience may well be connected to gender.

I have been writing here about talking with students one-to-one about feelings. But it may not be just one student who is feeling frustrated or scared or even excited about writing or the course or their other coursework. A great deal can be addressed in class itself. I used to feel that I had to provide all the answers for all the problems; now I feel that I have to create an atmosphere where problems can be articulated and as a group we can offer solutions or changes. In first-year classes where many students are shocked by their poor performance by mid-semester, I have set aside class time for students to work in groups of their choice to voice their concerns and problems then share those as they feel comfortable. Students work in groups or as a whole class to offer solutions. In some cases, we have changed the structure of my course to provide more feedback or to examine (in the absence of a college-wide writing across the curriculum program) writing from various fields so that students could understand the difficulties they were experiencing in adapting to different contexts and demands. We spent more time looking at sample papers and talking about how they would be graded; I did a “spoken protocol” to show how I responded as I read and how I re-read and graded. I have opened departmental grading sessions (at least the training/calibration sessions preceding them) to students who return to share what they learned with classmates. And students who have personal problems—roommates, family, boyfriend/girlfriend, fraternity/sorority obligations or decisions—have often found advice from classmates or been urged to speak with particular people or support services. Dialogue journals read and responded to by classmates have provided a place to vent (for me as well!) and get responses ranging
from sympathy to clear-headed advice. In upper level classes, we deal with concerns about life after college, with job searches and graduate school, and tie writing and talk to those concerns. I am sometimes an observer, sometimes an active participant in these discussions. But it has always been apparent to me that in a goal-based class such as mine, spending class time in this way is crucial if we are to reach our goals; it is time spent identifying road blocks and charting new directions. We have a shared knowledge base and a place to begin that opens up conferences to talk about feelings, that ties conferences to classes in ways that are important and personal, not simply institutional. And it means that in conferences later, when a student says "you know," I really do.