DEVELOPING OFFICE HOURS

Group Reflection

Thinking of your experience as a student, please answer these questions in small groups:

1. What are some features that make office hours productive and encourage students to attend?
2. What are some features that make office hours unproductive and discourage students from attending?

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- What are some different formats to conduct office hours (e.g. one-on-one, group, online)? How would this change depending on the number of students?
- As a GSI, how can these productive features be implemented?
DEVELOPING & MANAGING OFFICE HOURS

QUESTION CHECKLIST

Logistics BEFORE first office hours

Talking with your teaching faculty member about:

1. How many office hours per week will you hold? Will you have in-person vs. virtual office hours? Will they all be in one day or spread out across multiple days?

2. When will you hold your office hours? Will they be night before the homework is due? Will you hold additional hours before exams?

3. Where will you hold your office hours? Will you find a classroom with blackboard, be in a computer lab, or your personal office? Is there an official GSI office for holding office hours?

4. What type of materials will you bring to the office hours? How will you prepare for your office hours?*

5. What is your e-mail policy? Will you provide your phone number to students? Will you accept Facebook friendship requests from your students? Suggestion: be sure and let the students know of these boundaries early.

Holding office hours

6. What expectations do you have for students who come to your office hours? What happens if a student just wants you to give out homework answers? Will you ask them to prepare questions ahead of time?

7. How will you fairly and efficiently handle a large group of students during office hours? What happens if at the end of your office hours, there are students who still have not been helped?

Handling student requests

8. Will you hold extra office hours at students’ requests?

9. How responsive will you be via email? Suggestion: establish an email response policy. For example, set email format for students, e.g., include course title in email subject, and have them number their questions. In turn, you will respond within 24 hours.

Note: the Fraction Calculation Form is part of your handout, it documents which roles you will fill. What would you do if you started to spend more than your appointment fraction per week?