



Remedy for Unattended Office Hours

YIELD: MANY Students coming to hours

CHEF's PREP

SERVES both instructor & students

Any size class but optimal for <100

MENU

This remedy is for anyone afflicted with less than desired attendance for office hours; let the positive correlation between office hour attendance and course performance be present for your students. Whether no one shows up, only shows up the day before the exam, or you are just generally unsatisfied with the attendance, this remedy is for you.

INGREDIENTS

- 1 cup student awareness; repeated, visible & transparent
- ¾ cup clear expectations
- ½ cup communicated changes
- ¾ cup welcoming environment
- (extra) a dash of fun & a sprinkle of computer with Skype/Zoom/Google Hangout

INSTRUCTIONS - go beyond having hours at convenient, staggered and consistent times for students

1. Change the name from office hours to **"student hours"**
 - a. Hold some office hours in a common area for students (classroom, laboratory, library, study area...)
 - b. Designate different types of hours throughout the semester (assignment workshop, review/study, open lab)

*You'd be surprised much how more welcoming this appears to students
2. **Add an assignment** where students must come to your hours
 - a. Requirement is communicated (syllabus & repeated verbally during class)
 - b. Prepare a list of questions prior to student arrival (2-3 to get to know them + 2 related to class)
 - c. Students complete this assignment during the first few weeks of class

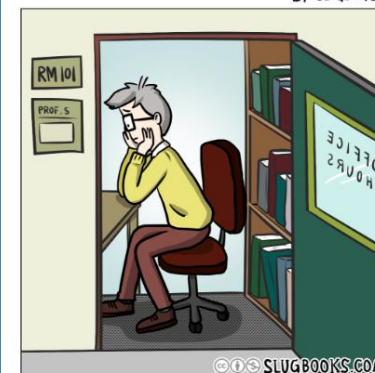
*helps breakdown student barriers (anxiety/fear of going to office hours & not knowing your office location)

Tip: Decrease traffic jams by having students sign-up for time slots (also provides digital track record)
3. Get them to come back: **positive and valuable experience with clear takeaway**
 - a. Ensure questions get answered regarding content, assignments and assessments
 - i. Balance directly answering with prompting deeper learning through guiding questions as responses
 - b. Obtain constructive and positive feedback
 - i. Provide specific examples for students and determine *with* students concrete next steps forward
 - c. Snacks or something intriguing to get students attention and come back
4. **Have hours both in-person and virtually**
 - a. Have your audio & video ready for interactions online.
 - b. Post a sign on your door welcoming students to come in (i.e "Please help me take a break from emails")
 - c. Use breakout rooms or a scheduler if students desire private conversation

Pro Tip - Post an away message (ex. "in a breakout room, send me a message via chat to let me know you are here")

HUMANS OF COLLEGE #95

BY SLUGBOOKS



"IN THE 8 WEEKS THAT I'VE TAUGHT THIS COURSE, NOT A SINGLE STUDENT HAS COME TO MY OFFICE HOURS. ONCE, I GOT EXCITED BECAUSE SOMEONE KNOCKED ON MY DOOR, BUT IT TURNED OUT THEY WERE JUST LOST. I'M SO LONELY. SO, SO LONELY."

Additional resources can be found on the back of this recipe card

Resources for Unattended Office Hours

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- Griffen, W., Cohen, S., Berndtson, R., Burson, K., Camper, K., Chen, Y., Smith, M. (2014). Starting the conversation: An exploratory study of factors that influence student office hour use. College Teachings, 62 (3). <http://www.tandfonline.com/doi/abs/10.1080/87567555.2014.896777>
- Hamer, E. (2017). How students can get more out of professors' office hours. University of Wisconsin-Madison News. <https://news.wisc.edu/how-students-can-get-the-most-out-of-professors-office-hours/>
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- Li, L., and Pitts, J. (2009). Does it really matter? Using virtual office hours to enhance student-faculty interaction. Journal of Information Systems Education, Volume 20, 2. 175-185. <https://search.proquest.com/openview/2d7f40e62d3749948e3b50b50417a1ff/1?pq-origsite=gscholar&cbl=25848>
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- Tutors, Varsity. (2015). Why you should take advantage of your professors office hours. USA Today College. <http://college.usatoday.com/2015/11/28/office-hours/>
- Walsh, Margaret. (2011). How to make the most of your office hours. Faculty Focus, Higher Ed Teaching Strategies, Magna Publications. <https://www.facultyfocus.com/articles/teaching-and-learning/how-to-make-the-most-of-your-office-hours/>

