

# PREPARING STUDENTS FOR OFFICE HOURS

As previous documents and resources indicated, students may not know the proper etiquette when preparing to schedule a meeting with you during your office hours. This document outlines what you might share with students in order to facilitate a productive meeting.

## SPECIAL TOPIC: DISCUSSING GRADES



If students are scheduling a meeting to discuss their grade or other more difficult conversations, it is important for you to **outline what that process will look for them**. If they are asking for a change in grade, let them know that they will need to offer evidence justifying their position. Additionally, let them know that you may choose not to make a decision right away but will make one by a certain date and time. **Always reinforce the idea that your goal is that they are learning the material and that any recommendations that you offer are for that purpose.** Let students know that you welcome following up with you or additional questions.



## EMAIL ETIQUETTE

Share with students that any emails to you are professional communication; thus, they should research examples of professional emails.

### Some tips that you might offer include:

- How they address you
- Important information to include in every email (name, course, section, purpose of email, etc.)
- Use of proper subject line, appropriate greetings, and full words and sentences



## PREPARING FOR THE MEETING

Share with students how they should prepare for a meeting with you to include:

- Reviewing (and bringing any documents or materials that they need).
- Arriving on time
- Being prepared to discuss what is causing them difficulty and what they have done so far to address it
- What your expectation are in terms of greeting and interacting with you

## DURING THE MEETING

Let students know that they are expected to:



- Engage with you and any resources that you offer to support their learning
- Be willing to ask follow up questions, clarifying questions, take notes of what is discussed, summarize any follow up processes.

## REFERENCES

Hidden Rules for Office Hours (2018). William & Mary Neurodiversity Initiative. Retrieved from <https://www.wm.edu/sites/neurodiversity/documents/hidden-rules-for-office%20hours.pdf>

