

Providing Support Outside of Class

You can provide students with academic support to help them gain a deeper understanding of your course content outside of class time. By planning and creating course-specific resources, you can help students gain a deeper understanding of complex concepts, develop the skills necessary to achieve success in your course, and better prepare for the work they will do during class time. It is also helpful to make sure that students know about the campus support that is available to them.

What resources can I provide?

- *Video resources.* On your course website or learning management system, provide video resources that students can use to review information or learn in conjunction with your classroom activities. Videos could include:
 - Web videos of experts or other instructors explaining concepts covered in your course,
 - Self-made recordings or screencasts of you or your teaching assistants explaining difficult concepts or working through problems, or
 - With students' permission, recordings of past students explaining difficult concepts or working through problems.
- *Guided solutions.* Posted to your course site or distributed as handouts, guided solutions can take students through solving problems one step at a time. Be sure to clearly write the steps in order and to clearly annotate any steps that include multiple parts. You might also record videos that include guided solutions, with the steps written on screen to reinforce important points articulated in a voiceover.
- *Practice exercises.* Since some students may enter your course less knowledgeable about the subject than their peers, it is helpful to offer students a series of assignments that allows them to assess their current knowledge, practice remedial skills, and identify any gaps or misunderstandings they have about content that is foundational to your course. If students share the results of these exercises with you, it can also give you a better sense of the knowledge that students are equipped with at the beginning of your course.

What resources can I provide for students to receive academic support in person?

- *Office hours.* Include on your syllabus the days and times that you are available to meet with students. Remind students that if they are having trouble, they can schedule time to meet with you or visit you during your office hours.
- *Optional tutorial hours.* Separate from office hours, you can designate time to review a specific course concept. Specify the topic you will be covering ahead of time, so students can plan whether they would like to attend the session. You can also incentivize students to attend by offering extra credit points on an assignment that

they previously completed on the same concept (S. D. Brookfield, personal communication, January 25, 2016).

- *Campus resources.* Ensure that students are aware of the academic support services on campus, such as the writing center, library research support, and any tutoring centers. You can list these resources on your syllabus and regularly remind and encourage students throughout the semester to use them. To help students feel more comfortable using on-campus services, you might consider scheduling time to walk students to a support center, having a representative from one of the centers visit your class, and/or sharing testimonials from past students about how a specific center helped them to be successful in your course.