Activity Instructions

**Step 1**: Read the case study/scenario on the screen.

**Step 2** – **Think**: Reflect on how *you* would handle the situation, and jot down your own ideas. (*~1 minute*)

**Step 3** – **Pair**: Join with 3-4 people and discuss your ideas. (*~5 minutes, as needed*)

**Step 4** – **Share**: Discuss your ideas with the whole group. (*~5 minutes, as needed*)

---

**Case Study 1**

A student arrives at your office during your office hours looking visibly emotionally upset. She says she needs would like to discuss a rather personal matter with you and requests that you shut the office door so that you can speak more privately.
Case Study 2
There is a student who seems to be struggling a bit in the class and so he has come to your office hours several times to discuss problems with assignments. It turns out that you have some mutual friends, as over the weekend you saw him at a party and chatted with him about a trip you took last summer. Today, he has arrived at your office at the end of office hours and asks if he can get some feedback on an assignment over a beer at the Red Fox.

Case Study 3
You are working through a math problem on the board with the class to demonstrate a mathematical concept. After you finish and as you’re moving on to another topic, a student raises his hand and points out that you’ve made an error on the board and that you did not correctly calculate the problem. He is right! You did make a mistake!

Case Study 4
You are in the middle of an introductory lecture, when a student interrupts with an unanticipated question regarding the material. You do not know the answer to this question, or cannot immediately recall the answer.
Case Study 5

A student who currently has a C in your class emails you 2 weeks before the end of the quarter and asks for extra credit opportunities. She has missed multiple deadlines for assignments, had less than exemplary attendance, has a C average on all exams and this is the first time she has approached you outside of class for help. However, she says that she “has to” get an A in your class or she’ll lose her scholarship.

In your groups, decide how you might respond and write a sample email to this student. Be prepared to share with the group!

Got more questions?

Feel free to contact us at any time at the following email addresses:

Tiffany Williams
World Languages & Literatures
tiffany.williams@onid.orst.edu

Nikki Moore
Geology
nikki.moore@geo.oregonstate.edu

In your groups, decide how you might respond and write a sample email to this student. Be prepared to share with the group!