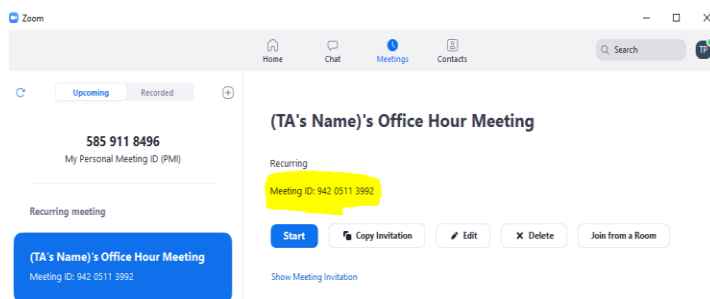# EML2322L – MAE Design and Manufacturing Laboratory

Virtual Office Hours Rules and Behaviors

The following rules and behaviors are expected out of TA's to ensure a seamless office hour experience for student's and give TA's more equality and flexibility with working office hours.

1. **You are responsible for the sessions that you signed up for.** Due to the online format, office hours can be very taxing in the traditional way of office hour assignments. We are implementing a new signup method and if you sign up, you are responsible for showing up on time and prepared. If you sign up and are unable to attend, it's your responsibility to find another TA to cover your session. If you're late, it's your responsibility to notify the other TA's so they know when to expect you or your replacement.

2. **New Zoom Office Hour sessions will NOT have designated hosts.** To avoid one designated host remaining in the lobby the entire session, TA's will create their own Zoom sessions to meet with students/groups privately. The weekly office hour links will act as a central room. TA's will join into the same link as the students. When a student or group wants to ask a one-on-one question, a TA will send the student(s) their Zoom session link through the chat and tell the student(s) to leave the session and join the TA's private meeting. The TA will then log out of the Office Hour central session and meet with the student/group via the private link.

3. **Create a reoccurring Zoom meeting for office hours.**
Please create a meeting in the format shown to the right with the schedule meeting function in Zoom prior to office hours. This will serve as your own breakout room with students who wish to speak privately. Once created, under the meetings tab, you can select your reoccurring meeting to find the Meeting ID (shown below highlighted in yellow). This will be what you give to the student(s) in the office hour session to meet with you. You will just need to Start the meeting to join them.

4. **Use the 10/15 minute rule when in your own session with the student/group.** Because TA's are now asked to take students away from the main office hour session, please keep the private meeting to 15min during normal office hour sessions and 10min during busy sessions. If you are unable to finish addressing the student's/group's questions, tell them you both need to return to the main room, and you will happily answer more questions after you check if there are other students waiting with questions. If office hours are busy, the student/group will have to wait for another private session, and if not, you can both return directly to another private session.

5. **As TA's, we always need to have our camera's on and interact with the students.** If the student's log into office hours and all they see are TA's names with black screens, they may not think anyone is available. Be proactive to engage with the student's (remember, they will be shy, and you need to make the first act of engaging with them). If there is no activity for 10+ minutes, you can work on other activities, but you need to remember that some students can only attend the second half of an office hour block because of their personal schedule, so always anticipate more students coming to office hours.

6. **TA's must indicate that they are TAs in their names, e.g. (TA) John Doe**. We want the students to be able to easily identify who they can ask for help.

7. **Half shift overlaps on Mondays and Fridays.** If signed up for a half shift on M or F, first shift TA's should be prepared to stay until the end of the overlap time (3:45PM) and second shift TA's should show up promptly at their starting time which is the beginning of the overlap time (3:15PM). Each pair of TAs then have up to 30min of overlap to ensure a smooth transition for the students.

8. **Office hours are a work in progress.** If you have feedback regarding office hours, **please provide it**. We want to provide office hours that are efficient and effective for students AND TAs, and we are open to any suggestions you have.