

# Best Practices for OEM Instructors

## ■ Office hours

Held virtually with recommended schedule of twice weekly on evenings and/or weekends for 2 hours per session. Some instructors schedule 1 hour sessions in early evening with up to four sessions per week; sessions may be split between instructor and TA. “Chat” function in Canvas is recommended to share questions with students for discussion.

## ■ Responsiveness

Communications typically occur in evenings and weekends with student questions via email between office hour sessions. Ideally, instructors and TA’s should respond to students within a few hours. Faculty typically respond as soon as possible and within no more than 1 day.

## ■ Flexibility

Students may sometimes need flexibility with class attendance and with assignment deadlines due to work obligations or other personal commitments. Instructors should maintain lines of communication with students regarding assignments and any make-ups.

## ■ Advance planning/organization/lead time

It is essential that instructors organize and provide advance notice and lead time for course requirements (e.g., multiple weeks for a standard assignment, and extra time for projects). Any course policy on assignment timelines should be documented in syllabi and term announcements.

## ■ Support

Student satisfaction is crucial to success of program. Instructors should be sensitive to student scheduling needs and be responsive to feedback.