

Office hours: Students perceived role, usage, and barriers to usage

INTRO

- Office hours are a critical aspect of college courses, as it relates to student success and overall growth (Guerrero & Rod, 2013; Miller, 2011).
- Social dynamic, as well as other issues such as timing, can make attendance difficult (Skyrme, 2010).
- It is important to understand then what supports office hour use, barriers to attending them, and the overall role students see office hours holding.

METHOD

- An anonymous survey was sent during the Fall 2020 semester to four family and consumer science courses.
- The survey included questions on the perceived role of office hours, how often they attend office hours, why they specifically report attending office hours, how comfortable they report going to office hours (face-to-face and online), and barriers to attendance.

Measure	M or %
Gender (Percent female)	94.5
Age	21.0
Race/Ethnicity	
White	65.5
Latino/a	18.2
Other	16.3
Class Standing	
Lower class (freshmen/Sophomore)	7.3
Upper class (Junior/Senior)	92.7
First-Generation Status	27.3

Students largely see office hours as a means towards getting support on concepts and assignments.

Students are more likely to attend office hours when flexible times are offered and they perceive the instructor as supportive.



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RESULTS

Perceived role of office hours

	%
Help understanding concepts	74.5
Going over grades	70.9
Going over assignments	69.1
Talking about one's career (mentoring)	38.2
Personal issues/reasons	32.7
Talking about major/scheduling	25.5
Other	3.6

- For Fall 2020, students reported going to office hours the most for help with concepts and assignments
- Students were more likely to go to office hours in Fall 2020 as opposed to Spring 2020 for personal reasons
- The main barriers towards attendance included worries of having question minimized and conflicting times to attend

Support towards attendance

Flexible times	43.6
Faculty member supportive	49.1
Needing help with work	40.0
Faculty member reached out to meet during office hours	32.7

Recommendations

- Supportive, specific outreach may help attendance
- How office hours are framed is important to how students view them



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