

# Flexibility and the Whole Student

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- Student support starts with things like office hours, answering emails promptly, expanding office hours, expanding methods of contacting students, encourage one-on-one meetings, etc.
- During the pandemic, the line between content and student support kind of disappeared. We had to learn to be much more *flexible* with how we support our students.

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- In class: “I have 3 midterms this week [in STEM courses] ... can I have a homework extension?”

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- Help students understand what failure looks like *to them*.
- Help students set some realistic, step by step goals. “What would you like to tackle this week?” “Walk me through how you study for ...”

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- Help students set some realistic, step by step goals. “What would you like to tackle this week?” “Walk me through how you study for ...”
- “Let’s check in next week to see how it is going so far. When are you available?”

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- “I have 3 midterms this week [in STEM courses] ... can I have a homework extension?” “Sounds like midterm season, do you all have a bunch of midterms this week? ... Let’s extend the homework for everyone.”

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Students are already whole people and the best experts on themselves. If you really want to know what students need, *ask them!*