

## Resources for Supplemental Help

For the past two semesters, WAB has worked with professors to help increase supplemental help offered in their courses. To date, we have worked with Professors Jensen and Stine for STAT 102 and Professor Abito for BEPP 250. Through frequent student surveys and conversations with students, faculty, and administrators, we have found three supplemental help methods to be particularly helpful, yet underutilized. Please reach out to [wabcochairs@wharton.upenn.edu](mailto:wabcochairs@wharton.upenn.edu) if you're interested or have comments/ questions.

### **Interactive Exam Review Sessions**

Undergraduate TA-facilitated “office hours” where students work in groups on problems from past exams.

#### Recent Implementation

Piloted in STAT 102 (Fall '17, Spring '18) and BEPP 250 (Spring '18), with undergraduate teaching assistants paid by the respective departments. Weekly sessions (7-8:30pm on Tuesday), but schedule is flexible. Positive feedback (*can forward data*) from students, teaching assistants, and professors.

#### Impact

Allows students to interact with material, work together to learn, and constantly review (rather than cramming right before an exam).

#### Roles

WAB recruits and trains TAs and organizes the logistics (including coordinating with TAs, creating post-surveys to gauge success, and sending weekly updates to the professor).

Undergraduate TAs create the review materials and share with the professor for approval.

Professors publicize the session on Canvas and in class and encourage students to attend.

### **Piazza (Canvas add-on)**

Online gathering place where students can ask and answer questions, under the guidance of instructors.

#### Recent Implementation

Several classes in Wharton (such as BEPP 250, MKTG 476, STAT 430) already use this platform.

#### Impact

Students are able to get quick answers and test their knowledge with peers while instructors can answer questions quickly, avoid receiving repetitive emails, and streamline the process to get help.

### **Virtual Office Hours**

Instructors use BlueJeans (video conferencing app, supported by Wharton Operations) for office hours.

#### Recent Implementation

Piloted in STAT 102 and BEPP 250 (Spring '18) in two formats: professors hosting virtual office hours 1) at set times on a weekly basis, or 2) sporadically throughout the day.

#### Impact

Particularly helpful during exam times and before assignments. Offers flexibility for both professors and students as the office hours can be held after hours or on weekends.