

## Rules and Information for “Phone In” Office Hours

Instead of holding a review session or formal office hours, I will set aside time where you can call me in my room to get exam questions answered – at a time where most all students will be free. When calling me, please see the following suggestions.

1. Only use my phone number for the specified hours on the given day.
2. If I do not answer, I am on the line with another student. Call back again until you reach me.
3. Ask me focused questions rather than blanket questions.
4. If you think you need to see a graph, still call and we will work something out.
5. Priority is given to students in my sections.
6. I will talk to you for no more than 10 minutes at a time – other students may be trying to reach me. If I cannot answer your questions in 10 minutes, you are free to call back again and I will be happy to talk to you if the calls are slow.
7. Do not give my number to other students in other sections.
8. If I need to step out of the room for a minute and you get my answering machine, call back later.
9. Do not wait until the last minute of my office hours to call because you may not reach me. I will take no calls after the hours have ended.
10. The purpose of these additional office hours is also to reduce the flood of email questions that are often hard to answer. Therefore, if you have questions please use these “phone in” office hours. I will only answer email questions for that day during the “phone in” hours. However, phone questions take priority and I may not have time to answer all or some email questions. Nonetheless, if you have questions in the days before my “phone in” hours day, I will answer them as soon as possible. This means that email questions should be submitted to me two days before the exam.

I hope you find this a helpful resource. Good luck!