

Student Remarks that Make You Wince

And the Learning Opportunities They Present

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*I'm sorry I wasn't at the first class.
Did I miss anything important?*

Process

1. Why does the remark bother us?
2. What experiences or knowledge might the student have that makes the remark perfectly reasonable?
3. Given the student perspective, what is an effective response?

Round 2

I didn't know that the policy is in the syllabus.

Round 3

*Could you increase my grade to a B?
I tried really hard and did the best I could.*

As time permits

Will that be on the exam?

Discussion

*How do effective responses
support student learning?*

How can you know?

*How does this approach
generalize to other contexts?*