

Task One: How do you currently support students’ basic psychological needs?

▶ Relatedness

▶ Competence

▶ Autonomy

Task Two: How do you support the “New Majority” student?

▶ What are the barriers to access your office? Are they necessary?

▶ What happens when students are late or miss appointments?

▶ What intimidates you about your office?

▶ What intimidates students about your office?

▶ What intimidates faculty and other staff about your office?

▶ What is the most important thing to know about your student?

Task Two: How do you support the “New Majority” student?

- ▶ Do you ask questions of students, or tell students what they should do?

- ▶ What are the types of questions you ask to students?

- ▶ What do you do when a student needs to connect with another office?

- ▶ What is your level of interaction with faculty?

- ▶ What is your level of interaction with other support services?

- ▶ How often are you invited to a classroom to meet students?

Task Three: Take action

What is **possible** for you to implement now?

What is **probable** for you to implement in the near future?

What is the **potential** for you to implement within a few years?