

### **Stats Aid Centre Hours (Sidney Smith Hall, Room 1091)**

If holding hours in the Stats Aid Centre (a drop-in help room) is part of your job:

1. Spread your time among all of the students present. Consider using the blackboard if a number of students appear to have similar questions or difficulties.
2. If you do not know the answer to a question, simply say so but also find out the correct response for next time.
3. Do not just give quick solutions when you are asked about points of theory or about exercise or test problems. Try to lead students towards understanding for themselves.
4. Do be reliable. Stats Aid Centre duties are as important as tutorials. If you cannot make it, there will surely be people there waiting and waiting, growing frustrated, and likely complaining to the departmental office or course supervisor. If you cannot make it for tutorial or Aid Centre, the best approach is to arrange a substitute or swap deal with another TA. Your supervisor will really appreciate not having to get involved. If not possible, report the problem ASAP to your supervisor. In an emergency (e.g., traffic accident, illness, etc.), call the Statistical Sciences Department office (416-978-3452), and leave a message that you cannot make it so that a note can be posted at the room or a last minute substitute can be made.