

Understanding Office Hours at LSE: who, how and why?

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Appendix

Variables in StudentHub dataset

Variable	Unique Values	Count (non-null)
Student ID	16521 individuals	91865
Academic Year	2019/20, 2020/21	91926
Nationality	160 countries represented	91926
Department Name	29 departments	91885
Current Programme	257 UG and PG programmes	91865
LSE_ETH_4	White, BME, Pref not to say	91845
LSE_SEX_A	Female, Male, Other	91865
FEE_STATUS_GROUP	Home UK, Home EU, Home CI, Overseas	91770
Appointment date	19703 dates	91926
Duration of appointment	Between 5 - 60 mins	91926
Attended?	Yes/No	91926
Cancelled?	Yes/No	91926

OLS Regression results: Does a student's ethnicity, sex and/or fee status affect how many office hours they are likely to go to?

Results for just 2019/20 data
DV is counts per ID, ie number of times each individual went to OH

OLS Regression Results

Dep. Variable:	counts	R-squared:	0.021
Model:	OLS	Adj. R-squared:	0.021
Method:	Least Squares	F-statistic:	188.7
Date:	Mon, 14 Jun 2021	Prob (F-statistic):	5.56e-278
Time:	15:51:38	Log-Likelihood:	-2.6744e+05
No. Observations:	61122	AIC:	5.349e+05
Df Residuals:	61114	BIC:	5.350e+05
Df Model:	7		
Covariance Type:	nonrobust		

	coef	std err	t	P> t	[0.025	0.975]
Intercept	16.5672	0.213	77.644	0.000	16.149	16.985
bme	2.4519	0.188	13.037	0.000	2.083	2.821
pref_not_to_say	4.5214	0.439	10.300	0.000	3.661	5.382
female	2.8655	0.168	17.070	0.000	2.537	3.195
other	1.5225	1.486	1.025	0.306	-1.390	4.435
huk	-4.0524	0.211	-19.184	0.000	-4.466	-3.638
heu	-1.9454	0.226	-8.592	0.000	-2.389	-1.502
hci	-4.5241	3.353	-1.349	0.177	-11.095	2.047

Omnibus:	35430.090	Durbin-Watson:	0.060
Prob(Omnibus):	0.000	Jarque-Bera (JB):	326729.459
Skew:	2.703	Prob(JB):	0.00
Kurtosis:	12.953	Cond. No.	60.0

Notes:
[1] Standard Errors assume that the covariance matrix of the errors is correctly specified.

OLS Regression results: Does the length of the OH affect how likely it is that a student cancels, controlling for ethnicity, sex and fee status?

Results for just 2019/20 data
 DV is binary for whether or not the appointment was cancelled

OLS Regression Results

Dep. Variable:	cancelled	R-squared:	0.006
Model:	OLS	Adj. R-squared:	0.006
Method:	Least Squares	F-statistic:	44.34
Date:	Mon, 14 Jun 2021	Prob (F-statistic):	1.48e-71
Time:	15:51:38	Log-Likelihood:	-21057.
No. Observations:	61122	AIC:	4.213e+04
Df Residuals:	61113	BIC:	4.221e+04
Df Model:	8		
Covariance Type:	nonrobust		

	coef	std err	t	P> t	[0.025	0.975]
Intercept	0.1076	0.005	22.320	0.000	0.098	0.117
Duration	-0.0006	0.000	-3.494	0.000	-0.001	-0.000
bme	0.0194	0.003	5.810	0.000	0.013	0.026
pref_not_to_say	-0.0038	0.008	-0.489	0.625	-0.019	0.011
female	0.0456	0.003	15.280	0.000	0.040	0.051
other	0.0155	0.026	0.586	0.558	-0.036	0.067
huk	-0.0016	0.004	-0.420	0.674	-0.009	0.006
heu	-0.0098	0.004	-2.443	0.015	-0.018	-0.002
hci	-0.0940	0.060	-1.578	0.114	-0.211	0.023

Omnibus:	22695.000	Durbin-Watson:	1.781
Prob(Omnibus):	0.000	Jarque-Bera (JB):	61100.285
Skew:	2.108	Prob(JB):	0.00
Kurtosis:	5.493	Cond. No.	795.

Notes:
 [1] Standard Errors assume that the covariance matrix of the errors is correctly specified.

Codebook

Name	Description
100 – Reasons to go to Office Hours	
101 - Academic Help	Seeking some form of academic help
102 - Academic Curiosity	Seeking to satisfy some curiosity regarding an academic's work / practices / LSE / topic
103 - Academic Mentor	Meeting academic mentor
104 - Career	Seeking guidance about (broadly) careers + mention of references

Name	Description
105 - Character of the teacher	Character of the teacher mentioned as a reason/contributing research to go to OHs
106 - Group Work	Satisfying a group work component of the course
200 – Characteristics of a good Office Hours	
201 - Clarity and Conciseness	References to clarity, straightforwardness, etc.
202 - Relational Style	References to how the academic relates to the student
203 - Builds confidence	References to OHs as a tool for being confidence
204 - Negative	References to negative attributes of an OH
300 – Practices	
301 - Advertising	References to how a department or academic “advertises” OHs
302 - Availability, Flexibility	References to academics being more available or flexible about OH bookings
400 – Online/In person	
401 –In Person preferred or valued	Positive references on in person OHs
402 - Keep online option	Opinion that online option should be kept when in person
403 - Online preferred or valued	Positive references on online OHs
501 – Time	References to “time”
600 – Language, Culture	Discussion of language barriers, or how cultural background may affect OH interactions

Participant profiles

Participant	Course	UG/PG	Gender
1	LLB / Department of Law	UG	F
2	Geography / Department of Geography and Environment	UG	M
3	Economics / Department of Economics	PG	M
4	International Relations / Department of International Relations	UG	F
5	Actuarial Science / Department of Statistics	UG	M
6	Global Health Polics / Department of Health Policy	PG	F
7	International Development and Humanitarian Emergencies / Department of International Development	PG	F
8	Geography with Economics / Department of Geography and Environment	UG	M
9	Culture and Society / Department of Sociology	PG	M
10	Media, Communication and Development / Department of Media and Communications	PG	F
11	Social Anthropology / Department of Anthropology	UG	M
12	Geography / Department of Geography and Environment	UG	F
13	Politics / Department of Government	UG	M
14	Politics & Philosophy / Department of Government	UG	F
15	Political Sociology / Department of Sociology	PG	M
16	Econometrics and Mathematical Economics / Department of Economics	PG	M
17	Social Research Methods / Department of Methodology	PG	M
18	International Social and Public Policy with Politics / Department of Social Policy	UG	F
19	Economics / Department of Economics	PG	M
20	Economics / Department of Economics	UG	M
21	MPA / School of Public Policy	PG	F
22	Economics / Department of Economics	UG	F

23	International Development and Humanitarian Emergencies / Department of International Development	PG	F
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