

Appendix

Goals and Questions for SAC Visits

General Goals/Questions:

- Tour space, take photos of layout and locations of resources
- Talk with the director, advisors, staff, and students (if possible)
- Learn what has worked well / not worked well (popular and unpopular resources, areas, programs, etc.)
- Get copies of newsletter and other printed resources; learn about online resources and tools
- Learn about any self-access modules or programs available for students
- How did the self-access center evolve? (What facilities/resources did you have the first year, second year, ... up to now?)
- Are there orientations to familiarize students with the center? How do they work?
- What is an advisor's typical weekly workload? (advising appointment slots, teaching periods, help desk, other required duties)

Questions for Manager

- brief duty statement list (Japanese or English)
- SAC events (Halloween, Christmas, etc.)
 - are any events planned by managers?
 - how often?
 - what is your role?
 - how to announce?
- SAC workshop or training session
 - any workshops planned by managers?
 - how often?
 - what kind?
 - how to announce?
 - will students get credit?
- SAC manners
 - Are manners or rules posted or announced? If so, how?

- Do you walk around and caution the students about manners or rules?
(sleeping, chatting loudly, lying down with smart phone, etc.)
- English usage
 - at SAC, with Japanese students, do you use English or Japanese?
 - if it depends on the situation, in what case do you use English or Japanese?
 - what is the students' reaction when Japanese staff use English with them? (feel strange?)
- Student staff members
 - What is the hiring process?
 - How do you train them?
 - What are their duties?
 - How many hours do they work each week?
- Evolution of the role
 - What responsibilities have changed through the years?
 - Is there anything you would like to have done differently from the beginning of the SAC?