Asking Questions

• **Clarifying** – asked to understand a point during the testimony, something you are unclear about, or didn’t understand
  
  *Ex*: Did the interaction with the professor happen with your labmate present, or was it just you?
  *Ex*: Did you send a follow-up email?

• **Intent** – asked to tease out more completely what the person wants to have happen, or expected at the time of the incident
  
  *Ex*: When you raised your complaint with the Director of the unit, what did you expect that she would do for you?
Asking Questions

- **Close-ended** (*did you, were you*) - results in Y/N response
  
  *Ex:* Were you expecting the instructor to change your grade?

- **Follow-up** – results in a further explanation
  
  *Ex:* Can you tell us why you were expecting the instructor to change your grade?

- **Open-ended** (*who, what, how*) – results in an explanation
  
  *Ex:* What outcomes were you expecting after you met with the instructor?
Asking Questions

Tips for questioning complainant and respondent

• look at the person (Zoom - into the camera) when speaking to them
• do not point at the person

• keep your voice calm and well modulated
• assume the situation is stressful, be welcoming and professionally friendly

• do not interrupt anyone while they are speaking unless absolutely necessary (*note the chair may interrupt to move the process forward*)
Asking Questions

Tips for questioning complainant and respondent

- formulate your question before you ask it
- include a brief (!) amount of context
- make sure the question is relevant and clear
- do not ask multi-part questions, but do consider follow-ups
- it’s not necessary for every committee member to ask a question
Asking Questions

Tips for questioning complainant and respondent

• *Silence is golden* - allow time for the person questioned to think about their answer without pressure to respond quickly
  • smile and count to 15 *slowly*

• *Take notes!* – don’t assume that you will be able to remember everything (and do remember that you will have to turn the notes in)

• *Reflect the response* to indicate that you understand what has been said