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?