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K. Andrew Parker* (kparkercitytech.cuny.edu), Brooklyn, NY. *Asynchronous Online Office Hours with WeBWorK*. Preliminary report.

Accessibility is a core tenet behind the development of Open Educational Resources. Technologies like the WeBWorK online homework platform have provided students free access to instructional materials. Furthermore, when students struggle with their online homework, WeBWorK provides a straightforward process to email their instructors. While this feature is a boon to many students, it can be frustrating for their instructors - particularly on campuses where there are many non-traditional students who may not be able to take advantage of other support services.

This talk will showcase a new "Ask for Help" plug-in that replaces the "Email Instructor" option in WeBWorK. Inspired by sites like Math Overflow and StackExchange, our new feature is designed to take what used to be a private (and often repetitive) interaction and instead place it in a semi-public setting. We will share lessons learned from our initial rollout, feedback we've received, and future directions for development and release under an open-source license.

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