

Failed 6/5/18
Adopted:

**ACADEMIC SENATE
Of
CALIFORNIA POLYTECHNIC STATE UNIVERSITY
San Luis Obispo, CA**

AS-__-18

RESOLUTION TO UPDATE CAMPUS POLICY ON FACULTY OFFICE HOURS

1 WHEREAS, The Campus Administrative Manual policy (CAM) 370.2.D.1 regarding
2 faculty office hours has not been updated since 1980; and
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4 WHEREAS, Methods for interacting with students outside the classroom and for
5 communicating office hours to the University community have
6 evolved significantly since the policy was last revised; and
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8 WHEREAS, Individual departments and programs as well as student
9 constituencies may have different needs with regard to the purpose
10 and delivery of office hours; and
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12 WHEREAS, ~~Colleges and their individual departments and programs, in~~
13 ~~consultation with~~ Faculty members, and others working in an
14 instructional capacity, within individual departments and programs
15 ~~and students~~, are best suited to determine the optimal method(s) and
16 delivery of office hours to meet students' needs; therefore be it
17

18 RESOLVED: That the Academic Senate endorses the adoption of the attached
19 Office Hour Policy Language for the Campus Administrative Policy
20 (CAP) to replace CAM 370.2.D.1; and be it further
21

22 RESOLVED: That each department and program will continue to use the existing
23 CAM Office Hour Policy 370.2.D.1 until their new policies are adopted.

Proposed by: Office Hours Task Force

Date: February 1, 2018

Revised: May 24, 2018

Academic (Instructional) Employees

- A. Policies concerning workload are covered in the collective bargaining agreement for faculty unit employees.

In those cases where faculty members volunteer to accept an assignment which exceeds the average of 45 Weighted Teaching Units (WTU's) per academic year, the faculty member should file a written statement to that effect in his/her Personnel Action File. Personnel Form 115 may be used for this purpose.

B. Academic Year

Since Cal Poly is on a quarter system year-round operation, the academic year consists of any three academic quarters in a period of four consecutive academic quarters. Unless otherwise specified for an individual faculty member, the academic year begins with the fall quarter.

C. Administrative Time, Assigned Time, and Other Support Time

Administrative time, assigned time, and other support time should be recorded by the department head/chair and approved by the dean and Vice President for Academic Affairs, using Forms 107A, 107B and 107C, available in the Personnel Office.

D. Faculty Members' Schedules

1. Office Hours

Normally, each full-time faculty member schedules and conducts at least five office hours each week for consultation with students. Deans may approve a variation in consultation with the department. Part-time and full-time faculty with reduced teaching loads schedule office hours in proportion to their

assignments. Faculty members are requested to post their office hours outside their office doors and provide a copy to the department head/chair. (See also collective bargaining agreement for faculty unit employees.)

2. Temporary Schedule Deviations

Requests for approval for deviations from the established class or office hour schedule should be submitted to the department head/chair. The faculty member shall secure appropriate approval and notify the departmental office whenever a class is not to be held in the specifically assigned room or laboratory even though the change is for only one day; this is necessary so that students or the faculty member can be reached quickly in case of emergency. (See also CAM 235.1.)

E. Common Responsibilities of Department Heads/Chairs

1. The instructional department head/chair is responsible for planning, organizing and directing the activities of the department within the total structure of the University's academic administration. Appointment is made by the dean after consultation with the faculty of the department, the Vice President for Academic Affairs and the President. Such appointments will normally be continued so long as they are satisfactory to the appointee, department faculty, and to the dean. The department head/chair serves at the discretion of the dean.

CAP – Office Hour Policy Language
Office Hours Task Force

The primary goal of office hours is to provide instructional assistance to students. In meeting this goal, office hours can take many forms. All faculty members and others working in an instructional capacity will have regularly scheduled office hours throughout each quarter, as part of their instructional responsibilities, consistent with their teaching load. The faculty members of each academic department and program, in consultation with their respective dean's office, will set an appropriate office hour policy. A schedule of office hours, their manner of delivery, and contact information will be included on each course syllabus, communicated to the department and program, and made readily available through official University-wide communication channels.

Supporting Documentation

The Office Hours Task Force (OHTF) was formed in Winter 2017 to develop new language for the Campus Administrative Manual to replace the current policy, which has been in place since 1980. After review and discussion of office hour policies from other CSU campuses at several meetings throughout Winter, Spring, and Fall 2017, and considering input from the ASI board of directors received in Fall 2017, the OHTF developed the preceding policy language. The aim was to clarify the intent of office hours and establish a general process for the development of specific office hour policies appropriate to individual departments or programs. Expectations for the dissemination of office hour information are also provided.

This supporting documentation is intended to provide suggestions and guidance for individual departments and programs, in consultation with their respective dean's offices, to consider as they develop specific office hour policies appropriate to their students' needs. Following these general guidelines are a set of specific draft policies developed by task force members for their departments, to give an idea of the variety of possible forms such policies may take.

In developing office hour policies, the OHTF encourages departments and programs

- To determine the specific constituencies of students served by office hours and seek to ensure that these students' needs will be met by their policies. *Examples include introductory service course students vs. upper division students vs. graduate students vs. distance learning or online course students, etc.*
- To consider reviewing practices from other CSU campuses or institutions of similar size and composition when developing or revising their office hour policies. *(See the attached Office Hours Report for links to other CSU campus policies.)*
- To draft policies that clearly communicate to faculty members or others working in an instructional capacity the expectations regarding when office hours must be held, and where and in what manner student consultations outside of class may be considered office hours. *Examples include hours held during the first week of classes, final exams week; in-person vs. online interactions; asynchronous communications such as responding to student emails, etc.*
- To draft policies that clearly delineate expectations for part-time instructors or faculty members teaching reduced loads during a given term. *Examples include pro-rated office hours, online vs. in-person interactions, etc.*

- To review periodically their policies and solicit feedback and input from faculty members, others serving in an instructional capacity, and students on the efficacy of current policies to determine if they require revision.
- To provide an easy-to-find single source for disseminating office hour information campus-wide. *Examples may include publication alongside faculty directory information, campus calendar, etc.*

Department office hour policy EXAMPLES

The following draft policies give an idea of the variety of approaches for developing department and program level office hour policies.

Physics (DRAFT)

The primary purpose of office hours is to provide assistance to students outside the classroom. To meet the needs of students, faculty members and others working in an instructional capacity, will

1. Hold a minimum of one regularly scheduled office hour per week throughout each quarter and during finals week as part of their instructional responsibilities, while engaged in any teaching assignment.
 - a. These hours will be fixed in time but may be delivered in whatever *synchronous* manner is deemed appropriate by the instructor (e.g. in office, in lab, via online chat, at the physics tutoring center, etc.).
 - b. Information about the schedule and manner of delivery will be communicated by the instructor to the department office before week 1 and will be communicated by the office staff through appropriate University-wide communication channels (e.g. department website, University directory, etc.).
2. Develop a schedule and manner of delivery for additional hours of assistance to students, which may include time spent responding to emails, holding online discussions, working in the physics tutoring center, etc., pro-rated by the assigned teaching load of the instructor, at 1 hour per week per 3 WTUs.
 - a. For teaching loads not divisible by 3, the instructor may round up or down to the nearest whole number of hours at their discretion, independent of the mandatory one synchronous hour per week described above.
 - b. The total number of required office hours per quarter will be no less than 11 and will not exceed 55, consistent with a 15 WTU teaching assignment.
 - c. A maximum of 50% of the additional hours may be delivered asynchronously, (i.e. responding to emails, etc.)

3. Distribute their office hour load throughout the quarter and during finals week as appropriate to meet the needs of their students.
 - a. Instructors may choose to increase the number of hours they make themselves available to students during exam weeks, prior to assignment due dates, etc. and correspondingly decrease the number of hours at other times.
 - b. Instructors may choose to identify hours devoted to a specific population of students (e.g. upper division vs. introductory, lab vs. lecture), provided that their total hours are equitably distributed among the different groups they are serving in a given quarter.
 - c. Instructors without scheduled final exams or exams scheduled early in finals week may adjust accordingly their office hours before or during finals week as appropriate to serve the needs of their students.
4. Will communicate their specific schedule, location, and means of delivery of all office hours to their students on each course syllabus and to the department office staff by the beginning of week 2 of the quarter for wider distribution by office staff through appropriate University-wide communication channels (e.g. department website, University directory, etc.)
5. Will consult with the department chair for approval before implementing any variations not covered in this document to ensure they are in compliance with department expectations for manner and delivery of office hours.

These policies will be reviewed and revised, as needed, by the department curriculum committee every three years, beginning with the first date of adoption. The reviewed and/or revised policies will be presented to the department for discussion and feedback before being adopted by majority vote of all faculty members and others working in an instructional capacity during the academic year when the policies are reviewed.

First adopted by majority vote (XX-YY-ZZ) on XX-XX-XXX.

Biological Sciences (DRAFT)

INTRODUCTION

Biology Department faculty members have diverse opportunities for face to face interaction with students, such as lectures, seminars, labs, field courses, and 'By Arrangement' independent study courses. However, faculty members shall also provide an opportunity for communication with students and others through regularly scheduled face to face, and/or "virtual" (e.g. electronic), office hours depending on the amount and mode of instruction.

1.0 NUMBER OF OFFICE HOURS

Biological Sciences faculty members that are teaching a full 12 WTU teaching load (generally 9 WTU in-class and 3 WTU independent study) are expected to hold a minimum of 2 regularly scheduled office hours per week, preferably divided into at least two different days and times. For faculty members teaching less than a full load, the minimum number of scheduled office hours shall be prorated, but may not be less than one hour per week unless the faculty member is not teaching. Faculty members shall also clearly articulate a reasonable policy by which they will interact with students through other means, such as phone conversation and electronic methods. For example, "If you email me with a request, I will respond within 24 hours."

2.0 MODE OF OFFICE HOURS

2.1 Faculty Teaching Online, Hybrid or Field Courses.

Ideally, the way in which office hours are held should be consistent with the mode(s) of instruction; faculty teaching online, hybrid or field courses may determine the most appropriate mode for their office hours in consultation with the department chair.

2.2 Faculty Teaching Traditional Courses.

- 2.2.1 Regardless of the number of WTUs a faculty member may be teaching, all faculty who teach one or more courses with face-to-face instruction are required to hold a minimum of one hour of regularly scheduled face to face office hours.
- 2.2.2 The face-to-face office hour requirement cannot be met, entirely or in part, by stipulating "by appointment only."
- 2.2.3 Typically, face-to-face office hours are held in the faculty member's office at times most likely to be accessible to the students.
- 2.2.4 Regardless of teaching load, a minimum of one face to face office hour is required during finals week. Ideally, the meeting day/time should occur before scheduled exams, can be different from other quarterly office hours, and must be announced in class and articulated in written form (e.g. syllabus, e-mail, posted on an exterior office bulletin board) by Week 10 of the quarter. In the event that a face to face office hour cannot be scheduled before an exam, and/or the teaching mode not traditional, the faculty member shall articulate an appropriate alternative (e.g. electronic office hour at a designated time).

- 2.2.5 Each faculty member may schedule additional office hours (i.e. those beyond the required office hours) in any manner purposefully designed to meet student needs.

3.0 COMMUNICATION OF OFFICE HOURS

- 3.1 Notification to Department. Faculty members shall notify their department office of their scheduled office hours no later than the week prior to the first week of instruction.
- 3.2 Posting. The faculty member's office hours and e-mail address must be posted outside the faculty member's office door and made available in the department office.
- 3.3 Syllabus. Office hours, including schedule, location, and contact information, shall be listed on the syllabus for each course. Office hour policy should also be communicated to students during the first class meeting.

4.0 CANCELLATION OF OFFICE HOURS

Faculty shall notify their department office and students in the event that they are unable to meet scheduled office hours. A notice shall be posted on the faculty member's door when office hours are cancelled.

Experience Industry Management (DRAFT)

Faculty members shall

- Maintain a minimum of 5 scheduled hours if teaching a regular load
- Spread office hours out over multiple days and times to meet the diverse scheduling constraints of students
- Post office hours outside their offices
- Email students EVERY time ANY change is made to office hours