

## **POLICY ON OFFICE HOURS FAM 852.6**

### **1. Introduction**

CSUSB faculty communicate with students in a variety of ways, both face-to-face and electronically, to provide support for classroom instruction and to offer academic advising and career counseling. This policy sets forth the minimum requirements of regularly- scheduled office hours while fully recognizing those other ways of communicating with students as widely existing and extremely valuable for the success of student learning. Faculty can—and are indeed encouraged to—offer more than the minimum to the extent possible.

### **2. Types of Office Hours**

- 2.1. Face-to-face office hours, typically held on campus
- 2.2. Office hours by appointment, usually held on campus
- 2.3. Virtual office hours, e.g. communication between the faculty and students in an online chat room, instant messaging, phone calls, email, or videoconferencing. In this type of office hours, the physical presence of the faculty on campus is not required.

### **3. Application of the Policy**

The provisions in this policy apply to classes that are designated as “lecture” or “seminar.” They do not apply to other types such as “independent study,” “supervision,” “lab,” “practice,” “performance,” or “activity.” Departments may establish office hour policies for these classes as they deem necessary and appropriate.

### **4. Number of Office Hours**

- 4.1. Faculty will hold fifteen (15) minutes of office hours per week per credit unit of coursework taught for a minimum of one (1) hour.
- 4.2. In addition to 4.1., “Office hours by appointment” should be provided.
- 4.3. No office hours are required in the finals week.

## **5. Office Hours with Respect to Modes of Instruction**

5.1. For classes in the traditional mode of instruction, face-to-face office hours must be held in accordance with 4.1. They should be scheduled at times and on days when targeted students are normally in attendance or are otherwise available.

If a part-time Lecturer is not provided with an office space to hold face-to-face office hours, he or she should arrange to be available to students before and after each class by way of office hours.

5.2. For classes taught in the hybrid mode, a combination of face-to-face office hours and virtual office hours is expected. The proportion of each type in the combination will be decided by the department chair in consultation with the faculty member based on the exact nature of the hybrid mode and other classes the faculty member is teaching in the term.

5.3. For classes taught fully online, virtual office hours may be held. However, if a full-time faculty member's entire teaching load is online in a term, at least one (1) of the total office hours per week shall be conducted face-to-face. Exceptions to this section of the policy can be made with agreement of the Department chair in cases where the instructor cannot come to campus.

## **6. Communication of Office Hours**

Office hours shall be provided to the department office no later than the end of the first week of instruction each term. Office hours and email address of faculty shall be presented in the course syllabi, posted outside the faculty member's office, be filed with the Department Chair and College Dean, and be strictly followed.

## **7. Cancellation of Office Hours**

Cancellation of office hours must be communicated to the department office and students as soon as possible. A notice of cancellation shall be posted on the faculty member's door.