



DA: August 31, 2017

FR: Donzell Lee, Ph.D.  
Provost & EVPAA

A handwritten signature in cursive script that reads "Donzell Lee".

TO: School Deans

RE: **QUALITY ASSURANCE | OFFICE HOURS**

On April 17, 2017, I dispatched communication to unit deans requesting that department web listings of academic advisors be prominently displayed on webpages as a quality assurance that *every* student know his/her advisor and contact information. (See attached memo).

Today, I write you on a related matter--office hours: Full-time instructional faculty members are to provide students opportunity for advising, communication, class counsel, career discussion, etc. as part of their instructional assignment. Generally, each instructor is to hold regularly scheduled office hours (e.g., 10 hours/week, spread across 3-5 days per week) to maximally serve students. Such office hours must include face-to-face meetings, but a portion of the hours may include synchronous interaction depending on course modality (e.g., online courses). (See *Faculty Handbook §6.4: Responsibilities: Maintain approved office hours for conferences and academic advisement; See also §6.5*).

Office hour postings should include instructor name, contact information, location, and schedule. Postings should be (a) made on/around the instructor's door; (b) available in the department office; and, (c) listed on course syllabi. Instructors should, as a reasonable courtesy, inform chairs/deans and students when unable to meet during scheduled office hours, with cancellations posted on the door.

As I know you are aware, research shows consistently that the lion's share of student learning outcomes occurs outside the walls of the classroom space. In addition to group meetings, library study, internships/co-ops, supplemental lab/field work, etc., etc., etc., the special space of the "office hour" is invaluable to student advising, learning, growth, and intellectual development.

Taken together, the foregoing quality assurances reflect our university's commitment to student success inside and outside the classroom. Thank you for all you do outside of the classroom--and inside office hours--to support student success.



DA: April 17, 2017  
FR: Donzell Lee, Ph.D.  
Provost & EVPAA *Donzell Lee*  
TO: School Deans  
RE: DEPARTMENT WEBPAGE ADVISOR LISTINGS

Alcorn academic advisors are crucial to achieving student success outcomes. The National Academic Advising Association (NACADA) concurs citing quality advising as key to timely degree completion and graduation success.

An attribute of advising quality is high advisor-advisee engagement. In a word, students must know and have access to advisors to meaningfully engage. Therefore, I am requesting all deans to post a link on departmental webpages titled, "Who is My Advisor" or something similar. List all personnel vital to the unit's advising function. This link will be integrated eventually into a new go.alcorn functionality. See example: <http://www.alcorn.edu/academics/schools/school-of-business/who-is-my-advisor/index.aspx>

Indeed, advisors are institutional champions who rally students to the finish line. Your cooperation in facilitating advisor-student engagement is appreciated. Please fulfill the above request by Thursday, April 27, 2017.