



## Policy Directory

Responsible Division: Academic Affairs  
Responsible Office: Academic Affairs  
Issue/Revision Date: 12/01/2017

## **Quality Assurance | Office Hours**

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### Policy:

This policy clarifies to unit deans that department web listings of academic advisors are to be displayed on webpages as a quality assurance that every student knows his/her advisor and contact information.

Listings of academic advisors will be prominently displayed on webpages as a quality assurance that *every* student knows his/her advisor and contact information.

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.

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., 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.