POLICY ON STUDENT SUPPORT HOURS

All instructional faculty members shall make themselves available outside of class time to offer support to students enrolled in their classes. This is sometimes referred to as "office hours."

Student support hours must be offered at a regularly scheduled time each week during the semester, during which the instructor must be available to meet with students either in person or via video conferencing without an appointment.

Faculty members must notify the department when they are unable to keep established student support hours.

Number of Hours: The minimum number of student support hours is 15 minutes per week for every one credit unit taught, with a minimum of 1 hour up to a maximum of three hours required. (Full-time faculty teaching 12 WTU or more must have a minimum of 3 hours per week of student support hours.) Meetings with students for independent study, thesis, and project classes may not be included in these student support hours.

Consultation Days: During end-of-semester student consultation days, instructional faculty members must be generally available to support students as they prepare for final exams, projects, and presentations, etc., including at least 2 hours of synchronous student support hours.

Modality: Student support hours may be offered either in person or via video conferencing, at the discretion of the instructor. It is recommended that student support hours reflect the modality of the classes being taught. For example, instructors who teach in a face-to-face modality are recommended to provide at least some in person student support hours. In person student support hours may be held in the instructor's designated office space or another place on campus that is convenient for students. Logistical considerations, such as time, space, and confidentiality are to be arranged in consultation with the department chair.

Notification: Student support hours must be kept on file in the department office and clearly communicated to students in the course syllabus and through electronic means (e.g., Learning Management Systems, email, etc.) no later than 10 days after the beginning of the semester.

Approved by the Academic Senate April 1992, April 25, 2011, November 17, 2025
Approved by the President May 1992, July 15, 2011, November 18, 2025