

From: Pamela Brown <Pamela.Brown00@login.cuny.edu>

Sent: Wednesday, August 30, 2023 7:56 AM

Subject: Guidance on Student Hours (aka Office Hours) for Student Support and Professional Development

Good Morning Colleagues.

I have received some questions about Student Hours (aka Office Hours). The following provides general guidance on paid Student Hours (aka Office Hours):

Scheduling: Student Hours must be formally established, held at regularly scheduled times, clearly communicated to students on the course syllabus and elsewhere as appropriate, and held at a set location. I encourage you to label them as Student Hours rather than Office Hours, to better convey their purpose. Student Hours must be scheduled in consultation with the department chair or their designee. The time and location should be submitted to the department in the coming days, at the beginning of the semester. It is recommended that the department post all Students Hours information by the departmental offices and on the department website each semester. Student Hours for in-person sections should be held on campus. Student Hours for fully online courses should be conducted online. Student Hours for Partially Online courses should be held on campus unless the chairperson agrees to partially online Student Hours that correspond to the fraction of time teaching online and face-to-face. “Student Hours by appointment” is not an acceptable substitute for regularly scheduled Student Hours.

The number of Student Hours is contractually specified for adjunct faculty (see below). At a minimum, it is recommended that full-time faculty follow this model as well – at least one Student Hour per week for every 3 workload hours taught.

Cancellation: If you need to cancel Student Hours, please notify students and the department chair of the cancellation and when make-up hours will be held.

Encouraging Student Use: Student Hours are frequently an underutilized student support resource. You may wish to emphasize to your students the benefits of attending Student Hours – students can ask questions; continue class discussions; prepare for upcoming assignments, quizzes and tests; catch up on missed material after illness; discuss grades; seek advisement about which courses to take; learn more about internships, career options, undergraduate and honors research, clubs and other department resources, and request references; just to name a few of the potential benefits. You may wish to schedule individual or group meetings and review sessions during your Student Hours to further encourage utilization. Many students are reluctant to ask questions because they feel it reveals what they do not know. Help them discover that asking questions is a great way to learn and connect with others.

Adjunct Teaching Faculty Paid Student Hours (aka Office Hours) and Professional Hours

[Changes to the PSC-CUNY Contract Agree to in 2019 Memorandum of Agreement](#) established provisions for additional pay for Student Hours (aka office hours) during the fall and spring semesters, effective spring 2020, and are summarized in the table that follows.

Everyone with an hourly teaching appointment is compensated for Student Hours This includes adjunct faculty with teaching appointments and full-time employees (faculty, CLTs, HEOs, etc.) with an extra compensation teaching appointment.

Utilization of Student Hours for Professional Development, etc: The contract provides for a small portion of

the Student Hours to be used for required trainings, professional development, orientations, departmental meetings, etc., as summarized in the table that follows. There are two mandatory training modules that must be completed by all CUNY employees at the time of their initial hiring and on an annual basis thereafter. Two of the hours specified above are designated specifically for the following: • Employee Sexual Misconduct and Response Course (E-SPARC) • Workplace Violence Prevention Training (WVP). Part-time employees, including adjuncts, must complete these trainings no later than the end of the semester in which the training is made available.

Student Hours, Including Faculty Professional Development, Paid at the Full Hourly Teaching Rate, Based on Adjunct/Extra Compensation Workload

Semester Workload	Less than 3 workload hours	3 to less than 6 workload hours	6 to less than 9 workload hours	9 or more workload hours
Compensated Hours Per Semester	2	15	30	45
Hours for Professional Development Allowance, etc.	2	Up to 3	Up to 6	Up to 6

Please do not hesitate to reach out if you have any questions.

Best Regards,
Pam