



Center for Teaching and Learning
Office of Distance Learning
 Best Practice Faculty Manual

Section Title: Office Hours	Last Updated: 04/27/2011
Instructor Office Hours for Online and Hybrid Courses	

In the traditional on-campus classroom setting, the arrangement of office hours was to serve three purposes:

- (1) to give the student reasonable opportunity to consult with the instructor in person
- (2) to give the Instructor the opportunity to direct student requests to designated blocks of time.
- (3) to publish these designated times at the beginning of the semester.

With the emergence of new course formats, both on-line and hybrid (defined as online with face-to-face components) that use predominantly email for student-instructor communication, the three principles anchoring the practice of office hours must be maintained:

1. The student must have reasonable opportunity to consult with the instructor in person. In on-line and hybrid classes the instructor will honor the need for in person consultation with the student by appointment. If the instructor of an online course resides outside the Frederick area, the Director of Distance Learning may be asked to serve as a substitute.
2. The instructor must have the opportunity to direct student inquiries at designated times. For on-line and hybrid courses the instructor will develop an email response policy honoring FCC's Standard of Good Practice.

["The instructor will normally respond to student email inquiries within the following timeframes

 - *For 9 to 15 week course formats within 24 to 36 hours.*
 - *For 5 to 8 week course formats within 18 to 24 hours*
 - *For J-Term to 3 week course formats within 12-14 hours*

Instructors will notify students of any arrangements specific for weekends. Instructors will notify students if the normal response time has to be modified temporarily because of illness or other unforeseen circumstances."]
3. Instructor availability in person and/or by email must be clearly stated in the syllabus at the beginning of the class.