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## Policy AC004: Student Consultation Hours

Recommended for Approval by:

A handwritten signature in black ink, appearing to read "James Fisher".

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Dr. James Fisher, Interim Provost and Vice President  
for Academic Affairs

Approved by:

A handwritten signature in black ink, appearing to read "Jon Anderson".

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Dr. Jon Anderson, President

**Effective Date:** 07/01/2022 | Amended: 8/26/2024

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### A. Intent

To describe student consultation hour (formerly, faculty office hour) requirements and options at Pennsylvania Western University.

### B. Definition(s)

None.

### C. Policy

- Faculty members shall develop and implement student consultation hours in accordance with Article 23 of the Collective Bargaining Agreement (CBA).
- Full-time teaching faculty members shall maintain a minimum of five (5) hours for student consultation per week on no fewer than three (3) different days at such times and locations, and in such modalities (i.e., virtual or in-person), as will accommodate the needs of the students.
- Teaching faculty members not defined as full-time, or those with a reduced teaching load for reasons such as a grant-funded alternative workload assignment, shall maintain a prorated number of hours for student consultation each week, at a minimum of twenty-five (25) minutes for each workload hour taught, at such days, times and locations, and in such modalities (i.e., virtual or in-person) as will accommodate the needs of the students.
- The schedule of student consultation hours for each faculty member shall be posted in such

manner so as to be easily observed by the students.

- Any virtual student consultation hours must be offered in a synchronous, electronic format to support live interaction between the faculty member and student. The technology/software used to communicate with the student must be officially supported by Information Technology Services at PennWest; it is preferred that the technology/software allow for joint visualization between the faculty member and the student. When virtual hours are posted, the technology/software to be used to communicate with the student must be clearly stated with links provided, as appropriate.
- Faculty may encourage students, for the convenience of students, to schedule an appointment to meet during student consultation hours. Faculty may not require students to make appointments and, for all student consultation hours, must clearly provide students the option to 'walk-in,' whether that is in-person or virtually, with due regard to the fact that students may have to wait to interact with a faculty member if other students are working with the faculty member at the time.
- When scheduling conflicts arise such that the faculty member must cancel some portion of weekly student consultation hours, the faculty member shall reschedule those hour(s) within the same week, if feasible, and communicate the temporary change to their department chair, and in a way that is easily observable by students.
- Faculty shall share their student consultation hours for the semester with their department chair no later than the end of the first week of each semester. If a faculty member modifies their planned student consultation hours at any point after the first week of the semester, they shall communicate those changes to their department chair and ensure those changes are clearly posted and communicated to students.
- Departments are encouraged to develop departmental scheduling parameters for student consultation hours and share those parameters with their appropriate dean or manager.

**D. Procedure(s)**

None.

**E. Related policies**

Course Syllabus (AC002)

**F. Contact Information**

For additional information, please contact the Office of the Provost.

**G. Policy Review Schedule**

All policies will be reviewed every two years or on an as needed basis if a change in BOG, PASSHE or Pennsylvania law would create the need for an immediate change.