MEMORANDUM

May 16, 2012

TO:          Susan Dik
            Faculty Senate Chair

FROM:        Leon Richards
            Chancellor

SUBJECT:     Clarification on Email Response Time for All Faculty

This memo is to acknowledge receipt of and the endorsement of Faculty Senate's memo "Clarification on Email Response Time for All Faculty" which related to their May 4, 2012 resolution.

Via this email, I am requesting the deans and vice chancellors to work with their department chairs and/or unit heads to implement this Faculty Senate resolution. Thank you.

c:        Michaelyn Nakoa
            Louise Pagotto
            Mona Lee
            Frank Haas
            Patricia O'Hagan
            Charles Sasaki
            Carol Hoshiko
Memorandum

To: Leon Richards, Chancellor, Kapi’olani Community College
From: Michaelyn Nakoa, Faculty Senate Chair, Kapi’olani Community College
Date: 5/14/2012
Re: Clarification on Email Response Time for All Faculty

On April 23, 2012 the Faculty Senate Executive Committee reviewed a request to look back at the work of 2 subcommittees during AY 2010-11. In order to clarify the action to be taken from both committees, the Executive Committee discussed and decided to accept the following as a revision to the past motions. Additionally, a resolution was passed on May 4, 2012, for instructors teaching online classes, to include the contact information for their department chairs along with their own.

1. Email should be a required form of contact for all faculty who teach online, hybrid and face to face courses.
2. Every KCC syllabus for all courses should state the faculty contact methods.
   a. For Online courses: The response time for email is 24 hours maximum (excluding weekends and holidays). **Faculty will include department chair contact information as a second point of contact for students.**
   b. Hybrid or Face-to-Face courses: The response time for email should be within 48 hours (excluding weekends and holidays.)
3. Faculty can meet the traditional office hour requirement by any of the following options:
   a. Online Courses:
      i. in-person fixed hours
      ii. online synchronous discussion at fixed times
      iii. email
      iv. by-appointment meetings
   b. Hybrid and Face-to-Face
      i. in-person fixed hours
      ii. by-appointment meetings
4. Department chairs are required to ensure that new lecturers and faculty and lecturers are apprised of the above requirements via training or mentoring before they teach for the first time. Peer evaluations of all online course faculty are required the first time they teach, including an evaluation of student contact according to the above recommendations.

Attachment: Clarification on email response time
Clarification on Email response time

On April 23, 2012 the Faculty Senate Executive Committee reviewed a request to look back at the work of 2 subcommittees during AY 2010-11. The two motions below were passed. In order to clarify the action to be taken from both motions, the Executive Committee discussed and decided to accept the following as a revision to the past motions:

1. Email should be a required form of contact for all faculty who teach online, hybrid and face to face courses.
2. Every KCC syllabus for all courses should state the faculty contact methods.
   a. For Online courses: The response time for email is 24 hours maximum (excluding weekends and holidays).
   b. Hybrid or Face-to-Face courses: The response time for email should be within 48 hours (excluding weekends and holidays.)
3. Faculty can meet the traditional office hour requirement by any of the following options:
   a. Online Courses:
      i. in-person fixed hours
      ii. online synchronous discussion at fixed times
      iii. email
      iv. by-appointment meetings
   b. Hybrid and Face-to-Face
      i. in-person fixed hours
      ii. by-appointment meetings
4. Department chairs are required to ensure that new lecturers and faculty and lecturers are apprised of the above requirements via training or mentoring before they teach for the first time. Peer evaluations of all online course faculty are required the first time they teach, including an evaluation of student contact according to the above recommendations.

The motions below were passed at the indicated meetings:

October 4, 2011

A. Distance Education Committee Report (from 8/18) – The four recommendations presented on 8/18 were approved with #3 amended as follows:
1. Email should be a required form of contact for all faculty who teach online, and is highly recommended for all faculty who teach hybrid and face to face courses.
2. Every KCC syllabus for all courses should state the faculty contact methods. The response time for email is 24 hours maximum (excluding weekends and holidays).
3. Faculty teaching online can meet the traditional office hour requirement by any of the following options:
   a. in-person fixed hours
   b. online synchronous discussion at fixed times
   c. email
   d. by-appointment meetings
4. Department chairs are required to ensure that new lecturers and faculty and lecturers are apprised of the above requirements via training or mentoring before they teach for the first time. Peer evaluations of all online course faculty are required the first time they teach, including an evaluation of student contact according to the above recommendations.
April 4, 2011

"B. Admissions, Academic Standards, Graduation – Chair Sheryl Fuchino-Nishida brought three items forward related to enhancing faculty participation at commencement:
   1. Recommendation of Office Hours for Hybrid and Face-to-Face Courses:
      A. Email should be the required form of contact for all teaching faculty.
      B. The response time for email for faculty teaching hybrid or face-to-face courses should be within 48 hours (excluding week ends and holidays.)
      C. Faculty teaching hybrid and face-to-face courses should continue to provide fixed in-person office hours and be available by appointment.”