



UNIVERSITY of HAWAII\*  
**WINDWARD**  
COMMUNITY COLLEGE

## MEMORANDUM

TO: Ardis Eschenberg, Chancellor, Windward Community College  
VIA: Charles Sasaki, Vice Chancellor for Academic Affairs, Windward Community College  
FROM: Jeffrey Ho, Chair, Distance Education Committee  
DATE: July 24, 2020  
SUBJECT: Distance Education Guidelines for Online Office Hours

A handwritten signature in blue ink, appearing to read 'Charles Sasaki'.

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### ACTION REQUESTED

It is requested that the Distance Education Guidelines for Online Office hours be approved.

### RECOMMENDED EFFECTIVE DATE

Fall 2020

### PURPOSE

The Distance Education Committee was tasked with the job of creating guidelines for instructors regarding the posting of office hours for online courses. The purpose of the guideline is to increase student engagement, and support communication between student and instructor. The current policy states that one office hour per class should be posted prior to the start of the semester. This policy does not address the unique needs of students and instructors in an online course. Oftentimes instructors teaching online courses are responding to student requests for help around the clock, and on weekends and holidays. In lieu of set posted office hours, the committee is proposing that other forms of communication, such as email or videoconferencing, be an available option for instructors teaching online courses. The Guidelines for Online Office Hours also includes a list of information that all online instructors should include in their syllabi.

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### Guidelines for Online Office Hours

*Distance education instructors must provide regular substantive contact time to students described as office hours (minimum of one hour per week per course) with access guidelines posted online. The contact may be synchronous such as with face-to-face meetings, chats or video conferences, or be asynchronous if through the Learning Management System, and include written or recorded voice messages, in lieu of set required face-to-face office hours. Regardless of the technology or method used, instructors should initially respond to student requests for help within 24 hours except on weekends and holidays. The modality used may*

*include phone, email, video conferencing, other internet conferencing or other appropriate technology.*

To be Included in the Syllabus

1. How to contact the instructor.
2. When to contact the instructor.
3. Alternate contact phone/email if the instructor cannot be reached:
  - a. Alaka'i 121 (Academic Affairs Office)
  - b. 235-7422 phone number (messages checked daily)

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**ACTION RECOMMENDED**

It is recommended that the Chancellor approve the Guidelines for Online Office Hours.

**Approve** / Disapprove



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Ardis Eschenberg  
Chancellor, Windward Community College

10/22/2020

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Date