

# MSCS Expectations for Preceptor and Faculty Availability

## Office Hours

Faculty and preceptors schedule time outside of class time to meet with and support students. These scheduled times are called **office hours**.

### Faculty

The number of office hours each faculty member schedules may vary depending on the courses they are teaching, alternate ways to be available to students, and other factors. These guidelines express what is typical, not universal. Typically, 1 to 2 hours per week per section. So a faculty member may hold 2-4 hours per week if the faculty member is teaching 2 courses, and perhaps 3-6 hours per week if they are teaching 3 courses.

### Preceptor

The number of preceptor office hours depends on the course and the number of sections, but typically 1-6 hours per week may be offered by one or more preceptors for the course.

### Times & Location

Office hours are typically regularly scheduled, happening at set times each week to the extent possible (though some faculty may choose an alternate, appointment-based approach).

- Faculty office hours are typically held during the work day, roughly 8:00am to 5:00pm Monday through Friday. Faculty members are not expected to meet with students outside of these hours. Evenings and weekends are not times when students should expect faculty members to meet with them, remotely or in person.
- Preceptor office hours may be held during the work day, the evening, or the weekend, depending on the needs of the preceptor and the course. The schedule of preceptor office hours will be decided in consultation with the faculty member of the course.

Office hours may be held on zoom or in person, at the **faculty member's discretion**. It is not expected that faculty members will routinely provide zoom office hours, though they may choose to do so for students who are isolating or otherwise unable to come to campus.

### Respect for Time and Space

Students coming to office hours should expect that they must share the preceptor/faculty member's attention with other students, and that they may not be able to give undivided

attention to the student for more than 5-10 minutes at a time. Preceptors and faculty members need to be available for **all** their students.

## **Appointments**

**Preceptors are not expected to make appointments with students outside of office hours.**

It may be the case that a student cannot make the scheduled faculty office hours due to conflicts with other courses, work, or other commitments. The faculty member should make a good faith effort to find a time to meet with the student on occasion.

In cases when a student needs extended help outside class and office hours, students should understand that faculty capacity may be limited. For example, faculty members typically do not have the capacity to set aside an hour per week for a running one-on-one appointment. In this case, the student should aim to attend the office hours opportunities provided by both the instructor and preceptors, and to seek out additional help from the Max Center.

## **Response to emails/messages**

Preceptors are not expected to respond to student emails/messages outside of scheduled office hours.

When school is in session, faculty will respond to student emails or other messages (chat, forum posts, etc) by the end of the next weekday. Faculty are not expected to respond to messages during evenings, on weekends, or when school is not in session (breaks, holidays, wellness days, etc.).