

Academic Operating Procedure 9



Student Support Hours (Faculty Office Hours)

Approved: July 8, 2025

AOP Statement

Texas A&M University-Kingsville (TAMUK) recognizes that faculty members are essential to student achievement and academic success. As educators, faculty have the rewarding responsibility of teaching, guiding, and expanding opportunities for students. Regularly scheduled support hours are one of the key components of a nurturing academic environment and are vital for fostering student engagement outside of the classroom. This procedure establishes consistent expectations regarding faculty availability, regardless of teaching modality.

Student support hours provide students with access to faculty for consultations on coursework, academic progress, and questions related to their learning. To ensure accessibility and student support, the University has established minimum hour expectations for all instructional faculty, including full-time and adjunct appointments. This Academic Operating Procedure (AOP) clarifies those expectations and outlines requirements for scheduling, modality, and departmental oversight.

Procedures and Responsibilities

1. STUDENT SUPPORT HOUR REQUIREMENTS

All faculty members are required to maintain scheduled support hours appropriate to their teaching load and modality.

1.1. Support hours must be scheduled to accommodate student needs and encourage consultation on course content, academic progress, and related questions.

1.2. All faculty members teaching a full-time load are expected to maintain a minimum of five posted hours per week, as noted in the Faculty Handbook (referred to as Office Hours).

1.2.1. For faculty who are assigned less than a full-time load, the support hour requirements shall be proportionally adjusted with a minimum of one hour per course per week.

1.2.2. Hours listed as "By Appointment" shall be considered in addition to the minimum support hour requirement.

1.3. Support hours must be clearly communicated via the following methods:

- (a) Listed in all course syllabi,
- (b) Posted outside the faculty office (if assigned an office), and
- (c) Reported to the department chair prior to the start of each semester.

2. MODALITY-SPECIFIC GUIDELINES

2.1. Faculty Teaching Face-to-Face

- 2.1.1. Support hours should occur during standard university business hours (Monday–Friday, 8:00 a.m. – 5:00 p.m.). Alternative times (evenings/weekends) may be arranged in consultation with the department chair.
- 2.1.2. Faculty teaching at off-campus instructional sites (e.g., the Citrus Center) must hold support hours at those sites.
- 2.1.3. Faculty assigned to multiple instructional sites must divide their support hours proportionally across locations.
- 2.1.4. Faculty with special assignments (e.g., dual credit) must coordinate location, time, and format of support hours in consultation with the department chair.

2.2. Faculty Teaching Hybrid (500, 900) or Fully Online (600) Courses

- 2.2.1. Faculty teaching hybrid courses must offer support hours both in-person and virtually in a manner proportional to the hybrid percentage (e.g., 10%-49%, 50%–85% online).
- 2.2.2. Faculty teaching fully online may fulfill requirements entirely through virtual synchronous sessions. In-person support hours are encouraged but not required.
- 2.2.3. Support hour requirements may be fulfilled through synchronous virtual sessions (e.g., Zoom, Teams).

3. MONITORING AND COMPLIANCE

- 3.1. Department chairs are responsible for ensuring faculty adherence to this procedure including:
 - (a) Verifying that required support hours are scheduled and maintained,
 - (b) Monitoring patterns of availability to ensure alignment with student needs, and
 - (c) Confirming that both current and prospective students have access to faculty consultation.
- 3.2. Department chairs will maintain a master spreadsheet of all faculty support hours, which must be posted in or near the main departmental office for reference.

Related Statutes, Policies, Rules, or Requirements

[Texas A&M University-Kingsville Faculty Handbook](#)

[TAMUK Faculty Office Hour Requirements Memo \(August 14, 2023\)](#)