Standard Operating Procedure

Procedure Title: Timely Faculty Response to Students
Procedure #: AA.010
Revision #: 001

Unit Responsible: Academic Affairs
Individual Responsible: Academic Affairs

Effective Date: 02/17/2023

Initial Approval Date: 06/16/2020
Last Review/Update Date: 02/17/2023
Next Review Date: 02/01/2026

*Does this procedure support a Board Policy? Yes
    If yes, identify: 4.070-Ethics and Standards of Conduct for Employees Supplement to Standard of Conducts

    Board policies can be found at: LCC Board of Trustees Policy Page

*Does this procedure support HLC criteria? Yes
    If yes, identify: 3C

    HLC Criteria can be found at: HLC Accreditation Criteria

*Does this procedure support a State or Federal Regulation? No
    If yes, identify: n/a

 *Note: Standard Operating Procedures should be in furtherance of some LCC policy and/or accreditation criteria, even if the relationship is not direct. Assistance in determining this information can be obtained from the Academic Procedure Advisory Committee (APAC) and/or the Accreditation Liaison Officer.

Timely Faculty Response to Students, BP 4.070

1.   Purpose

To ensure student success, responses to communication need to be timely. This Standard Operating Procedure (SOP) establishes the timeframe for communication.

2.   Scope

This SOP applies to faculty teaching credit-bearing courses.

3.   Prerequisites

n/a

4.   Responsibilities

The responsibility for the interpretation and administration of this procedure lies with the Provost/Senior Vice President or designee.

5.   Procedure

Faculty will respond to students via the College's approved communication methods, including Course Management System (CMS), Lansing Community College (LCC) email, or another form of appropriate communication as indicated in the section syllabus, within two business days.

Faculty who will not be responding to communication during scheduled workdays should set up an automatic out-of-office reply on their email and, if applicable, voicemail accounts.

6.   Reference

- LCC will provide support and/or training necessary to assist faculty in overcoming any barriers to communication.
- Preferred method of communication may need to be established between faculty and students in a given course section. Such communication preferences should be included in the syllabus.
- Confidential information, such as that protected by the Family Educational Rights and Privacy Act of 1974 as amended (FERPA), should be communicated only via a secure LCC system.

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7.   *Definitions*

- Business Day: A day in which normal LCC business operations are conducted.
- Course Management System (CMS): An online course delivery platform that includes a grading management system.

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