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I. Introduction

This guide is intended as a resource and is meant to give department chairs a brief introduction into some duties and day-to-day operations that they will face. Department chairs may ask for clarification on any of these or contact the Dean’s Office about any concerns.

II. Getting Started as New Department Chair

CSU New Department Chairs Workshop

Department chairs are strongly encouraged to attend a Department Chair Workshop. Once a date is determined an announcement will be made, and information on the workshop will be posted on the Faculty Affairs website.

CMS Student Administration System Security Authorization

Department chairs are given access to a range of Academic Advising, Enrollment Management, Class Management, and Grading Informational Reports through the university’s Common Management System (CMS). Incoming department chairs should complete the Required Forms and Agreements for Student System Access in DocuSign.

New Department Chair Systems Training

New department chairs can sign up for CMS Student Administration System Training. Training is also available for various internal systems and processes and is coordinated by the COB Academic Operations Analyst.

Key Contacts for Department Chairs

Contacts for the Dean’s Office, Center for Student Success (CSS), Instructional Technology (IT), Student Center for Professional Development (SCPD), and all department contacts can be found on the COB Directory.

III. Faculty Matters

Tenured/Tenure-Track Faculty

Tenure-Track Searches

Resources for the tenure-track search process are available on the Faculty Affairs website under Tenure-Track Recruitment.

New Faculty Orientation
A New Faculty Orientation is offered for new faculty at the beginning of the academic year. Once a date is determined an announcement is made and it is posted on the Academic Affairs Calendar. The orientation is an opportunity for new, tenure-track faculty to become acclimated, meet other new faculty, and learn more about the campus.

Reappointment, Tenure, & Promotion (RTP), Professional Development Plans (PDPs), Mini Reviews, and Evaluation of Tenured Faculty (ETF)

Department chairs serve as the primary mentors for faculty in faculty review processes. Faculty may come to department chairs at any time for advice on the process. New faculty in particular may look to department chairs for guidance, and chairs should initiate a dialogue with them early in the fall semester about university, college, and department expectations, as well as goals that they should establish to meet those expectations. Department chairs should strongly encourage all faculty undergoing an RTP review, Mini Review, or PDP to attend an RTP Workshop in the fall, which are coordinated by Faculty Affairs. Chairs are welcome to attend any of these workshops and it can be useful to hear the information that is being presented to faculty and common questions that are asked. Department chairs should also attend an RTP Workshop for Evaluators – which is offered every fall for chairs, RTP evaluators, and staff – and encourage other RTP evaluators in the department to attend as well. The workshops for evaluators are normally scheduled from mid-Sept to early-October.

Department chairs may contact the Associate Dean for Administration at any time to discuss any procedural matters or questions about the faculty review processes. Additional information on RTP is also available on the following websites:

- Tenured and Tenure-Track Faculty Evaluations (Faculty Affairs)
- PS 9-10 Reappointment, Tenure and Promotion (Academic Senate)
- COB RTP Policy
- Collective Bargaining Agreement (Article 15: 15.31-15.48)

Lecturers

Lecturer Job Announcements

Lecturer job announcements are posted on the COB Job Opportunities page. It is strongly recommended that department chairs always have an up-to-date part-time lecturer job announcement posted for their department, as any hires, including emergency hires, must come from this applicant pool. To post a job announcement, chairs should contact the Assistant to the Associate Dean for assistance in preparing the announcement.

Lecturer Entitlements & Order of Work

Department chairs may refer to Article 12.29 of the Collective Bargaining Agreement for order of work, and may also consult with the Associate Dean for Administration for any questions or concerns. A report on lecturer entitlements is available upon request and will also be sent to chairs in the fall and spring semester in association with periodic lecturer evaluations.
Periodic Lecturer Evaluations

All lecturers with appointments of two semesters in a single academic year must be evaluated. Lecturer evaluation materials are collected and reviewed using Interfolio. Deadlines for the evaluations are determined by Faculty Affairs in accordance with Article 15 of the Collective Bargaining Agreement for Unit 3. In preparation for the required notification in fall, chairs will receive a spreadsheet from Faculty Affairs, listing all current lecturers and their evaluation status. Note, that some lecturers listed as optional may actually be required to be evaluated. Faculty Affairs does not know in fall whether any of the SEM lecturers will be reappointed in the spring. Chairs must review the list and return the updated file to Faculty Affairs with a copy to the Associate Dean’s office. Faculty Affairs will notify all lecturers in early November if an evaluation is required. If a department has special requirements for materials to be submitted, a letter with these requirements should be sent to department lecturers at that time. An additional reminder should be sent at least 30 calendar days prior to the evaluation file’s due date.

Department chairs should strongly encourage lecturers who will or may be evaluated to attend a Lecturer Evaluation Workshop (usually held in early to mid-November; deadlines posted on the Faculty Affairs website).

Additional information on periodic lecturer evaluations is available on the following websites:

- Lecturer Evaluation Process (Faculty Affairs)
- Collective Bargaining Agreement (Article 15: 15.23-15.30)

Student Evaluations of Teaching (SPOT)

SPOT Evaluations are conducted in accordance with PS 17-05 Student Evaluation of Teaching policy. Additional information is available on the Student Perceptions of Teaching (SPOT) website.

Course Selection for SPOT

Early in the semester, Academic Technology Services (ATS) contacts departments to select the courses in which SPOT will be administered for that semester, including any courses that are to be evaluated early. In COB, all courses are normally evaluated. The department ASC uses the Course Selection Web Application to select the courses to be evaluated and to receive early evaluation (if needed). The selections are sent to the department chair, who will verify the courses on the list within the Course Selection Web Application.

Administering of SPOT

All SPOT evaluations are administered fully online by ATS. To maximize response rates, chairs should remind instructors to set aside 15 to 20 minutes of class time during the evaluation period for students to fill out the online evaluation.

Grade Analysis

At the end of the semester, ATS provides the SPOT summary evaluations via Sharepoint. The department ASC distributes the summaries to each faculty member. Chairs should review all SPOT
summary reports for their department faculty. In addition, Institutional Research & Analytics (IR&A) updates the Confidential Grade Report dashboard on Tableau, which contains individual section information, weighted grade analysis, and department and college grade averages. Department chairs and department ASCs have access to this report in Tableau using the Beach Data chiclet in the SSO.

**Evaluation Tables**

Evaluation tables are required for RTP reviews and periodic lecturer evaluations. It is recommended that evaluation tables (shown below) be completed by department chairs with department ASC assistance as this requires data from the SPOT summaries (question 5) and both the confidential and weighted grade analysis reports. Only data from the period of review should be included. If ASCs assist in completing these evaluation tables for the department, department chairs need to give direction as to the period of review.

<table>
<thead>
<tr>
<th>Acad Sem</th>
<th>Course No.</th>
<th>No. of Students Enrolled</th>
<th>No. of Students Responding</th>
<th>Cand Mean</th>
<th>Cand SD</th>
<th>Dept Mean</th>
<th>Dept SD</th>
<th>School Mean</th>
<th>School SD</th>
<th>Class GPA</th>
<th>Dept GPA at Same Level (LD, UD,GR)</th>
</tr>
</thead>
</table>

**Sabbatical Leaves, RSCA, Mini-Grants/Summer Stipends**

Additional information is available in PS-19-03 Policy and Procedures for Supporting Research, Scholarly, and Creative Activity and the Office of Research & Sponsored Programs’ Internal CSULB Funding Opportunities.

**Sabbatical Leaves**

In the fall semester, Faculty Affairs will send an email to all chairs with a list of faculty who are eligible to apply for sabbatical leave in the coming year. Faculty Affairs will also send an email to eligible faculty to notify them of their eligibility. Eligible faculty may submit sabbatical leave applications via Interfolio (deadline established in the fall semester by Faculty Affairs). Department chairs review the sabbatical leave applications and submit an “Impact Statement” assessing the impact to curriculum and department operations should the faculty member be granted leave. The Awards, Development, and Ethics Committee (ADEC) reviews the applications and impact statements and makes a recommendation to the dean who reviews and submits a final recommendation to the President via Faculty Affairs. Faculty awarded sabbatical leaves must sign a promissory note agreeing to carry out their proposal to the best of their ability and to return to service at CSULB after the sabbatical leave. Upon completing the sabbatical leave, faculty are required to provide a written report to the department chair, the dean of the college, and Faculty Affairs. Additional information is available on the Faculty Affairs’ Sabbatical and Difference-in-Pay Leaves page.

**Research, Scholarly, and Creative Activity (RSCA) Reassigned Time & Small Faculty Grants**

Eligible faculty submit their application electronically to the Dean’s office, for review by ADEC and the dean. The submission process is yet to be determined. Tenure-track faculty getting assigned time
for reduced load are not eligible to apply for RSCA but may apply for Small Faculty Grants. No department chair signature is needed. The RSCA application period and review takes place in the fall semester (deadlines are established by the dean).

**Mini Grants/Summer Stipends (MGSS)**

Depending on funding, Faculty Affairs will send an announcement to faculty regarding the availability of mini grants and summer stipends. Eligible faculty submit their application via InfoReady, for review by ADEC and the dean. Tenure-track faculty getting assigned time for a reduced load are not eligible to apply. No department chair signature is needed. After ADEC and the dean have made their recommendations, applications are sent to the Office of Research and Sponsored Programs (ORSP) for review by the University Mini Grant, Summer Stipend Committee (UMGSSC).

**Visiting Scholars**

Please refer to the COB Guidelines for Academic Visitors. Department chairs will receive and review applications, and propose Academic Visitor’s approval to the dean, who makes the final decision. Approval of the application depends on availability of office space during the visit.

**IV. Committee & Election Matters**

**College of Business Committee Membership**

Membership on committees for the subsequent academic year must be determined by May 15th of each spring semester. The departments of Finance and Information Systems elect in even numbered years and the departments of Accountancy, Marketing, and Management/Human Resource Management elect in odd numbered years. The Dean’s office keeps records of college and university membership, as well as of the department RTP and Grade Appeals committees. In order to keep records up-to-date, department chairs, with department ASC assistance, are responsible for submitting the committee membership lists to the COB Academic Operations Analyst at the end of each spring semester, and for sending a notification of any committee membership changes that occur throughout the year. Additional information on college and university committees is available on the following websites:

- Constitution of the College of Business
- Faculty Handbook 2017 – College of Business
- Academic Senate Councils & Committees

**Elections**

It is permissible to conduct elections electronically. Departments can use paper ballots or Qualtrics to administer elections. All elections for college and university committees are conducted using BigPulse, which is administered by ATS.
V. Staff Matters

ASC Primary Duties

Administrative Support Coordinators, or ASCs, provide administrative support to the department chairs and faculty. The following are their primary duties:

- Input class schedule information into the system, reserve rooms for classes, and make changes as necessary.
- Order textbooks for faculty. Post faculty office hours every semester. Collect and upload syllabi to COB share drive at the beginning of each semester.
- Assist in tracking and submitting curriculum and catalog changes by the college and university deadlines.
- Plan, organize and analyze logistical needs for department meetings or events.
- Assist in tenure-track faculty recruitment process such as managing the applicant pool, arranging on-campus interviews, preparing travel claims for the candidates, and collecting documents needed for hiring new tenure-track faculty.
- Assist in Retention, Tenured, and Promotion (RTP) process at the department level.
- Duplicate and collate instructional materials for faculty.
- Prepare faculty assigned time request forms and confirm completion of work accomplished certification via DocuSign process.
- Inform and remind faculty of department, college, and university deadlines and any changes in policies and procedures. Communicate with COB Dean’s Office any critical or time sensitive issues.
- Assist faculty in preparing travel requests, travel claims and reimbursement requests in a timely manner.
- Serve as department receptionist. Provide answers or direct students and visitors to appropriate departments. Arrange parking for guests.
- Directly or indirectly supervise student workers. Monitor student workers’ work schedules and funding availability. Input and update attendance reports in HR system for student workers. Ensure all timesheets are submitted on time.

ASC’s Work Schedule

Please refer to the COB Guidelines for Establishing ASC’s Work Schedule.

Staff Evaluations

Department chairs are responsible for evaluating their staff by specified deadlines. The COB ASM will annually distribute the current evaluation form and inform chairs of the deadline. Annual evaluations are usually due before the end of August.
VI. Class Scheduling & Instructional Matters

Enrollment Management

The University sets the college’s enrollment targets\(^1\) for fall and spring. The department chair is responsible for creating the department’s schedule of classes and assigning teaching loads, keeping in mind department and student needs as well as budgetary considerations. Department chairs will work closely with the Associate Dean for Administration to manage over-enrollment or under-enrollment in their departments. If there are not enough seats to meet demand, chairs may speak to the associate dean about the possibility of adding more sections, and in some cases the associate dean will approach chairs about the feasibility of opening more sections to meet the needs of graduating students or incoming new students. Occasionally department chairs may also be asked to contact faculty about the possibility of adding an additional student in the class, particularly if a student needs this class for timely graduation. In cases of very low enrollment, chairs might wish to advertise courses, or if the course is still under-enrolled, may consider cancelling the course. Any requests to cancel sections must include how many students would be dropped from the course and a justification for the cancellation. In addition, departments must notify all affected students.

Class Scheduling for Academic Year

Class scheduling for the fall and spring semester is broken up into several phases, outlined in the Guidelines for Class Scheduling in Fall & Spring Semesters. The deadlines are sent to department chairs and ASCs; chairs should keep these in mind when finalizing their schedule as room availabilities become scarcer after each phase. During each of these phases, department ASCs have access to submit scheduling changes as per chair instructions.

Class Scheduling for Summer

Please refer to the COB Guidelines for Offering Summer Courses. Department chairs may begin scheduling for summer after the kick-off date (normally set in September). The Associate Dean for Administration will also send department chairs a list of courses requested by the COB Enrollment Management team (normally no earlier than December).

COB Classrooms in Summer

There are no room allocations during summer, so any college can schedule in COB rooms as soon as summer scheduling commences. Departments should aim to do all of their scheduling in the second-floor classrooms in COB (the only exception is for evening courses that start after 5:30pm). First floor

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\(^1\) The target is expressed in Full Time Equivalent Enrollments (FTE). The calculation for FTE is as follows: 1) for undergraduate courses: the number of credits, multiplied by the number of students enrolled in an undergraduate class at “Census”, divided by 15, equals one FTE (one FTE for a three-unit class is generated by five students); 2) for graduate courses: the number of credits, multiplied by the number of students enrolled in a graduate class at “Census,” divided by 12, is one FTE (one FTE for a three unit graduate class is generated by four students). Census is on the 20th day of instruction during the academic year.
rooms are typically prioritized for SOAR (Student Orientation, Advising, and Registration), although SOAR does not finalize their scheduling until February.

**Financial Feasibility of Summer Courses**

To aid in financial feasibility considerations, the “Summer Revenue Return Projections” report is sent to department chairs during the spring semester and leading up to the start of each summer session so that the dean and each respective department chair can discuss any deficit situations. Under-enrolled non-requested courses may need to be canceled. If a non-requested course with less than 20 students is offered, the instructor’s salary will be pro-rated per the [Collective Bargaining Agreement](#), Article 21.15.

**Textbook Requisitions**

The Federal Higher Education Opportunity Act requires that course material information be posted as soon as possible with the University Textbook Office (deadlines are normally set in October for spring semester, and March for summer and fall). Faculty can submit textbook requisition orders directly through the [online textbook requisition system](#) or may submit the textbook(s) information to department ASCs. The department ASC may also assist faculty in obtaining desk copies. The Textbook Office also provides faculty support in submitting textbook orders and can be contacted at (562) 985-7780 or textbook@csulb.edu. Additional information is available on the [Faculty Textbook Adoptions and Resources website](#).

**Office Hours**

As per [PS 14-15 Faculty Office Hours](#) (Article 2-3), “each instructional faculty member is required to hold one regularly scheduled office hour per week for every 3 Weighted Teaching Units (WTUs) taught to a maximum of four hours...All faculty who teach one or more courses with face-to-face instruction are required to hold at least one hour of regularly scheduled face-to-face office hours. This requirement of at least one face-to-face hour cannot be met, entirely or in part, by stipulating ‘by appointment only’...[Faculty] may schedule the remainder of their office hours...in any manner purposefully designed to meet student needs.”

**Faculty Reporting of Office Hours**

Instructors need to submit their office hours to department ASCs by the end of the first week of instruction.

**Department Chair Review of Office Hours**

Department chairs, with department ASC assistance, should review office hours of instructors in the department to confirm that these are in line with university policy.

**Department Office Hour Signs & Directory Updates**
Department ASCs should complete a standard card listing of faculty office hours to be posted outside of faculty offices, as well as submit this information to the COB directory and to the California Faculty Association office on campus.

**Cancellation of Office Hours**

In the event that faculty cannot meet scheduled office hours, they must notify the department office and a notice needs to be posted on the faculty member’s door when office hours are canceled.

**Syllabi**

Please refer to [PS 11-07 Course Syllabi and Standard Course Outlines](#).

**Faculty Creating & Submitting Syllabi to Department**

Instructors should refer to the [COB Standard Course Outlines](#) for the courses they are teaching and consult with the department chair before teaching a course for the first time. If faculty would like to refer to past syllabi, they may obtain these from the department ASC. The COB website also includes resources and standard templates for creating syllabi.

Faculty must submit syllabi for all their courses to department ASCs by specified department deadlines but no later than census date for the term. It is recommended that department deadline for submittal be set to before the start of the semester.

**Department Chair Review of Syllabi**

It is recommended that department chairs review syllabi submitted to confirm that these follow standard course outlines and university policy.

**Submitting Syllabi to the Office of Accreditation**

Department ASCs should post approved syllabi on the “Administration-Share” shared drive under the Syllabi Tracker folder for the current semester. The Office for Accreditation will then submit the posted syllabi to University Archives by the census date.

**Absence from Class**

Faculty who need to cancel a class session must submit a [Notice of Absence From Class/Class Cancellation Form](#) to the department chair. Absence from class for reasons other than illness or emergency requires prior permission from the chair. Informal voluntary substitution by a university colleague is permissible, but department chairs should be notified in advance. Classes should be canceled only in exceptional circumstances, and normally appropriate alternative assignments or activities should be provided.

**Final Course Grades, Grading Procedures, and Final Assessments**

As per [PS 12-03 Final Course Grades, Grading Procedures, and Final Assessments](#) (Article III.3), “all instructors shall administer a final assessment...or have it due...at a specified time that falls within the
"date and time listed in the Final Examination Schedule." Any exception must be approved by the associate dean for administration and requires signatures of all students enrolled in the course.

**Grade Rosters**

Instructors must submit their grade rosters by the established deadline (for regular fall/spring semester courses, the deadline is about a week after the last day of instruction; for summer courses or courses scheduled off-cycle, the deadline is 96 hours after the last day of instruction excluding holidays or weekends). Only the instructor of record may access grade rosters and submit grades. Reminders are sent out to faculty by Enrollment Services and the college prior to the deadline. An email is also sent to department chairs and ASCs to notify them of any grade rosters in their departments that are past due.

**Additional Resources for Faculty**

Department chairs may refer faculty to the [COB Faculty Resource Guide](#).

### VII. Student Matters

**Faculty Center Worklist**

Department chairs review and approve workflows in the MyCSULB Faculty Center Worklist.

**Withdrawal Requests**

Students may request to withdraw themselves from a course after the self-service registration period has ended for the term or session. These requests are reviewed and approved by the instructor, department chair, and Associate Dean for Administration. Step-by-step instructions and video tutorials for reviewing withdrawal requests are available on the Enrollment Services website.

**Online Change of Grade**

Instructors may change a students’ final grade in a course on the basis of an error, a successful grade appeal, or the resolution of an Incomplete “I” grade. Grade changes are initiated by the instructor of the course and must be approved by the department chair and Associate Dean for Administration. Step-by-step instructions for grade change approval are available on the Enrollment Services website.

**COB Internal Student Petitions (Online Workflows)**

COB students complete various [Forms and Petitions](#) online. Petitions for course substitution, study abroad credit, and other special consideration requests are routed to department chairs for approval. New department chairs will receive training on these online workflows.

**Special consideration requests to waive prerequisites**

For special consideration requests where students are requesting that prerequisites be waived or be allowed to be taken concurrently, department chairs should keep in mind that these can only be
considered if there is a strong academic justification; otherwise, they cannot be approved. If prerequisites are in the process of being removed (i.e. if this has been approved as a curriculum change by the departments and UPC/GPC), but cannot go into effect yet due to the timeline of the curriculum cycle, then chairs may decide to apply this change retroactively.

**Revalidation**

**PS 85-15 Upper-Division Courses in the Baccalaureate Major, Ten-Year Rule** states that students must complete all major courses within a ten-year period to count toward degree requirements. However, students who have been gone for longer than ten years may request to have upper-division courses revalidated. Department chairs are responsible for determining whether a student has demonstrated sufficient competence or knowledge of the subject based on when the course was completed, and the grade earned, and either approve or deny these revalidation requests. As a rule, we do not revalidate any classes with “D” grades.

**Student Registration Cycle:**

**Registration Prior to the Start of the Semester**

Students begin registering for fall classes in April and spring classes in November. Students may register for up to 18 units at their appointed registration time. Enrollment dates are determined by class standing.

- Students failing to pay their fees by the posted deadlines by Student Financial Services will be dropped from classes.
- Once a class is “closed” (i.e. number of students = enrollment limit), students begin placing their name on a wait list for the class.
- Once grades for the previous term are posted, Enrollment Services removes students from classes for the upcoming semester for which they have not completed the prerequisite(s).
- Students who became “Disqualified” at the end of the previous semester are also dropped from their classes for the upcoming spring or fall term.
- New students enroll once they have attended a session of Student Orientation, Advising and Registration (SOAR). For fall, freshmen begin enrolling in June and transfer students in July. New freshmen are usually not admitted for spring. New transfers admitted for spring enroll in January.

**Registration After Classes Begin:**

1. Until the end of the second week of classes, unless registration is restricted to students who have received the consent of instructor or department, students continue to enroll in open classes (i.e. classes in which the number of students enrolled is less than the enrollment limit) online.
2. Beginning in the third week of instruction through the end of the fourth week, students must enroll using the Permission to Add process in their MyCSULB Student Center. The form requires approval from the course instructor and Carol Grutzmacher, Special Assistant to the
Associate Dean for Enrollment Management, who checks that there is space available in the classroom within fire marshal limits and that the student meets the prerequisite(s) and is not registered for any other classes with a conflicting time. Department chair approval is not required.

3. After census, if the department approves a request for a “Late Add Petition” the department ASC must draft a memo on department letterhead. The memo needs to explain the reason for the late add, but also argue that there was an error on the part of the university and that the student was not enrolled because of reasons beyond his or her control. The memo must be signed by the instructor, chair, and Associate Dean for Administration, which can be completed via DocuSign. The student submits the signed memo and a personal statement to Enrollment Services (BH 101 or es-registration@csulb.edu) for approval.

Open University

Open University students who wish to be added into a class must complete the Open University Online Registration Process. Students must obtain approval from the instructor and Carol Grutzmacher, Special Assistant to the Associate Dean for Enrollment Management, who checks that there is space available in the classroom within fire marshal limits, and that the student meets the prerequisite(s) and is not registered for any other classes with a conflicting time. Department chair approval is not required.

Permits

A permit is issued electronically. It can override the prerequisites and enrollment limits for a course. Most permits are issued because the registration system often does not recognize that a student has taken a course that is a prerequisite for a CSULB class at another school. A permit must also be issued to enable students to enroll in classes for which registration has been restricted to students who have been given “consent.”

Reserves

Leading up to the start of the semester, the COB Enrollment Management team reviews the class schedule and enrollment and may place “reserved seating” in certain courses. These reserves are meant to hold seats for specific student populations such as graduating seniors, incoming transfer students or freshmen, Study Abroad at the Beach students, etc. Department chairs will be notified by the AD Office when reserves are in place for enrollment management purposes. Department ASCs and AD Office staff can set reserves in courses on an as needed basis as well.

Student Withdrawals

Please refer to PS 12-03 Final Course Grades, Grading Procedures, and Final Assessments for the university policy on withdrawal. During the first two weeks of instruction, all students may adjust their registration online. Beginning with the third week of instruction, students who wish to withdraw from a course must complete the online withdrawal request in their MyCSULB Student Center. Prior to the final three weeks of the regular semester, withdrawal is permissible only for a serious and compelling
reason with instructor and department chair approval. Instructors and department chairs should make sure that the reason for withdrawal is indicated on the form prior to signing. Withdrawal during the final three weeks is permissible only in cases such as accident or serious illness where the circumstances causing the withdrawal are clearly beyond the student’s control and the assignment of an Incomplete is not practical. Withdrawal during the final three weeks requires approval of the instructor, department chair, Associate Dean for Administration, and Provost and generally requires the withdrawal from all classes. The final deadline for withdrawal is the last day of instruction for the term, unless it is a medical withdrawal, in which case the student should complete a Catastrophic Withdrawal Request – Medical and submit this directly to Enrollment Services by the last day of the semester.

**Grade Appeals**

Please refer to [PS 11-09 Grade Appeal Procedure](#). Below is a summary of the procedure as it pertains to the department chair’s role, which may be carried out with department ASC assistance.

**Department Chair Responsibilities in a Grade Appeals Case:**

1. **Confirming Department Grade Appeal Committee Membership:**

   **GAC Membership Requirements:** As per the policy (Article 2.1), “Each department and extra-departmental program (hereafter referred to as program) shall form a department/program grade appeals committee comprised of at least three (3) faculty members. If department/program faculty members are unable to serve in sufficient number to form a grade appeals committee, the chair of the council of the relevant college shall appoint the required number of grade appeals committee members from the ranks of college faculty. A department/program grade appeals committee shall include at least one student member appointed by the Associated Students, Incorporated.”

2. **Department Chair Role**

   If there are insufficient faculty members serving in the committee, the department office will initiate the election process within the department to fill the position. If department faculty members are unable to serve in sufficient numbers to form a grade appeals committee, the department chair must notify the chair of the Faculty Council, who will appoint the required number of grade appeals committee members from the ranks of college faculty. For assistance on finding a student member appointed by ASI, the department chair should contact the COB Academic Operations Analyst.

3. **Informal Consultation with Department Chair**

   As per the policy (Article 3.3.3.), “The grade appeal file must be delivered to the department/program chair within the first 40 instructional days of the regular semester immediately following the semester or special session in which the course was completed.”

   As per the policy (Article 3.4-3.41), “after receiving the student's grade appeal file...the department/program chair will consult with both the student and the instructor(s) involved to attempt a resolution to the grade appeal. If the instructor of record refuses to participate, the department chair shall insert a written statement to that effect in the appeal file.”
4. Student Request to Forward File to Department Grade Appeals Committee

As per the policy (Article 4.1), “Should consultation fail to resolve the appeal and should the student choose to continue the process, the student must ask the [department] chair to forward the appeal to the department/program grade appeals committee. The student must make this request in writing by the last day of instruction of the regular semester immediately following the semester or special session in which the course was completed.”

5. Department Chair Forwards File to Department Grade Appeals Committee

As per the policy (Article 4.1.1), “the department/program chair shall forward the appeal to the department/program grade appeals committee within ten (10) instructional days and may include a written recommendation based upon the first, consultative step in the process...The chair must also inform the instructor immediately that the formal grade appeals process has been initiated and must give copies of all materials forwarded to the grade appeals committee to the instructor and to the student. The student may terminate the appeal at any point by submitting a written request to withdraw the appeal.”

6. The Department Grade Appeals Committee May Consult with Department Chair on Procedural Matters

**Allegations of Discrimination, Harassment, or Retaliation in Grade Appeal Cases**

Any grade appeal that contains allegations of discrimination, harassment, and retaliation (including sexual violence) are placed on hold and transferred immediately to the Office of Equity & Diversity for an investigation regarding the specific components of the grade appeal related to these charges. The Office of Equity and Diversity will be given 60 working days to investigate the specific components of the grade appeal related to discrimination, harassment, or retaliation, and issue their findings.

**VIII. Curriculum and Program Development**

**Curriculum Changes**

Any curriculum changes (i.e. changes to academic programs or courses) must be approved by the department and the respective college programs committee (UPC or GPC). Departments submit curriculum forms for approved changes in Curriculog, which are routed to the department chair, UPC or GPC Chair, and the Associate Dean for Administration for approval. Additional information is available on the CSULB Curriculum Handbook and the COB Guidelines for Catalog Revisions and Standard Course Outlines (SCOs).

**Formal Certification Cycle:**

There is only one annual formal certification cycle (which begins in November) whereby any curriculum changes approved at the college level are reviewed, vetted, and approved by the
Curriculum Office to become effective the following fall. The Curriculum Cycle Calendars and Due Dates are available at the start of the cycle each academic year.

Catalog Edits

Edits occur in the spring semester after the Curriculum Office has processed the curriculum changes submitted in November. Draft copies of the upcoming catalog which should contain all the changes submitted during the curriculum cycle are sent by the Curriculum Office to the respective department chairs for their review. Curriculum changes cannot be submitted at this time, but chairs may make corrections using "track changes" to the draft copy of the catalog edits. Also in early spring, the department section (with department contact information and career possibilities) will also be made available for editing. Catalog edits are approved by the Associate Dean for Administration and submitted to the Curriculum Office.

Course Curriculum and Typically Offered Review

Each year in the Spring, Enrollment Services contacts departments to review their list of active courses (CS Link Report LBSR0008 – Active Courses) and how often courses are typically offered (CS Link Report LBSR1141 – Typically Offered Course Data). Department chairs are responsible for notifying Enrollment Services if there are any proposed changes. The information that is reported by department chairs is used in degree planners available to students and their advisors to create multi-semester course plans based on when courses are "typically offered."

Piloting New Courses

New courses can be created through the normal curriculum cycle. However, if department chairs wish to pilot a new course before it goes into the catalog, they can offer it as a selected topics course, numbered 495 (i.e. MGMT 495, MKTG 495…). A new course should be offered as a selected topics course for only one semester. After that semester, in order to be offered again it must go through the formal certification process.

Inactive Courses

Courses not offered within a five-year period will be declared inactive. Prior to being declared inactive, the Curriculum Office provides a report to the respective department chairs. Departments have three choices when responding to the Curriculum Office: 1) let the course become inactive; 2) confirm that the course will be offered in that academic year; or 3) request a one-time extension to offer the course in the subsequent academic year. Inactive courses can be reactivated through the Course Reactivation Process.

IX. Department Data

Available Data Sources and Training
Department chairs have access to several sources of data including the CMS Student Administration System, CS Link reports, the Confidential Grade Report, BeachConnect, Beach Data, and data through the CSU Chancellor’s Office. Training varies by system and is described in more detail below.

**CMS Student Administration System**

The Student Administration System, also referred to as the Common Management System (CMS) or PeopleSoft, is CSULB’s system that is used to maintain students’ academic and financial information, generate administrative reports, and complete related business processes. This system is only available to authorized staff and faculty to support official university business. Incoming department chairs should complete the Required Forms and Agreements for Student System Access in DocuSign and sign up for CMS Student Administration System Training.

**CS Link**

CS Link allows users to run reports using a standard web browser. Reports may be viewed online or printed to a local or network printer and are available in a variety of formats. Access to CS Link is granted to an individual based on reporting needs. Incoming department chairs will gain access to CS Link after completing the Required Forms and Agreements for Student System Access in DocuSign.

A full list of CS Link Reports and their descriptions is available on the Enrollment Services website. The most used CS Link reports by departments chairs are:

- LBSR0299 – Active Students by Academic Plan
- LBSR0008E – Active Courses
- LBSR0414 – Enrollment and Waitlist by Course
- LBSR0419F – Class Schedule Data Report with Facility Information
- LBSR1141 – Typically Offered Course Data

**Confidential Grade Report**

The Confidential Grade Report is a series of dashboards on Tableau with detailed information about grade distribution and average GPA by instructors, courses, and sections. The most used dashboards within the report are the “Average GPA” and “Weighted Letter Grade GPA Analysis”. Access to the Confidential Grade Report and training is managed by Institutional Research & Analytics (IR&A). Please contact the COB Academic Operations Analyst to facilitate the process of gaining access.

**Beach Connect**

Beach Connect is an online tool used primarily for academic advising. It allows users to look up individual student profiles with academic information or generate reports listing students that meet specific criteria. Department chairs can request limited access of the system after completing the Required Forms and Agreements for Student System Access in DocuSign. The University Center for Undergraduate Advisor (UCUA) offers Beach Connect New User Training on a periodic basis.

**Beach Data**
In addition to data sources mentioned above that are restricted to faculty and staff with authorized access, IR&A also publishes data on enrollment, graduation, retention, and other metrics on their website, referred to as Beach Data. There is no formal training on using Beach Data dashboards; for assistance with navigating the website; please contact the COB Academic Operations Analyst.

**CSU Chancellor’s Office Dashboards**

Similar to Beach Data, the CSU Chancellor’s Office Dashboards include system-wide data on admissions, enrollment, graduation & success metrics, and labor market outcomes. The dashboards are available publicly on the CSU Chancellor’s website.

**Additional Data Requests**

For any additional data requests department chairs may have, please contact the COB Academic Operations Analyst.

**X. Facilities**

**Office Allocations**

Please refer to the COB Guidelines for Office Allocations.

**XI. Instructional Technology**

**COB Computer Technical Help**

Contact the COB IT Front Desk for any technical assistance and customer support at ext. 5-8193, or via at cob-tech@csulb.edu. Their hours are Monday through Thursday from 8 am to 9 pm and Friday from 8 am to 4 pm. More information can also be found on the COB IT website.

**COB Classroom Support (All COB Classrooms)**

Contact the COB IT Front Desk for any technical assistance and customer support at ext. 5-8193, or Monday through Thursday from 8 am to 9 pm and Friday 8 am to 4 pm.

It may be faster to get help by sending a student or coming to the COB IT Front Desk inside COB-243, to report a classroom problem.

**CBA Computer Classroom Reservations**

COB Computer Classroom Reservations include the following rooms: COB-236, COB-237A, COB-237B, COB-240 and the COB Conference Rooms COB-204 and COB 242). The Dean’s Office approves reservation requests for all conference rooms in COB.

- COB Computer Classroom Reservations Form
• For questions about COB Computer Classroom Reservations questions, please contact Sivyu Chia ext.5-5628 or cba-reservations@csulb.edu.
• Computer Classroom reservations for future semesters are encouraged as we may need to accommodate requests to use our Computer Classrooms with the rest of the campus.

Remote Instructions (AMI - Alternative Modes of Instruction)
COB Instructional Technology has loaner equipment (doc-cam, webcam, graphic tablet, ring light, etc.) to help enhance online teaching.

COB Wireless
Users should experience significant increases in wireless speed and wireless coverage around the campus if they use the “beachnet+” wireless versus “beachnet-guest-access” wireless.

COB IT Open Access Lab and Computer Classroom Software
COB has an open access lab with 80 computers, available to all students. Students can print documents in B&W and color for a small fee.

Available COB IT Lab and Computer Classroom Software

XII. Helpful Resources

• Academic Senate Policies
• COB Document Center (Strategic Plan, Governance Documents, Guidelines)
• Academic Affairs Calendars
• Faculty Affairs
• Academic Employee Relations