



# FACULTY HANDBOOK



**December 2023**

This handbook includes important information concerning faculty policies, responsibilities, and expectations at Colorado State University Global (CSU Global). **THIS FACULTY HANDBOOK IS NOT A CONTRACT.** While dealing with employment processes and procedures, this handbook is not intended to provide any assurance of continued

employment and should in no way be construed as an employment contract between CSU Global and a faculty member.

CSU Global reserves the right to make changes to the handbook to fulfill its mission or to accommodate administrative needs in a timely fashion. This handbook is complemented by the University catalog for academic information, student policies, employment policies, University policies, and the Employee Handbook.

Revisions and changes to Section 2 of the handbook which pertain to faculty appointments, terms, and expectations requires Colorado State University Board of Governor approval. Sections 1, 3, 4, and 5 of the handbook are informational in nature and subject to revision and update without Colorado State University Board of Governors approval.

CSU Global is an Equal Opportunity employer and complies with all federal laws, executive orders, and state regulations pertaining thereto. CSU Global does not discriminate on the basis of race, color, religion, sex, genetic information, national origin, disability, age, marital status, sexual orientation, gender identity or expression or any other protected class recognized by state or federal law in admission or access to, or treatment, or employment in its programs and activities. Sexual Harassment and sexual violence are prohibited forms of sex discrimination.

Any person having inquiries concerning the University's compliance with the regulations implementing Title VI, of the Civil Rights Act 1964, or Section 504 of the Rehabilitation Act of 1973, is directed to contact Human Resources at [HR@csuglobal.edu](mailto:HR@csuglobal.edu). Any person having inquiries concerning the University's compliance with the regulations of implementing Title IX of the Education Amendments of 1972, is directed to email [Compliance@csuglobal.edu](mailto:Compliance@csuglobal.edu). Any person may also contact the Assistant Secretary for Civil Rights, U.S. Department of Education, regarding the institution's compliance with the regulations implementing Title VI, Section 504, or Title IX.

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### INTRODUCTION

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Colorado State University Global (CSU Global) is a 100% online University accredited by the Higher Learning Commission (HLC).

### MISSION

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CSU Global is committed to advancing student academic and professional success in a global society, by providing access to dynamic education characterized by excellence, innovative delivery technologies, industry relevance, and strong stakeholder engagement.

### VISION

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CSU Global is the premier provider of innovative, higher learning opportunities for modern learners around the world.

### CORE VALUES

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- **Growth-Minded:** We continually learn, seek opportunities for growth, and believe we can better with effort and persistence.
- **Dedicated:** We provide exceptional service and support to our stakeholders to drive the mission of the university.
- **Tenacious:** We are accountable for getting the job done right, acting thoughtfully and taking responsibility for our commitments and actions, and we thrive on achieving results.
- **Agile:** We are flexible in our thinking, focus on solutions, innovative problem-solving, and overcoming obstacles.
- **Engaged:** We collaborate, communicate, and motivate one another to achieve excellence.
- **Champions of Integrity:** We act ethically, honestly, and respectfully to be trustworthy and reliable towards all stakeholders.

## CONTACT INFORMATION

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Colorado State University Global

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Aurora, CO 80011

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**Website:** csuglobal.edu

## SECTION 2 FACULTY APPOINTMENT, TERMS, AND EXPECTATIONS



### ROLE OF THE FACULTY

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The academic success of students is paramount to the mission of CSU Global. CSU Global relies on its faculty to help deliver an outstanding experience by providing professional knowledge and expertise to ensure a responsive, student-centered, and career-relevant education.

### APPOINTMENT TERMS AND CONDITIONS

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CSU Global appoints faculty in a range of roles, such as Program Director, Senior Faculty Associate, Faculty Associate, Part-time Faculty Instructor, and Faculty Trainee. **CSU Global does not award tenure.** Faculty appointments are subject to the terms and conditions set forth in this handbook and any additional terms and conditions stated in an appointment letter, the Employee Handbook, and other CSU Global employment policies. Pursuant to C.R.S. 24-19104, faculty appointments are “at-will” and subject to termination by either party, at any time, although termination cannot be for a reason that is contrary to applicable federal, state, or local laws.

Violation of any of the terms, expectations, and policies as outlined in this handbook, in the Employee Handbook, or of any other CSU Global employment policies may result in immediate termination of a faculty appointment by CSU Global. CSU Global is under no obligation to follow or use progressive discipline with a faculty member. A faculty appointment continuing is contingent upon funds being appropriated, budgeted, and otherwise made available. A faculty appointment may be terminated for any reason including but not limited to:

- **Mutual agreement:** At any time, CSU Global and a faculty member may mutually agree to discontinue a faculty member's appointment.
- **Request of the faculty member:** Faculty may resign by email notification to the appropriate faculty supervisor (e.g., Lead Program Directors, Program Director, Director of Faculty Operations) and/or human resources ([HR@csuglobal.edu](mailto:HR@csuglobal.edu)).
- **Failure to meet performance expectations:** Faculty who have failed to meet CSU Global's performance expectations may be placed in a limited or an inactive status for course assignments and/or may be terminated.
- **Unacceptable conduct or behavior:** Faculty who have engaged in unacceptable conduct or behavior in violation of state or federal law or CSU Global policy may be placed in a limited or an inactive status for course assignments and/or may be terminated.
- **Inactivity of the faculty member:** Adjunct faculty who have not taught for a period of six (6) consecutive months without prior notification and approval of CSU Global may have their adjunct faculty appointment terminated.

Adjunct faculty are compensated for teaching assigned courses. **Assignment of courses is as-needed and faculty should have no expectation of current or future course assignments.** A course assignment can be cancelled at any time due to low enrollment, as determined by CSU Global. Similarly, the level of compensation offered for each course is based upon student enrollment and is subject to change. An adjunct faculty member should have no expectation of continued compensation beyond the academic term for which they are assigned to teach.

A faculty appointment is for an individual's personal services to support the academic mission of CSU Global. In accepting a faculty appointment, an individual understands and agrees that they are:

- Prohibited from informing, advising, disclosing, marketing, or publicizing to students enrolled in CSU Global courses the programs or offerings of other educational institutions.
- Prohibited from delegating or subcontracting any part of the duties of their appointment to another person or entity without the express written approval of CSU Global.
- Prohibited from abusing their standing within the University for personal or private gain.

Disputes, including but not limited to challenges, lawsuits, administrative actions or complaints, or grievances concerning an appointment shall be governed by the laws of the State of Colorado. By accepting a faculty appointment, a faculty member agrees that any such dispute shall be governed by the administrative agencies, courts, and laws of the State of Colorado.

## **FACULTY QUALIFICATIONS**

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A faculty member must meet all qualifications as specified by the Higher Learning Commission. In general, a faculty member is required to be knowledgeable in their academic discipline, have a graduate-level degree, and have completed a minimum of 18 graduate hours in the field in which they teach. Some programs may require valid industry certifications in specific areas and will be specified in any job posting. Prior professional experience in the academic discipline area and teaching experience is typically required by CSU Global and will be specified in any job posting.

## **EXPECTATIONS OF A FACULTY MEMBER**

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Expectations of a faculty member include:

- Adherence to the provisions of this handbook, the CSU Global Employee Handbook, and all CSU Global policies and processes.
- Seeking to establish a relationship of mutual trust with students in an appropriate role as an intellectual guide and mentor.
- Providing an environment that promotes the highest academic standards of the discipline and fostering and requiring honest academic conduct.
- Assigning grades and ensuring that the evaluation and assessment of academic performance reflects each student's true achievement by good faith application of criteria appropriate to the discipline and course.
- Making every effort to be accurate, objective, and effective.
- Fostering collaboration with and in support of students.
- Being professional in all interactions with students and other employees.
- Respecting all student feedback and comments.
- Knowing all student rights and responsibility policies as set forth in the CSU Global Academic Catalog and on the CSU Global website (see, specifically, "Student Rights and Responsibilities").

## **COLLABORATION, SCHOLARSHIP, AND ACADEMIC FREEDOM**

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Faculty have certain responsibilities that derive from common membership in a community of scholars:

- Faculty have, in the exchange of ideas and criticism, the responsibility to respect the views and rights of others and the University.
- Faculty shall acknowledge the contributions of colleagues to their own work. In the evaluation of the professional performance of a colleague, a faculty member shall provide an honest and objective appraisal in accordance with established University criteria.

- Faculty shall foster collaboration with and support of colleagues.
- Faculty have a primary responsibility to strive for academic excellence in teaching and learning. When the situation warrants, a faculty member acting or speaking as a private citizen may have a responsibility to make clear that actions and utterances are entirely their own and not representative of the University or any component of the University.

The rights granted by the First Amendment of the United States Constitution are applicable to faculty, both as academics and as private citizens. When speaking or writing as a private citizen, faculty should be mindful that membership in the academic community inevitably involves identification and association with the University and that the University often is judged by the actions, performance, attitudes, and expressions of its faculty. Faculty should, at all times, be accurate, exercise appropriate restraint, show respect for the opinions of others, and make every effort to indicate that they are not speaking for the institution. Faculty normally do not face a conflict between the exercise of their rights as a private citizen and their responsibilities as a faculty member, and any such conflict is controlled by applicable law. If external activities interfere with faculty responsibilities, faculty should refer to CSU Global's Conflict of Interest Policy for more information and consult with appropriate supervisors if questions arise.

## **FACULTY'S GUIDE TO FREE SPEECH IN THE CSU GLOBAL CLASSROOM**

This information provides an overview of the key things you need to know about free speech in the classroom as a faculty member at CSU Global. It explains your rights and responsibilities as a starting point for thinking about your practices and priorities in the classroom.

Faculty have significant discretion in the teaching of course material provided the teaching methods are germane to the subject matter of the class and align with the CSU Global's teaching standards; however, academic freedom does not extend to speech that is not germane to the class.

While teaching, controversial and complex topics may arise, and students may express beliefs and opinions that you may find noxious or abhorrent. Also, current events may invoke sincere and genuine outrage that you may desire to share with your students.

In response to these situations, it is important to understand that you can and should exercise your discretion to manage and focus classroom discussions on topics that are germane to the subject matter of the class, potentially responding directly to offensive speech in the classroom with speech of your own, bearing in mind that your professional obligation as a faculty member is to treat all students with respect and dignity.

This information does not address aspects of academic freedom related to faculty's research, public speech, publishing, or other speech outside the classroom.

Colorado State University Global's guiding principles emphasize that all members of the university community share in the pursuit of knowledge and the development of students.

### **Free Speech in the Classroom**



**Classroom Speech Is Different from First Amendment-Protected Speech in Public Areas.** All individuals in the United States generally have a right to speak their truth in public spaces. However, classrooms have different rules than public areas. Classrooms are considered non-public areas—that is, places “normally not intended to be open to the general public for purposes of expressive activities or gatherings.” Thus, no member of the public has a right to participate in or engage in expressive activities in the classroom.

In addition, classrooms are reserved for speech related to the subject matter of the class, and certain types of speech are not allowed in classrooms, including “any activity that interferes with academic or operational functions.” Non-public areas do not fall under the same policies about free speech that public areas do. In classrooms, faculty have the responsibility of managing all aspects of speech and should maintain a climate that allows for the free exchange of ideas that are germane to the subject matter of the class. The classroom is not a platform for the faculty member to express their personal beliefs, feelings, thoughts, or positions, particularly those that are not germane to the subject matter of the class.. Constitutional law scholars Chemerinsky and Gillman (2018) explained the intersection of “free speech” and “academic freedom,” with the limitations on both when a faculty member is working with students:

Neither free speech principles nor academic freedom gives a faculty member the right to use the classroom as his or her personal platform for the expression of political opinions without regard to professional norms, or to prevent students from having their fair opportunity to express views without fear of being punished.

**Creating an inclusive classroom climate.** CSU Global policy makes clear that faculty are responsible for “creating and sustaining a welcoming, accessible and inclusive campus.” As faculty, our responsibility is to make space for different opinions in our classrooms, which may mean withholding our personal views on a topic to help us all understand rather than to judge.

**Perspectives in the classroom.** At CSU Global, we are committed to an environment of mutual respect and inclusivity. Faculty members have the right and responsibility to limit harmful discussions or debates among students, particularly those that are not germane to the subject matter of the class, as well as to encourage academically vital and relevant discussions that might make students uncomfortable, but that allow for differing points of view on a topic that comes from the CSU Global course content.

These guidelines do not mean that faculty cannot talk about controversial or emotionally charged topics in the classroom, but the guidelines emphasize our responsibilities as instructors to foster open dialog and a respectful learning environment on topics that are directly related to the material covered in the CSU Global course content.

## Reference

Chemerinsky, E. & Gillman, H. (2018). *Free speech on campus*. Yale UP.

## ADHERENCE TO FERPA AND TITLE IX REQUIREMENTS AND OTHER TRAINING

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Faculty are required to adhere to the Family Educational Rights and Privacy Act (FERPA), a federal law that protects the privacy of student education records and governs the disclosure

of student education records. The Act provides students with the right to inspect and review their own education records, the right to seek to amend education records, and the ability to limit disclosure of education records.

CSU Global is dedicated to the prevention of sexual misconduct and providing a safe campus for students, faculty, and staff. All CSU Global employees, including faculty, are required to be aware of Title IX procedures and policies to investigate complaints and address identified concerns.

All CSU Global faculty are required to complete mandatory policy training at hire and yearly on topics such as ethics, FERPA, GDPR, protecting personal identifiable information, data breach prevention, and security awareness fundamentals. Faculty are directed to contact Human Resources at [HR@csuglobal.edu](mailto:HR@csuglobal.edu) with questions or for additional support.

## CONFLICT RESOLUTION AND FACULTY GRIEVANCE

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CSU Global is committed to an environment of mutual respect. Should problems or complaints affecting a faculty member's working conditions arise, the matter should be resolved informally through private discussion between the faculty member and the appropriate administrator. When a matter cannot be informally resolved, the following grievance process is available so that the affected parties can be heard and a prompt, fair resolution can be reached.

A grievance is a complaint based upon an alleged violation, misinterpretation, or inequitable application of any existing policies, rules, or regulations of the University. It should be noted, **a policy is not grievable, only the application of a policy**. Resolution of a grievance should abide by following the below course of action:

- **Step 1** – Informal resolution. A faculty member is encouraged to pursue a good-faith attempt at informally resolving the issue. Outside of extenuating circumstances, an attempt at informal resolution must be initiated within ten (10) business days of an action or decision occurring.
- **Step 2** – Mediated resolution. If the issue is not resolved to the satisfaction of the faculty member, the faculty member should contact the Provost. The Provost will assess the issue and appoint an appropriate individual (e.g., academic administrator, staff member, or third party) as a mediator to help resolve the issue.

The designated mediator may consult with students, faculty, staff, or administrators for information and/or clarification. The mediator will attempt to resolve the situation. This could include arranging a meeting of those involved, attending such meeting(s), and aiding in mediating a resolution. Dependent upon scheduling, the designated mediator will seek to complete the review and mediation process within ten (10) business days after being appointed by the Provost.

- **Step 3** – Faculty Affairs Committee (a CSU Global standing committee) Review. If the issue is not resolved to the satisfaction of the faculty member following mediation, within five (5) business days of the completed mediation step, the faculty member may submit a

written statement to the Faculty Affairs Committee stating the nature of the grievance. The statement should succinctly describe: 1) the facts as the faculty member perceives them, citing specific instances where, in the faculty member’s opinion, a violation has occurred, 2) a summary of the outcomes from prior steps of this process, and 3) the remedy sought by the faculty member. As part of its review, the committee may consult with students, faculty, staff, or administrators for information, guidance, and/or clarification. Dependent upon scheduling, the Faculty Affairs Committee will seek to review the issue and make a recommendation to the Provost within ten (10) business days.

If the committee requires more time for a review, it will communicate the timeline to the Provost, and the Provost will notify the faculty member. The Provost will review the recommendation from the Faculty Affairs Committee and issue a decision. A copy of the decision will be provided to the faculty member and the Chair of the Faculty Affairs Committee.

- **Step 4 – CSU Global President Review.** If the issue is not resolved to the satisfaction of the faculty member, within five (5) business days of the Provost decision, the faculty member may appeal to the CSU Global President. The President will task the Academic Leadership Team (Provost and associated academic leaders) to review the issue and make a recommendation to the President within ten (10) business days. If the team requires more time for a review, the Provost will communicate the timeline with the faculty member. The President will review the recommendation from the Academic Leadership Team and issue a decision. A copy of the President’s decision will be provided to the faculty member and the Provost. The decision by the President is final and ends the grievance process.

## SECTION 3 ADMINISTRATIVE STRUCTURES



### GOVERNANCE COUNCIL

The CSU Global Governance Council (a standing university committee) serves as the policymaking and governing body for Colorado State University Global (CSU Global) to ensure successful achievement of its mission and to assist the President with strategic direction, financial oversight and stability, and operational efficiency. The Governance Council may

establish Committees to accomplish its purposes. All committees will operate under a charter that is approved by the Governance Council.

Items for Governance Council review are typically brought forward by the executive staff of CSU Global who receive notice of such items through their reporting personnel or through committee reports. However, all CSU Global faculty and staff may submit items for Governance Council knowledge, discussion, and/or approval. Items may be emailed to the Governance Council Secretary.

## KEY CSU GLOBAL STANDING COMMITTEES

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The Governance Council has established the following CSU Global standing committees (each of which has faculty representation):

- **Curriculum Committee:** review and approval of curriculum development and revision ensuring academic quality, curricular innovation, and relevancy to meet the evolving needs of students.
- **Faculty Affairs Committee:** review of policies and procedures associated with faculty diversity, faculty conflict resolution, and other faculty matters as assigned by the Governance Council.
- **Student Affairs Committee:** review student-related issues, including but not limited to the Catalog, Student Policies, Student Code of Conduct, student grievances, student associations, student enrollment, student financial aid, and student advising.
- **Operations Committee:** review policies and procedures that support the effective operation of day-to-day activities where not otherwise covered by another committee or subcommittee.
- **Diversity, Equity, Inclusion and Belonging Committee:** acknowledge, foster, and drive equity and equality in all University actions in support of its mission. The committee will provide recommendations to the Governance Council for the creation and continual accountability of policy adherence, operational and technical improvements, and overall institutional engagement to promote a diverse and inclusive culture for all students, faculty, staff, and other stakeholders.

## SECTION 4 COURSE AND TEACHING OPERATIONS



## FACULTY AND COURSE SCHEDULING

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CSU Global offers four terms (A, B, C, and D) per trimester (Fall, Winter, and Spring) divided into two overlapping tracks (Burgundy and Gold). CSU Global will establish the schedule and assignments for each course and faculty member. Course scheduling is conducted using the Faculty Management System (FMS). Faculty interact with FMS through the course assignment dashboard. Faculty indicate their availability, accept course assignments, and accept the terms and agreements of teaching with CSU Global through this interface.

All courses are predicted courses and faculty are not guaranteed a particular course or section. If a course does not have any registered students, the course will not activate for the faculty to set up. Once a course is activated, a faculty member will be able to set up the course. In general, on the Thursday before a term is scheduled to begin, any classes with scheduled faculty and no registered students will be notified via email that the class will be canceled.

The Faculty Operations Specialist oversees all faculty and course scheduling through the FMS and ensures that properly credentialed faculty are scheduled to teach all courses each term. Courses are scheduled based on credentialing by Program Directors, faculty preference, seniority, and faculty performance. For questions about any course scheduling action, decision, or process, faculty should utilize the following course of action:

- Email the Faculty Operations Specialist ([Faculty.Support@CSUGlobal.edu](mailto:Faculty.Support@CSUGlobal.edu)) with any concerns clearly outlined. Phone contact should only be made for emergency reasons (e.g., substitute needed, scheduling conflict).
- If the issue is not resolved satisfactorily, a faculty member should notify the respective Program Director by email with a formal written request stating succinctly the nature of the concern.
- If not satisfied with the response of the Program Director, a faculty member may submit a written appeal, stating succinctly the basis for the appeal to the Provost. The decision of the Provost or designee is final.

## COURSE SCHEDULING TIMELINE

Timeline	Activity
Approximately 3 weeks prior to term start	A faculty member must indicate their availability to teach courses for the upcoming term
Approximately 2 weeks prior to term start	Course assignment(s) made to a faculty member
Within 48 hours of offer	Faculty member accepts or declines course assignment(s)
24 hours after acceptance or at course activation	Course shell pushed to Canvas learning management system (LMS)
7 days before term start or 48 hours after course activation	Faculty member completes course set-up activities, to include welcome announcement, all faculty contact information and a thorough quality check/review of course content and links
Thursday before term start	Course potentially cancelled if low enrollment; faculty member will be notified via email.
Friday before term start	Student “Open House” – students have access to course

## STUDENT ALERT SYSTEM

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Faculty are the most immediate connection with CSU Global students. It is imperative that a faculty member follow up on a regular basis with students not demonstrating success, particularly at the beginning of the term. **Ensuring student retention is a priority for all employees of CSU Global.** The online environment can pose some challenges for students. A frequent issue is a sense of isolation or disconnect from the learning environment, which can lead to a lack of motivation, low success rates, or low levels of satisfaction.

Faculty should utilize our student alert system, Dropout Detective, located in our learning management system, Canvas, to identify at-risk students. Dropout Detective should be used to alert the Student Success Team of:

- student non-attendance or non-participation
- a concern or issue regarding student conduct
- a student falling behind in their coursework
- being notified by a student of a significant life event

Faculty can help students succeed by using resources that connect with, guide, and support a student.

## CURRICULUM DEVELOPMENT AND COURSE MATERIALS

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CSU Global courses are developed by a team of faculty and instructional designers working collaboratively to produce the highest standard of curriculum. The curriculum development process is student centered and faculty driven. Courses are pre-designed and pre-loaded on the Canvas learning management system (LMS) platform. All required materials, including reading assignments, are in place as are the APA requirements for undergraduate and graduate courses. Additionally, all critical thinking assignments, exercises, quizzes, and other components of the course are designed and built into each course. This practice ensures consistency of program and course learning outcomes across course offerings. Weekly critical thinking assignments are linked to program outcomes and tracked and assessed via the LMS. Faculty should not alter assignments without approval from their Program Director.

## ACADEMIC INTEGRITY VIOLATIONS

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Faculty are encouraged to take positive, proactive measures to encourage academic integrity. Discovered instances of dishonesty in examinations and coursework will be addressed as serious violations of University policy. A detailed statement of policies and expectations for academic integrity is made available to all students on the [CSU Global website](#). A faculty member should report instances of academic integrity violations via the Academic Integrity Alerts system found in the Faculty Portal.

**Note:** Plagiarism by a faculty member is a serious violation and may be cause for termination.

## CSU GLOBAL APA REQUIREMENTS

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CSU Global requires faculty and students to use APA 7 (American Psychological Association) as the formatting style for academic essays and other assignments required by the course. Also, course material teaches students how to create work-ready assignments, using templates for deliverables that are found in today's organizational environments. More information can be found at the Center for Teaching Excellence accessible from the [Faculty Portal](#).

## GENERAL FACULTY TEACHING AND COURSE EXPECTATIONS

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As part of teaching a course, faculty are required to meet the following expectations:

### **Course Setup** (prior to course open house)

The Friday prior to the first day of class, the course becomes available for students to review ("Open House"). All faculty setup work should be completed at least 48 hours prior to the

open house. Failure to complete the setup for a course may result in the assigned course(s) being reassigned. Setup work includes:

- Welcome announcement (including all faculty contact information) and a thorough quality check/review of course content and links completed (e.g., no broken links, no formatting issues, no missing materials). A faculty member should submit a course support ticket from the [Faculty Portal](#) for any issue that is found.
- Obtain any needed course materials before the start of the course. Faculty are provided with information about the required textbooks/materials for each course in the Faculty Information folder of each course and should order books directly from the publisher. Contact information for textbook publishers and steps to order materials are located at the [Center for Teaching Excellence](#) which is also accessible from the [Faculty Portal](#).
- Ensure that the faculty profile with biography, contact information, and office hours is accurate and posted.

### **Teaching the Course (during the term)**

The academic week at CSU Global begins on Monday and ends the following Sunday. CSU Global has designed programs and courses around best practices in modern learner and online learning theory. Courses are typically offered in an eight (8) week format. It is expected that students will gain maximum benefit from courses and stay on pace for successful completion when they are participating fully in each week's activities and assignments according to the course schedule. The CSU Global late policy (as defined in each course syllabus) supports maximum classroom success. Students are actively involved in their courses throughout the week, and it is expected that faculty be as well. Faculty members are expected to:

- Engage fully with students in assigned academic course(s). This includes active course participation, being responsive to students, and supporting their success.
- Conduct course(s) as designed through the Canvas learning management system.
- Post weekly course updates and announcements.
- Maintain and submit accurate and timely reports for student grades.
- Adhere to all CSU Global faculty expectations regarding engagement in the course through the discussion board and in comments and feedback to students on assessments. The expectations are specified at the [Center for Teaching Excellence](#), which is also accessible from the [Faculty Portal](#).
- Provide personalized and substantive feedback on all student submissions and assignments within CSU Global guidelines.
- Respond promptly to students, Program Director, and University emails, phone calls, and inquiries per the expectations specified in the faculty position job description.
- Submit course tickets for any course issue.
- Actively assist the University in retention efforts such as reporting to the Student Success Office any concerns regarding student engagement.
- Support University assessment efforts for the course and program.
- Host live class sessions, as required.



### **Completion of a Course** (end of the term)

- Final grades must be submitted by midnight (Mountain Time) Thursday following the end of the term.
- A point value of zero must be entered for all assignments that were not submitted. A faculty member should review the gradebook in its entirety to be sure that the values are correct.
- Accumulated points determine the student's final letter grade and must be calculated based on the grading scale in the course syllabus. The final grade must be equivalent to the points earned.
- Carefully proofread to ensure that the grades entered are consistent with the grading scale.
- Consider student requests for 'Incomplete' grades when extenuating circumstances prevent the student from timely completion of coursework. CSU Global faculty may grant an Incomplete to a student who has the potential to earn a passing score for the course based on work submitted during the first five weeks of class and potential points from assignments included in the request to complete work from weeks 6-8.
- Encourage students to complete the End-of-Course Evaluation. This provides CSU Global with valuable information to improve the student experience.
- Student retention can be improved by concluding final student communications on an exceptionally positive note. It is suggested that faculty should thank their students for their participation and express a desire to see them continue pursuing their educational goals.

### **Faculty End-of-Term Evaluation** (completion of a term)

Faculty feedback is critical to continuously improving the quality of CSU Global's curriculum. Faculty are asked to complete an end-of-course survey and provide feedback to the Program Director regarding the course, their experience, and suggestions for improvement.

### **NOTIFICATION OF FACULTY ABSENCE**

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Faculty are required to notify the Faculty Operations Specialist ([Faculty.Support@CSUGlobal.edu](mailto:Faculty.Support@CSUGlobal.edu)) if they will be unable to participate in an assigned course(s) for more than 36 hours. In the case of an emergency, notify the Faculty Operations Specialist as soon as possible. Failure to notify the Faculty Operations Specialist may be considered abandonment of duties and are grounds for corrective action up to and including termination of employment. At its sole discretion, CSU Global may substitute the instructor with another credentialed faculty member. CSU Global will determine the best approach for ensuring that impact on the student experience is minimized. Compensation for faculty leave may be available. Faculty should review their available hours in the CSU Global HR system (i.e., UKG).

## STUDENT-FACULTY CONFLICTS

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If a conflict should arise in the relationship between a faculty member and a student, whether related to personal matters, instructional materials, or teaching methods, the faculty member and student should attempt to resolve the conflict informally through direct communication. **It is paramount that the faculty member remain professional in these communications, even if the student is not.** If the conflict is not resolved, the faculty member should submit an alert using Dropout Detective located in the Canvas course, providing details of the situation and what previous attempts were made to resolve the conflict. The faculty member should also contact their supervisor (e.g., Program Director, or Director of Faculty Operations) for guidance and support.

## FACULTY PERFORMANCE MONITORING

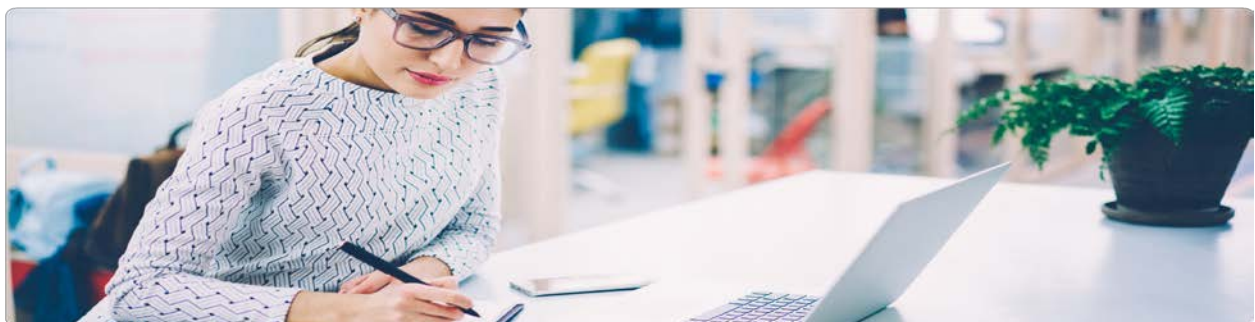
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CSU Global is committed to maintaining the highest faculty standards dedicated to instructional excellence and strict adherence to institutional, and more specifically, student expectations. When faculty meet institutional expectations, the student and faculty experience is greatly enhanced.

Faculty performance is continually monitored to ensure that expectations are being met. Monitoring is done using a range of approaches including data received through analytic tools, review of courses and data from the Canvas learning management system, student course ratings, student complaints, and general feedback.

If faculty performance is below expectations, a faculty performance deficiency notice will be shared with a faculty member, identifying and documenting areas of concern or gaps in instructional performance. This notice allows a faculty member the opportunity to demonstrate improvement. As outlined in Section 2 of this handbook, CSU Global is under no obligation to follow or use progressive discipline with a faculty member.

## SECTION 5 FACULTY RESOURCES



## FREQUENT ACADEMIC CONTACT DETAILS

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- **Faculty Portal:** Review the [Faculty Portal](#) for FAQs, training, how to videos, and links to other resources.
- **Course Support:** Click the Course Support button in the [Faculty Portal](#) . Contact this office to report issues related to course corrections (e.g., broken links, formatting issues, and courses unavailable). For curriculum questions relating to course content, please contact the respective Program Director.
- **Faculty Support:** Faculty should consult the [Faculty Portal](#) for links to information, additional resources, and support. Use [Faculty.Support@CSUGlobal.edu](mailto:Faculty.Support@CSUGlobal.edu) for questions not answered on the faculty portal.
- **Technology Help Desk:** Chat, call, or create a ticket through the [Faculty Portal](#). Contact for 24/7 support on all technology related questions (i.e., computer, browser, links, login, and password issues).
- **Human Resources:** Review the University and faculty information Quick Links on the [Faculty Portal](#) or guidance. Use [HR@csuglobal.edu](mailto:HR@csuglobal.edu) for questions not answered on the faculty portal.
- **Library:** Email [library@CSUGlobal.edu](mailto:library@CSUGlobal.edu) for questions on research and library collections, library subscription database functionality, copyright compliance, and citations help.
- **Payroll:** Faculty compensation and personal information can be accessed and updated through the HRIS (human resource information system) self-serve (under Quick Links in the [Faculty Portal](#)). Adjunct faculty are paid for a term of instruction in two monthly installments following the start of the assigned course. Payroll is direct deposited on the last working day of the month. If further assistance is required, contact payroll at [Payroll@csuglobal.edu](mailto:Payroll@csuglobal.edu).
- **Program Directors:** Program Directors work collaboratively with CSU Global academic staff and leadership to provide discipline-specific curricular expertise. They make recommendations to the Provost, Academic Leadership Team, Curriculum Committee, and staff on curricular structure, integrity, and currency of programs, courses, grading rubrics, and continuity for existing and new programs. Program Directors are responsible for credentialing faculty for their assigned programs. Questions, issues, and feedback concerning course content and curriculum matters should be communicated to the appropriate Program Director.
- **Registrar:** Email [Registrar@csuglobal.edu](mailto:Registrar@csuglobal.edu) for questions concerning grade changes, student seeking incompletes, late policy questions, student attendance, and any other concerns regarding student grades.

- **Student Affairs:** Contact Student Affairs at [student.affairs@csuglobal.edu](mailto:student.affairs@csuglobal.edu) for questions concerning grade appeals, plagiarism/academic integrity policy, resolution of student issues, and academic progress such as SAP (student academic progress) Warning, probation, and suspension.
- **Student Disability Service:** Contact [ADA@csuglobal.edu](mailto:ADA@csuglobal.edu) for questions concerning accommodations for students or faculty under the Americans with Disabilities Act.
- **Student Success Support:** Student Success Counselors coordinate programs and activities designed to promote student academic and personal success at CSU Global. Student Success Counselors work in partnership with faculty regarding issues and concerns with students. These issues include, but are not limited to, students with disabilities, behavioral issues, academic assistance for struggling or at-risk students, consultation regarding student policies and processes, and grade appeals. Faculty can submit concerns and student issues via the **Dropout Detective feature** located in the Canvas course. Once an alert is generated, advisors and managers will follow up with students.
- [The Center for Teaching Excellence](#) provides information to support teaching, links to academic services, and resources for faculty development. The Center can be accessed through the Faculty Information Folder in every course and directly via the [Faculty Portal](#).

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## FACULTY TRAINING AND DEVELOPMENT

CSU Global provides faculty training and professional development opportunities designed to strengthen instructional quality and cultivate a community of faculty who are regionally and nationally recognized as experts in the field of online education. More information can be found in the “Faculty Development Library” in the [Center for Teaching Excellence](#) which is accessible via the [Faculty Portal](#).

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## PROFESSIONAL DEVELOPMENT GRANTS

CSU Global seeks to promote, fund, and encourage faculty professional growth and discovery of new knowledge and currency in the field through participation in seminars, conferences, and presentations. For information on professional development grants, visit the [Center for Teaching Excellence](#).

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## FACULTY TUITION BENEFIT

Faculty who has taught for at least four terms, are in good standing, and meet the requirements for admission and be admitted into a CSU Global degree program or agree to take courses in a non-degree seeking status can request approval for a tuition benefit to participate in any CSU Global course in the academic catalog. Please see the Faculty Assistance

Benefit Policy for the complete policy, the Faculty Tuition Benefit Request Form available on the [Faculty Portal](#).

## FACULTY AWARDS

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Each year, the CSU System Board of Governors presents one Outstanding Graduate and one Outstanding Undergraduate Teaching Award to two faculty from each of the three CSU campuses. At the discretion of the leadership of CSU Global, additional faculty recognition awards may be conferred each academic year.

