# Table of Contents

## THE ROLE

### CHAIR APPOINTMENT, SALARY, VACATION, AND ABSENCES
- **Salary** 3
- **Stipend** 4
- **Vacation** 4
- **Absences** 5

## GUIDING DOCUMENTS

## THE RESPONSIBILITIES

1. **Academic Programs** 6
2. **Students** 7
   - **Registration** 7
   - **Campus and College Recruitment and Orientation Events** 7
   - **Complaints** 7
3. **Faculty** 8
   - **Conducting Meetings** 8
   - **Personnel Processes** 8
   - **Scheduling** 9
   - **Teaching and Service Assignments** 10
   - **Leadership** 11
4. **Administrative** 12
   - **Communicator and Facilitator** 12
   - **Manager** 12
   - **Staff Evaluator** 12
   - **Additional Responsibilities** 14

## CHAIR SELECTION, SUPPORT, AND RECALL

## THE MEETINGS

## DATA SOURCES, REPORTS, AND ASSESSMENT

### Data Sources
- **Annual Assessment Reports** 15

## IMPORTANT SUPPORT CONTACTS

## ADDITIONAL RESOURCES
DEPARTMENT CHAIR HANDBOOK

THE ROLE

For purposes of this document, department chair also refers to directors, program coordinators, and other designations that operate and are recognized as department chair equivalents. The role of department chair is multi-faceted. As department chair, you remain a faculty member but have additional assigned responsibility to provide academic and administrative leadership to your academic department. As such, you are still classified as faculty (Unit 3) and not MPP (management). However, in addition to providing leadership, you will also facilitate the management of your department. At times you will find yourself conveying the department's perspective to the Dean, and the Dean's perspective to the department. As chair, you will set the tone of the department and help faculty and staff to understand their individual and collective roles while feeling a sense of shared purpose. Always, your primary role will be to be responsible for the department's relationship with and service to students.

CHAIR APPOINTMENT, SALARY, VACATION, AND ABSENCES

Appointment
Department chairs can have either a 12-month or academic year (AY) appointment. If you have a 12-month appointment, that means you work as department chair not only during the AY but also during the summer term, fall break, winter break, and spring break. If you have an AY appointment, you work as chair only during academic workdays.

The timebase of the chair appointment generally ranges from .5 to 1.0. If your chair timebase is less than 1.0, that means you also have other responsibilities, such as teaching, in addition to being department chair. If your chair timebase is 1.0, that means your only role is serving as department chair.

Salary
If you have a 12-month appointment as department chair, your salary for your chair appointment is paid out over 12 months and your salary for your chair appointment is increased by 15% (in addition to the chair stipend, discussed below) to account for the additional work during the year.

If your chair appointment is less than 1.0, your chair salary will be paid out over 12 months (12/12) whereas your faculty appointment for the AY will be paid out over 12 months (~10/12). Your collective salary will be represented in two paychecks each month. One check will reflect the time base and salary of your faculty appointment. The second check will reflect the time base and salary of...
your chair appointment. If your chair appointment is 1.0, you will receive one paycheck per month.

If you are moving to a 12-month appointment during the first month of the first year of your appointment as Department Chair, you will receive a fractional month’s salary for the 12-month appointment covering the first day of the AY through the end of the August pay period in addition to your full AY salary for the month of August. At the close of your term as Department Chair, you will receive your 12-month salary for the August pay period covering the first day of the August pay period to the first day of the AY. If you are starting/ending as chair outside the normal summer transition time, you may need to contact your College analyst for clarification. You will receive your first full month AY salary paycheck on the last day of the September pay period. Dates may change depending on the final determination of the faculty-staff calendar. In summary, your income for the first month as chair (August) may be somewhat greater than usual and your final August income may be somewhat less than usual. In other words, the additional salary at the beginning of your appointment will offset the reduction at the end of your appointment. Plan accordingly in order to avoid any unanticipated reduction in your salary. To maintain a reasonably steady flow of income, it is of critical importance that if you are ending your term as chair and moving from a 12-month timebase to an AY timebase, do so at the beginning of an academic year.

**Chair Compensation and Stipend**

During your term as department chair, you will receive two types of additional compensation for serving as chair: (1) additional compensation for serving as chair provided by the CBA, and (2) an additional administrative stipend. According to the CBA, department chairs receive a minimum salary increase of $160 per month while serving as chair. In addition, chairs of departments with 18 or more full-time equivalent faculty receive an additional minimum amount of $80 per month for a total of $240. In addition to the CBA providing additional chair compensation, department chairs also receive an administrative stipend, which is 7% of their monthly chair salary for AY chairs and 4.5% of their monthly chair salary for 12-month chairs. Chairs who have 12-month chair appointments also have a base salary that is 15% higher for their chair appointment than their AY salary.

**Vacation**

Department Chairs on 12-month appointments accrue vacation credit, unlike AY faculty. Vacation is one of the perks for a 12-month department chair and is necessary for maintaining a healthy work-life balance. You will accrue a proration of 16 hours of vacation per month depending on your fractional twelve-month chair appointment. For example, if your chair timebase is .5, you will accrue 8 hours of vacation per month. [Article 34 of the CBA](#) explains that vacation credits are cumulative to a maximum number depending on your years of service. Also, employees on 12-month appointments are required to take at
least 40 hours of vacation per calendar year after their first year in a 12-month appointment, and any part of the 40 hours not taken as vacation during the calendar year will be forfeited as of January 1. In other words, take note that if you do not use vacation hours, you may lose them).

At the end of your chair appointment, any lump sum settlement for unused vacation will be charged to your College budget. Please plan to use all vacation credit before the end of your term as department chair.

Please inform your Dean about any anticipated vacation that you request to take so that your College office can be informed and, therefore, help to support the smooth operation of your office in your absence. Requests to take vacation need to be submitted to your Dean for approval.

**Absences**
As department chair, you are required to report your absences for your chair role directly into the absence management system awaiting your Dean’s approval. You will receive a monthly reminder from Payroll to enter your reported absences. Absence entry can be accessed through the State Employee tab on the Portal or through the link that you will receive monthly.

If no absences have been taken, you still need to select the “no leave taken” option from the drop-down menu. If you have had a reason to be absent (i.e., sick, vacation, personal holiday), you will select the appropriate menu item, identify which days you were absent, and then hit the “Calculate Duration” button and submit. The system will automatically calculate your leave balances. You cannot take a partial day of vacation. As an exempt employee, your vacation days are all or nothing.

**GUIDING DOCUMENTS**

The sooner you familiarize yourself with University documents that guide Chico State’s policies and practices, the better prepared you will be to make informed decisions. There are three levels of documents that all chairs should read and review regularly.

First are your department policy documents. These documents might include a constitution, bylaws, Retention, Tenure, and Promotion (RTP) standards, and/or a department level handbook of general faculty personnel practices and policies. Department RTP standards should be reviewed periodically by the department. All changes must be approved by Faculty Affairs and Success (FAAF) before being utilized for RTP purposes. The Department Standards Approval Form must be utilized to track department RTP standards revisions using the [Department Standards Approval Sheet (PDF)](https://example.com/dsas). Once approved, department RTP standard documents are posted on FAAF’s webpage.
At the University and CSU system levels, the overarching documents that must each be consulted are the Collective Bargaining Agreement (CBA) for Unit 3 (faculty) and Unit 11 (Academic Student Employees) and the Faculty Personnel Policies and Procedures (FPPP) document. Collectively, these documents provide guidance about all matters related to Chico State’s Faculty Affairs and Success policies and procedures that define processes for the effective and fair hiring, development, evaluation, retention, and promotion of a high-quality faculty and academic student employees. The FPPP, commonly referred to as the “F-Triple-P”, is intended to be used in conjunction with the faculty collective bargaining agreement (CBA), which you should consult regularly. Personnel decisions may be affected by federal and state laws, CSU system policies, and other University policies. Changes to these documents often occur at the start of each academic year, so be sure to keep yourself informed by proactively reviewing the most recent versions at the Faculty Affairs and Success website.

THE RESPONSIBILITIES

The Faculty Personnel Policies and Procedures document (FPPP) outlines four categories of duties and responsibilities for department chairs at Chico State in the section titled Chair Responsibilities, Selection, and Support (FPPP 17.0). Under the authority of their Dean, the department chair leads, administers, and represents the department. The duties and responsibilities of the department chair include, but are not limited to, the following four categories: Academic Programs, Students, Faculty, and Administrative. This handbook is designed to work hand-in-hand with your department level documents and guides. Because individual departments may vary in their practices, it is important that you consult the historical and current practices of your department along with FPPP 17.0.

1. ACADEMIC PROGRAMS

One primary duty of the department chair is to assume leadership in the development and direction of quality academic programs including assessment and program review. This responsibility includes working with the department faculty in academic program planning and review and curriculum development, revision, and assessment (see the Data, Reporting, and Assessment section below for more information on the Annual Assessment Report). It is the responsibility of the department chair, with the support of the department’s Administrative Support Coordinator (ASC), to prepare the class schedule, in consultation with the department faculty, appropriate department committee, and Dean (FPPP 17.1.1.a.1-3).

In order to guide curricular and programmatic efforts successfully, the University has developed the Academic Department Manual through Curriculum Services. This Academic Department Manual is meant to be a supplement to The University Catalog. The University Catalog is intended to be a comprehensive guide, including all academic requirements, policies, and
procedures that directly affect students, their faculty, and advisors. Catalog changes are due in the fall semester.

2. **STUDENTS**
With regard to students, it is the department chair’s responsibility to promote department activities, such as programs, competitions, awards, professional organizations, and clubs, and to recruit potential majors/minors. The department chair is also tasked to oversee advising, provide information, sign documents and petitions, and facilitate resolution of administrative difficulties students may encounter (FPPP 17.1.1.b.1-4).

**Registration**
Registration occurs through the campus Portal system. During the first few weeks of classes, students must follow the class [add or drop process, which may require](#) the instructor’s approval.

Census date is typically the fourth Friday of the semester, after which the approval of the chair and College Dean are required for a student to add or drop a class. A “serious and compelling” reason must be filled in on the form. Please note that there might be student fees associated with late adds or drops.

Your department’s processes may vary, but typically it is the student’s responsibility to deliver the form to the department office so that the ASC can route it for signatures, as appropriate, through Adobe Sign.

Occasionally, students request to enroll in a course via [Open University](#). Various forms that are used in conjunction with student needs are available at [Student Records and Registration](#) since fees are often involved.

**Campus and College Recruitment and Orientation Events**
[Summer Orientation](#), commonly referred to as “Summer O,” is in June and July. Participating in Summer Orientation is the responsibility of 12-month department chairs. If you are not a 12-month department chair, either you or other AY faculty who participate in Summer Orientation for your department will be compensated for your time. Other recruitment events happen throughout the year, such as Preview Day and Choose Chico. Chairs are expected to represent their departments at these events. Please consult your Dean for information about additional recruitment events.

**Complaints**
Department chairs receive student comments and suggestions about courses, instructors, and programs and attempt resolution of complaints, differences, or grievances between students and faculty (FPPP 17.1.1b 1-4). In the event of a grade dispute, refer to the [University Grading Policy](#) (EM-10-018). Students who believe that an appropriate grade has not been assigned should first seek to
resolve the matter informally with the instructor of record (Article IX, Assignment of grades and grade appeals). If the matter cannot be resolved informally, the student may pursue the complaint through the Student Grievance Procedures (EM 92-011). If the matter is not related to a grade, the student may pursue the complaint through the Student Complaint Policy (EM 05-010).

See the University Catalog for information on the grading system at Chico State.

Faculty are required to maintain a complete record (i.e. grade book or equivalent) of the scores and marks used to determine student grades for at least five years. The Student Rights and Responsibilities website provides academic integrity resources for students and faculty.

3. FACULTY

Department chairs play a critical role in the selection, development, and support of faculty in their departments. It will be through your leadership that the difficult and important work of ensuring that faculty personnel processes for hiring, evaluation, and retention, tenure, or promotion, as well as other personnel matters are attended to, that teaching assignments both meet the needs of the department and provide opportunities for faculty to grow and thrive, and that equitable and just practices are securely reinforced.

Conducting Meetings

You are responsible for encouraging collegial and full participation of all members of the department in recognition that governance of departments is a joint and cooperative endeavor (FPPP 17.1.1.c 2-3). This means providing regular opportunities for faculty to gather in the form of department meetings. The number, length, and content of these meetings will be determined by your department’s policies, wants, and needs. Most departments hold at least one department meeting per month in addition to meetings of various subcommittees. Some departments schedule an annual retreat to consider deeper questions and/or make progress on significant changes. See your department policies for more details.

Personnel Processes

You will be required to ensure that faculty personnel processes for hiring, evaluation, and retention, tenure, or promotion, as well as other personnel matters, comply with the CBA, FPPP, university, College, and departmental policies (FPPP 17.1.1.c 2). Depending on the type of evaluation, as chair, you will be required to either serve as a member of your department’s personnel committee or participate in a separate level of chair’s review. Please review the FPPP or reach out to Faculty Affairs and Success for questions about the composition of your department personnel committee. Your decision about serving on your department’s personnel committee or serving as a separate level of chair’s review is often based on the size of your department and the number of tenured faculty available to serve on the personnel committee. You may find yourself conducting teaching
observations either as a member of the committee or as a separate level of review. See the RTP calendar for deadlines and due dates. Evaluation report templates can be found here.

Scheduling
Building a comprehensive schedule that reflects students’ programmatic needs and allows them to make unimpeded progress toward their degree is critical for student success. An important resource for this task is Academic Publications and Scheduling Services. Schedules are built a year in advance. With the support of your ASC, you will be responsible for scheduling and monitoring all fall, winter, spring, and summer course schedules and associated tasks, such as classroom requests.

Monitoring your enrollments and waitlists carefully prior to the start of the semester will allow you to make scheduling decisions based on the data. A schedule left unmonitored prior to the start of the semester can lead to several unintended consequences, such as creating bottlenecks for students, in the case of too few sections offered, or needing to pay a lecturer unnecessarily, in a case where a low-enrollment section has not been canceled in a timely fashion.

According to CBA, Article 12.5, if a class is canceled prior to the third class meeting, the lecturer faculty member shall be paid for the portion of the academic term worked prior to the cancellation. And more importantly, if a class is canceled after the third class meeting, the lecturer faculty member shall either be paid for the remaining portion of the class assignment or provided an alternate work assignment.

Former Chairs’ Suggestions:
- Start early monitoring your department’s course enrollments. If there are long waitlists and bottleneck courses, it is more effective to add additional sections earlier than later in order to accommodate student schedules. Even with a robust waitlist, a course offered too close to the start of the semester may not fill, due to students.

- Use data sources like enrollment trends to inform scheduling.

- Classes must be canceled prior to the third class (ideally sooner) meeting or you will still need to pay the instructor of record for the entire semester.
Consider combining two low-enrolled sections into one section, particularly if they are both asynchronous online offerings.

Teaching and Service Assignments
Your duties as chair also include assigning responsibilities associated with teaching and service assignments for your department’s lecturer, tenure-track, and tenured faculty.

You will also determine the appointment or reappointment of lecturers based upon department personnel committee recommendations, in accordance with the Collective Bargaining Agreement. Please reach out to Faculty Affairs and Success for questions about lecturer order of assignment.

In collaboration with the faculty and appropriate departmental committees, it is your duty to ensure faculty teaching assignments are in accordance with CBA, FPPP, university, College, and department policies (FPPP 17.1.1.c.3).

Proper consultation with each faculty member is required before teaching assignments are finalized (CBA 20.2.b). Offers for teaching work available must be made in assignment order, according to the CBA (12.29). The sooner you familiarize yourself with the order of who is offered available work first and in what order, the better.

Chairs cannot make decisions about accommodations based on a faculty member’s stated disability. Instead, direct faculty members requesting accommodations to the Accessibility Resource Center (ARC). ARC consults with the faculty member, Dean, and department chair and makes decisions about accommodations, providing guidance.

Try your best to confirm lecturer appointments at least one month in advance of the start of the semester and provide this information to the appropriate staff member (may vary by College, consult with your College AAS) so they can process lecturer appointments. Timeliness is critical for this task because we want to be able to pay all faculty on time at the start of the AY. August is the month when you will need to send faculty their confirmed and final schedule outlining their workload.

Department chairs are responsible for providing each new faculty unit employee with written notification of the department's RTP evaluation criteria and procedures. The document shall be provided no later than fourteen (14) days after the start of the semester (CBA 12.2).

After two consecutive semesters of employment in the same AY in the same department, lecturers are entitled to receive a one (1) year appointment with a time-base equal to or greater than the time-base in the previous year.
(CBA 12.3). After six years of successful service, lecturers are eligible for a three-year contract. This entitlement moves them up in the order of work assignment preferences.

**Former Chairs’ Suggestions:**

- **Memorize CBA Article 12.29, Preference for Available Temporary Work.** This article that lists Order of Work Assignment is a life-saver regarding which faculty are entitled to new and additional work!

- **Extending a three-year contract lecturer’s time base to a full-time, 1.0 position comes with costs and benefits.** Of course, you will want to retain and reward outstanding lecturers, but keep in mind that if there is not enough work available to fill their workload, you will still be obligated to pay them for full-time employment.

- **Be sure that you know temporary faculty entitlements when you extend offers.**

- **Make sure that you consult with faculty in a written email or memo before finalizing their offers for work assignment.**

- **Don’t hesitate to contact the Dean’s Office or Faculty Affairs and Success if you have any questions about offering faculty teaching assignments.**

**Leadership**

As the academic leader of your unit, your role includes providing leadership at the department level in the implementation of the department, College, and university's strategic priorities in accordance with the mission and vision of the university. Your leadership style will be reflective of the beliefs and values that drive your behaviors as you discover ways to engage, motivate, guide, manage and inspire your department to optimize student success. There is a good deal of literature available on leadership styles. Your chair peers are also an excellent resource. As a leader, you will be expected to encourage career success and promote and support the professional development of the faculty in your department. During the AY, Chairs Council meets on the first Friday of the month. Chairs Council provides professional development opportunities for chairs and gives chairs an opportunity to voice concerns and collaborate with each other. Please plan to attend the Chairs Council regularly.
4. **ADMINISTRATIVE**

This section addresses just a few of the additional types of administrative responsibilities you will face on an annual basis as department chair.

**Communicator and Facilitator**

Another part of the role of a department chair is to convey pertinent information to, from, and within the department to present issues that have a potential impact on the department, to invite and respond to comments and suggestions of faculty and staff, and to represent the department within the College, university, community, and profession.

Much of the information that you learn about and are required to share and discuss with faculty will come from meetings that you are expected to attend as department chairs (see The Meetings section below).

**Manager**

You will also work with the College Dean on the responsible management of resources, including enrollment targets, allocation of faculty positions, and all budget matters. As chair, you are responsible for organizing and supervising department expenditures and allocation of resources and monitoring departmental compliance with university goals, regulations, and deadlines. Data sources for this information can be found in the section below titled Data and Reporting.

As the designated signatory, you will also be the individual authorized with and responsible for approving all requests related to budget and travel, with the support of your ASC who may help prepare the necessary paperwork for next steps in the approval process.

**Staff Evaluator**

Staff are the backbone of Chico State. Regular and ongoing communication with staff is essential for maintaining continuity.

You will be required to participate as appropriate in the recruitment, supervision, and evaluation of department staff. As the staff supervisor, you will evaluate your staff as permanent employees annually. Newly hired staff are considered probationary employees and will need a 3, 6, and 11-month performance evaluation. Existing staff receive an annual performance evaluation, determined by their date of hire.

Systematic performance evaluation is one of the tools we have to recognize and reward the good work of department staff who perform essential duties of the institution. As the supervisor of your ASC and other staff, please keep in mind that evaluations provide important feedback about performance and should be viewed as an opportunity to set mutually agreed upon goals for the staff member that support and contribute to a successful and
smooth-running department. The ongoing communication is essential when working with staff.

As evaluator, you should review the employee’s position description and previous goals prior to completing the performance evaluation. This is a best practice and comports with language in the collective bargaining agreements. The position description sets the expectations for duties and responsibilities, prioritizes tasks, and should be reviewed annually. The position description and previous evaluation goals are the basis of the performance evaluation.

In some Colleges, the College office will email department chairs a reminder before the evaluations are due. In other Colleges, it is your responsibility to track when a staff member’s evaluation is due. After filling out the evaluation form, send the draft to the Dean for approval prior to providing a copy to the staff employee. After the Dean has approved, email a copy to the staff employee prior to discussion, then meet with the staff employee, and send the completed copy back to the ASC to be routed through Adobe Sign for signatures. CSUEU employees have 10 workdays to review the draft and provide input to the evaluator. A section for employee comments is also included in the form. More information and all associated forms can be found on the Human Resources website under Performance Management.

The Human Services Resource Center is a useful site for information on all things related to staff supervision and evaluation. Under the Manager and Department Resources link, you will find information under the Classification & Compensation heading that includes In Range Progression (IRP) & Classification reviews, classification standards, and position descriptions.

**Former Chairs’ Suggestions:**

- Set periodic check-in meetings to share information about and work through upcoming events, tasks, and processes for efficient performance and optimal collaboration and teamwork!

- Get to know your staff! Consider taking strengths survey with your staff to learn about work styles, preferences, and strengths.

- Invite your staff to participate in drafting their annual goals.

- Revisit and revise Position Descriptions with each staff member at least annually during their performance evaluation.

- Know when staff deadlines are approaching.
Use performance evaluations, when appropriate, as the basis for additional rewards, recognition and elevated status through stipends for additional work, In-Range Progressions (IRPs), and Reclassifications. See the Human Resources Services Center under Manager and Department Resources for more information.

Encourage and support professional learning and other activities that support wellness, personal and professional development. Listings are available at Chico State Staff Development.

Take advantage of National Administrator Professionals' Day, the Wednesday of the last week in April, to recognize and thank your ASC and other staff for all they do.

Additional Responsibilities
As is the case with most assignments, the above categories may not be exclusive. There may be additional chair responsibilities specific to department needs (FPPP 17.1.1e), such as alumni relations and responding to faculty inquiries and complaints.

CHAIR SELECTION, SUPPORT AND RECALL

For chair selection and election processes see FPPP 17.2.1. This section includes information about voter eligibility, nomination and criteria for position, election, appointment, and interim chair. FPPP 17.3.1 addresses support in the form of workloads and stipends. FPPP, Appendix III offers examples of Support Programs for department chairs, directors, and program coordinators.

THE MEETINGS

In addition to conducting regular department meetings, all department chairs should attend Chairs Council meetings and Expanded Leadership Forum (ELF) meetings. Your College may also have regular meetings of College staff and chairs. These are the meetings where pertinent information for all departments and faculty is shared and where collective decisions are made.

DATA SOURCES, REPORTS, AND ASSESSMENT

Data Sources
Reports for Chairs and Deans
There are many occasions as department chair when you will find yourself needing to use data to make all kinds of decisions, from whether or not to mount an additional section of a course, to learning the cost of a class schedule. Probably one of the most useful and comprehensive data sources
you will come to rely on is the *Reports for Chairs and Deans* data page: [https://www.csuchico.edu/ir/reports-of-interest/department-chairs.shtml](https://www.csuchico.edu/ir/reports-of-interest/department-chairs.shtml)

This source includes a subset of the most useful reports from the system of hundreds of reports that are accessible through campus reporting systems. Included in this collection are reports most often used by chairs, such as Course Schedule, Open Waitlist, FTES Comparison Chart, Graduation Rates, Faculty AW TU and more. Do note: most of these reports are from the old systems, CRA or Insight, but are still mostly functional and I think are what chairs are currently using.

**Chico State Factbook**

Another often used data source, particularly useful when preparing hiring requests, is the Chico State Factbook with publicly facing data and dashboards at: [https://www.csuchico.edu/ir/fact-book/](https://www.csuchico.edu/ir/fact-book/) The Fact Book includes reports on enrollments, applications, graduation rates, retention rates, and more.

**Cognos**

[https://bi.csuchico.edu/ibmcognos/bi](https://bi.csuchico.edu/ibmcognos/bi)

Once you log into Cognos, click “Team Content” on the left, then “Academic Departments”, then “Department Chairs” to see the reports available to you.

**Student Success Dashboard**

[https://csusuccess.dashboards.calstate.edu/public/dashboard-index](https://csusuccess.dashboards.calstate.edu/public/dashboard-index)

The CSU has developed the Student Success Dashboard (from the Chancellor’s Office). This dashboard includes many reports that inform the GI2025 initiatives, such as equity gap dashboards, student success dashboards, and more.

**Annual Assessment Reports**

Assessment is a process to ensure that Chico State continues to create and maintain high-quality learning environments. [Undergraduate Education](https://www.csuchico.edu/undergrad) has resources and templates to help you and your department develop meaningful student learning outcomes, and maintain, sustain, use, and report your efforts to assess student learning. This site is designed to support, inform, and advance assessment activity on campus.

All programs and majors are required to complete an annual assessment report that is required as part of our WASC accreditation. For most, but not all, of our departments, it is the department chair who completes this task. Your department’s assessment report is typically due in fall. The data and forms such as the Annual Program Assessment Report Template and guidelines
needed for this report are located here:

You will also find it useful to review and continually update your WASC Program Portfolio Archive found here:
https://www.csuchico.edu/wasc/academic-program-portfolios.shtml
At this site you will find Academic Program Portfolios listed by College. When you click on the list your programs and department will be listed in alphabetical order. Each report page includes a curriculum matrix, assessment plan, assessment summary update, and program highlights. This is a great source of information for all your curricular and assessment decisions.

IMPORTANT SUPPORT CONTACTS

It is a useful practice for a department chair to have important University resources at the ready in case a situation arises that requires collaboration or consultation with other entities on campus. When a student is in crisis or a faculty has concerns about safety, having these valuable resources at your fingertips will help. The following resources are in alphabetical order for ease of location.

The Accessibility Resource Center
https://www.csuchico.edu/arc/index.shtml
Contact: 530-898-5959
Student Services Center, Room 170 arcdept@csuchico.edu

Accessibility Resource Center (ARC) works with staff, faculty, students, administrators, and community members to ensure that all aspects of campus life – learning, working, and living – are universally accessible. ARC ensures that the campus is in compliance with the Americans with Disability Act and section 504 of the Rehabilitation Act, along with following CSU systemwide executive orders. ARC promotes and facilitates awareness and access through accommodations, training, and partnerships. Services for students include, but are not limited to, exam accommodations, accessible alternate formats, faculty liaison for accommodation coordination, and academic coaching. All students who register with ARC must go through a thorough interactive process and verification of their disabling condition. Faculty must provide a disability disclosure statement in their syllabi; and to ensure timely access of alternate formats for reading, audio, and visual materials for ARC students, instructors must select and post their instructional materials in advance.

Campus Assessment Response and Education Team (CARE)
https://www.csuchico.edu/care/
Contact: 530-898-5093
The California State University, Chico Campus Assessment Response and Evaluation (CARE) Team is a multi-disciplinary group of campus professionals that work in a proactive and collaborative approach to respond to campus community concerns. The CARE Team works to intervene early and develop appropriate courses of action for referred students. The Team strives to promote individual student wellbeing and success while prioritizing community safety. There is a “Make a Report” link off the main page.

Faculty Affairs and Success
https://www.csuchico.edu/faaf/
Contact: 530-898-5029
Kendall Hall, Room 104
FacultyAffairs@csuchico.edu

Faculty Affairs and Success interprets and applies the Collective Bargaining Agreements for Unit 3 Faculty and Unit 11 Academic Student Employees and handles grievances filed pursuant to those agreements. They coordinate and manage recruitment, development, and advancement for faculty. They actively participate in training sessions and new faculty orientation programs. The office provides support and resources to faculty as they pursue their missions of research, teaching, and career advancement while maintaining a positive work-life balance. The website includes the current Faculty/Staff Calendar, Retention, Tenure, and Promotion information, the current FPPP, and many related forms and documents.

Office of Equal Opportunity and Dispute Resolution (including Title IX)
https://www.csuchico.edu/hr/eodr/
https://www.csuchico.edu/title-ix/
Contact: 530-898-4949
Kendall Hall, Room 220
titleix@csuchico.edu

Equal Opportunity and Dispute Resolution (EODR) provides training and assistance to the campus to implement and adhere to all policies, laws, and regulations relating to Discrimination, Harassment, and Retaliation (DHR). EODR also investigates and responds to staff, faculty, and students claims of discrimination and harassment, including Title IX related concerns and complaints.

The Office of Equity, Diversity, and Inclusion
https://www.csuchico.edu/diversity/
Contact: 530-898-4764 Kendall Hall, Room 118
edi@csuchico.edu
The Office of Equity, Diversity and Inclusion is committed to cultivating a culturally inclusive environment where diversity of thought and expression are valued, respected, appreciated and celebrated. It serves as a resource to our campus community by providing information, referrals, advocacy, coordination and support for diversity-related events, activities, initiatives and discussions.

**Human Resources Service Center**  
[https://www.csuchico.edu/hr/](https://www.csuchico.edu/hr/)  
**Contact:** 530-898-6771  
Kendall Hall, Room 220  
humanresources@csuchico.edu

The Human Resources Service Center offers a comprehensive range of resources for employees, managers and departments. The webpage is a valuable tool for benefits and payroll information, leave requests, worker’s compensation, the absence management self-service system, various professional development learning opportunities, staff evaluation processes, in-class progressions, reclassification requests, and new employee resources including recruitments. HRSC also has an office for staff labor relations who administers and ensures compliance with all staff collective bargaining agreements, provides advice and guidance to management on grievances, complaints, contractual matters, and disciplinary issues.

**Student Rights and Responsibilities**  
[https://www.csuchico.edu/scrr/](https://www.csuchico.edu/scrr/)  
**Contact:** 530-898-6897  
Student Services Center, Room 190 scrr@csuchico.edu

The office of Student Rights and Responsibilities helps to adjudicate reports regarding student behavior and complaints of unfair treatment of students in a timely, consistent, and fair manner. You will find information about the student grievance process, disciplinary probation, and grade appeals. There is a useful list of campus policies on this site and the notice of complaint form that students complete if they are involved in a dispute.

**The WellCat Counseling Center**  
[https://www.csuchico.edu/counseling/](https://www.csuchico.edu/counseling/)  
**Contact:** 530-898-6345 Student Services Center, Room 430

The WellCat Counseling Center at Chico State offers mental health counseling services to students, offering individual, both in person and via Zoom, and group counseling. The center offers self-help resources that cover trauma, resiliency, and support, as well as downloadable counseling brochures in PDF format. Students in crisis can call (855) 530-6802 or (530) 898-6345 and follow the prompts. ProtoCall, the crisis services, will communicate with WellCat counselors to ensure prompt follow-up and appropriate care after a crisis call.
University Police Department  
[link](https://www.csuchico.edu/up/)  
Contact: 530-898-5555  
Parking Structure II, Room 101

The University Police Department website includes resources in the areas of parking services, health and safety, physical security, and campus regulations. You should call 911 in any emergency, including but not limited to: if you feel unsafe or threatened, if you witness a crime, if you see a fire, if you see or hear of a weapon on campus, or if you have a medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention. There is also an anonymous tip line here.

**ADDITIONAL RESOURCES**

Here are some additional sites that will serve as important resources for your work as department chair. You may want to bookmark these sites.

- [Standard Scheduling Conventions](#)
- [Classroom Configuration](#)
- [Final Exam Matrix](#)
- [Plan Change Form](#)
- [Faculty Workload](#) (AWTU codes and the course classification listing)
- [Employment Services](#)
- [Box](#)
- [Student Learning Outcomes](#)
- [IT Support](#)
- [IT Procurement Review](#)
- [CSU Records Retention and Disposition](#) (policies)
- [CARE Team](#)
- [Chico State 360](#)