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Basic Principles of the Role of the Academic Coordinator

Including Selection, Appointment and Performance Supervision

Each degree and credit certificate program the university offers using self-support funding is subject to all standard CSUN academic policies and practices. Each self-support degree and credit certificate program is offered by the relevant CSUN academic department (or college for multidisciplinary programs) and is under the full academic oversight of that department/college. The department/college applies the same academic standards to the self-support programs as those that apply to any other program in the department/college.

To further ensure that each self-support program receives focused academic attention, the Tseng College has created the role of the Academic Coordinator. The role is focused on coordinating faculty instruction, supporting instructional excellence, facilitating instructional performance evaluation, addressing student and instructor academic questions and concerns, and supporting evidence-based improvement of instruction and instructional strategies. The role does not replace the authority of the partner college, department chair, program faculty, or Tseng College leadership.

1. The dean of the partner CSUN academic college(s), working in close collaboration with the dean of CSUN's Tseng College, appoints an Academic Coordinator for the program after the program is approved and prior to opening applications for the program in question. The appointment is made in consultation with the relevant department chair(s), as appropriate, and is confirmed in writing. The Academic Coordinator serves a three-year term that may be renewed for one additional three-year term when appropriate and with the concurrence of the dean of Tseng College.
2. The Academic Coordinator works collaboratively with the associate dean of the Tseng College, the associate dean of the partner college, the department chair (for single-discipline programs), and the approved program faculty. The Academic Coordinator supports instructional coordination and student academic success, while the overall academic and curricular responsibility for the program remains with the partner department/college and program faculty, in collaboration with the Tseng College under the approved self-support offering agreement.

3. The Academic Coordinator should generally be a tenured faculty member in the college in which the program has its academic home, given the peer-coaching and instructional performance responsibilities of the role. For single-discipline programs, the Academic Coordinator would generally be a faculty member in the department in which the program resides. For multidisciplinary programs, the Academic Coordinator would generally be a faculty member from one of the departments represented in the program's curriculum.
4. Given the primary duties of the Academic Coordinator, the faculty member selected should have recognized achievements in instructional excellence in the field. The Academic Coordinator should be a faculty member able to guide and mentor other faculty members/instructors as needed and engage faculty in the ongoing improvement of the instructional excellence of the program.

Within thirty (30) days of appointment, the Academic Coordinator completes an orientation organized by the Academic Affairs office of the Tseng College in collaboration with the partner college. The orientation covers roles and governance, instructional quality and assessment, student success and issue-intake protocols (including privacy and FERPA), and operational touchpoints such as admissions, academic calendars, and coordination with the Tseng College program manager. .

5. If the Academic Coordinator fails to perform effectively in the role or violates any standards of academic integrity, the term of the Academic Coordinator may be ended by the dean of the college in which the program resides. For example, the Academic Coordinator is expected to align decisions with a focus on instructional excellence of the program and the academic achievement of the students. Decisions that are primarily made to advantage or avoid conflict with colleagues may be grounds for the dean of the college in which the program resides to end the term of service of the Academic Coordinator. The dean of the Tseng College would alert the dean of academic college in question that the performance of the Academic Coordinator is not in keeping with the standards and practices for CSUN self-support programs.
6. Academic Coordinators cannot assign themselves to teach a course in the program for which they serve as Academic Coordinator. If they are to teach in the program, that assignment must be approved in writing by the chair of the department in which the course has its academic home, and by the dean of the college in which the program resides, in concurrence with the dean of the Tseng College.
7. The primary responsibilities of the Academic Coordinator are to provide oversight of the instructional quality of the program, resolve instructional issues with faculty member(s), encourage and support instructional innovation and improvement, respond to academic questions from students, and resolve academic issues that

any student in the program may have. The Academic Coordinator also supports students who need academic guidance in order to continue or complete the program, and work with the Tseng College associate dean and assigned program manager to identify and address academic issues as they arise.

8. The Academic Coordinator ensures that those assigned to teach in the program are prepared to teach successfully. The academic coordinator provides coaching and mentoring for all faculty teaching in the program in order to support instructional excellence and an optimal faculty/student experience. This includes introducing new instructors to the learning outcomes of the program, how one course builds on others in the program, how the instructor's course fits into the full program, and effective instructional strategies for midcareer students. If a faculty member joins the program after the initial curriculum integration phase, the Academic Coordinator helps bring the instructor up to speed on relevant program connections and facilitates appropriate introductions to other instructors teaching in the program.
9. The Academic Coordinator works with the associate dean and Executive Director of the Tseng College, the partner college associate dean, and the partner department chair to develop proposed academic admission requirements for the program, with input from relevant stakeholders prior to ratification. Admission review is carried out collaboratively by the Academic Coordinator and the program faculty team in alignment with established Tseng College admission processes and the published admission criteria. The Academic Coordinator works with the assigned Tseng College program manager and team to ensure that admission decisions are accurately recorded and accessible to the Tseng College, including completed degree (1295) and/or certificate admissions forms, and that the appropriate academic content accompanying the admission packet is provided to admitted applicants according to the program's established practice. Practices regarding the communication of admission decisions may vary by program. .
10. Working collaboratively with the assigned Tseng College program manager, the Academic Coordinator helps coordinate faculty availability and confirms teaching assignments after the appropriate approvals have been obtained. The Academic Coordinator encourages assigned faculty to review the appointment and pay rate in the relevant Additional Pay notification, coordinates with the program manager to support accurate entries in the SOLAR Additional Pay system (including additional pay pre-authorizations where applicable), and confirms awareness of the "125% compliance" requirement under CSUN's Section 600/700 regulations.
11. There are no entitlements for teaching in a CSUN self-support program. Each teaching assignment is a stand-alone decision to hire. The Academic Coordinator provides important input regarding instructional effectiveness, course evaluations, student concerns, Tseng College concerns, and direct experience

gained through proactive engagement with instructors. If an instructor does not respond to coaching or remains unsuccessful, the Academic Coordinator may recommend to the associate dean of the Tseng College that the instructor not be rehired. The associate dean of the Tseng College, after consultation with the dean of the Tseng College and the partner college associate dean, makes the final decision regarding any future rehiring.

12. Through ongoing proactive engagement with each instructor during and after the teaching assignment, the Academic Coordinator supports instructor success and monitors instructor reliability in keeping with the high standards of CSUN self-support programs. Reliability includes, but is not limited to, being well prepared for class, being present in keeping with the modality of the course and starting class at the scheduled time, not cancelling sessions without first checking with the Academic Coordinator (who would quickly notify the assigned Tseng College program manager), maintaining the highest standards of academic professionalism in interactions with students, and submitting grades on time. The Academic Coordinator also ensures that instructors promptly communicate with the Academic Coordinator and the Tseng College program manager when students stop participating or appear to have disengaged from the course so that early outreach and support can occur. Other examples of **proactive** faculty engagement include: a brief per-term kickoff meeting (two weeks before the term's start) to confirm syllabus, Canvas readiness, and the first-week plan; a mid-course touchpoint with quick coaching notes; and a post-course debrief to review evaluations, grading timeliness, and improvement items for the next offering.
13. For online programs, the Academic Coordinator supports effective collaboration between each instructor and the instructional design team in the Tseng College's distance learning unit. The Academic Coordinator helps ensure that instructors remain responsive to the online course production schedule developed for the program and each course, and that instructional approaches are appropriate for the program's student population.
14. The Academic Coordinator ensures that the associate dean of the Tseng College is kept up to date on the program's academic progress, success, and challenges, and works with the associate dean to address any academic issues as needed. Updates and addresses operational and logistical implications (e.g., room or modality changes, instructor replacement, etc.) in coordination with the Tseng College Program Manager, and as appropriate, the Executive Director. .
15. The Academic Coordinator consults with and notifies the Tseng College's Designated School Official (DSO) of any proposed or actual changes to program structure, scheduling, modality, or academic requirements that may impact in-person F-1 international students' ability to maintain visa compliance. While most self-support programs do not enroll F-1 students, the Academic Coordinator

ensures such consultation occurs whenever immigration status may be implicated.

16. The Academic Coordinator ensures that the partner department's standard student course-evaluation materials are delivered to the assigned Tseng College program manager at or near the conclusion of each course as part of the regular course/instructor evaluation process. The Tseng College will collect and analyze online survey data and forward results to the associate dean of the Tseng College for review and discussion.
17. The Academic Coordinator plays an active role in periodic formal program review when it is scheduled by CSUN policy through the assistant dean for program development in the Tseng College.
18. The Academic Coordinator addresses student academic concerns and faculty issues by working with the associate dean of the Tseng College and in keeping with protocols and policies established by CSUN's Division of Academic Affairs.
19. Copying the Tseng College assigned program manager, responds within 24 hours during the working week via email to all academic questions from students or instructors. Examples of proactive student contact include: posting welcome messages before the first class, holding office hours, and sending periodic check-in communications to prompt timely questions and support.
20. As a component of our commitment to student success, the Academic Coordinator conducts and facilitates student advising using the [Academic Advisement Notification Checklist developed by the Tseng College](#), provides the assigned Tseng College program manager with the needed advising summary (as outlined in the document) to enable the Tseng Program Management Team to accurately realize the stated academic plan for the returning/failing student without issue (i.e. that the stated classes and path are being offered in the stated terms and that the student in question is eligible for and able to undertake such) and student communication, per the established procedures. Since CSUN self-support programs have cohorted curriculum, the focus of advising in this context is generally students who have had to stop out of the program in question and, in turn, were unable to complete the degree in the original timeline/sequence/ of the cohort in which they originally enrolled.
21. The Academic Coordinator serves as the primary source of academic guidance, information and academic problem solving for students enrolled in the program in question. Also works as part of the academic team that provides prospective and enrolled students with guidance and more detailed information about the field, the program curriculum and requirements for success degree completion. Also helps resolve student/instructor concerns. Examples include: early alerts to

students trending behind in classes, referrals to learning resources where helpful, mediation support with instructor and program manager when issues arise, and directs students to the Tseng College's DSO when academic matters may have immigration or visa-compliance implications.

22. The Academic Coordinator collaborates with the Tseng College assigned program manager to track the progress of students and files the appropriate program completion notification with CSUN Graduate Studies so that the student's transcript can appropriately indicate successful completion of the program.
23. All student records will be and must be maintained only in approved CSUN secure modes and in accordance with University CSU and CSUN policies and practices for data security and student record confidentiality including the Family Educational Rights and Privacy Act (FERPA) regarding access, privacy, and security. The Academic Coordinator should not keep even temporary student record and student information outside of CSUN approved and appropriate secure data storage modes.
24. For programs that include required practica, internships, clinical placements, or other fieldwork, the Academic Coordinator helps ensure that appropriate academic guidance and oversight are in place. Duties may include arranging appropriate sites in collaboration with students and site professionals; identifying and vetting qualified site supervisors; working with the assigned Tseng College program manager to coordinate with CSUN Contracting and Risk Management; providing guidance to site supervisors; developing written guidance for students in collaboration with the Tseng College associate dean; monitoring student fieldwork experiences; and ensuring that required reports and/or grades are filed in keeping with program, departmental, accreditation, and/or licensure requirements. The partner college may determine whether these duties sit with the Academic Coordinator or with another individual working in coordination with the Academic Coordinator.
25. Occasionally, an initial program offering may not launch due to insufficient enrollment. When that happens for the first time, plans will be made by the Tseng College to make a second attempt to launch the program in the following semester or academic year. During this "gap year", the Academic Coordinator is expected to continue reviewing the student applications on a rolling basis, keep faculty informed and engaged regarding the program, and provide support for any promotional efforts as requested by the associate dean of the Tseng College.