Department of Ethnic Studies' Administrative Best Practices, Protocols and Responsibilities

This working document outlines the preferred protocols and practices for standard departmental business & administrative activities.

Primary Responsibilities of Program Manager (Virginia):
● Academic Curriculum (course revisions, proposals, policy)
● Academic Scheduling
● Budget & Finance (sponsored projects; services; honoraria; procurement & expense reconciliation policy)
● Faculty Affairs (Comprehensive Review, Reappointment, Tenure & Promotion)
● HR & Payroll
● Scholarships & Fellowships

Primary responsibilities of the Program Administrator (Joanne):
● Undergraduate Student Services
● Graduate Student Services
● Website & Communications
● Events (including graduation)
● Computer Procurement & FCPP (Faculty Computer Purchase Program)
● Office Administration (office keys; Ketchum swipe access; graduate office assignments; Ketchum room reservations; office supplies/resources; parking; telecom; FCQs)

If you're not sure who to contact based on the lists above, then please start with Joanne. She will loop in Virginia when relevant.

Faculty & Doctoral Student Responsibilities

1) Faculty and doctoral students are responsible for their own scanning, copying, and printing of materials for their classroom use and for their research. Faculty teaching courses with TA support can also utilize their TAs for this type of support.

2) Faculty & graduate students are responsible for routing their own forms and documents via DocuSign (e.g. travel pre-approvals, independent study & incomplete forms, etc.). DES staff will provide an initial training session when needed, upon request.

    ● Login to http://docusign.colorado.edu/ with your identikey credentials
    ● OIT's robust DocuSign resources & guides available here

    Please ensure that the relevant staff member(s) are included at the end of the DocuSign routing with the role to "receive a copy" for department files.

    ● Joanne receives all student & graduate school forms (independent study, incomplete, etc.)
    ● Virginia receives travel and finance related forms (pre-approval, funding/award application & notifications, faculty affairs documents etc.)

3) Faculty are responsible for ordering their own desk copies. Most publisher's request processes are specifically designed to be completed by faculty, and it is inefficient for staff to serve as a go-between. Ordering processes vary by publisher; for more information, please consult the specific publisher's website.

4) Faculty must obtain travel pre-approval before booking any travel expenses.

   - Request university pre-approval via concur

     - Officer approval is required for all international travel.

     - Additional approval is required for international travel to "high risk" destinations. Click here for a list of "high risk" destinations and designated approvers.

   - Request departmental pre-approval by submitting a completed DES Travel Authorization form to the department chair via DocuSign.

     - Please set up the DocuSign routing so that the Program Manager receives a copy of the signed form.

     - The DES form can be downloaded anytime from the Faculty Resources page of our website.

   - Graduate students planning university funded travel are also required to obtain pre-approval following the same processes described above.

5) Course & research related purchases (e.g., books, media, professional dues, conference registration) should be purchased directly by the faculty member, either with their own procurement card, or purchased out-of-pocket and then submitted for reimbursement.

6) Faculty are strongly encouraged to obtain a procurement card. Please contact the Program Manager for information about required trainings & how to apply.

7) Payment procedures are heavily restricted for anything considered to be a "service," including printing, interviews; copy editing; and any kind of payment to an individual. Service expenses can never be paid out of pocket and are not reimbursable under any circumstances.

   Service payment processes are generally complex and lengthy. It is critical that you seek procedural guidance from the Program Manager well before making any irrevocable commitments. Requests for service payment support must be submitted via email to the Program Manager at least one month prior to desired service start date.

Administrative Support (Staff & Work Study Students)

8) For all staff support requests & queries, best practice is to start by checking our FAQs. If that doesn't resolve it, please send an email to the relevant DES staff member, outlining your request/question. We are happy to meet with you but starting the dialogue with an email enables us to research the topic and makes it easier to triage and track requests over time.

9) Staff need at least 48 hours to provide an initial response to email queries. Occasionally response times may take a bit longer, depending on current deadlines and workload. The time it takes to reach a resolution on your query will depend on the nature of the query and the complexity of related research & actions.

10) If you are following up on ongoing correspondence, please respond to the last email that was sent on the topic, rather than starting a new email or thread. Our email volume is high, and we are pulled in many different directions each day. Keeping conversations organized in this way helps us keep track of requests and provide more effective and efficient support.

11) If you would like to meet or have needs that cannot be resolved over email, please email us to request a meeting (remote or in person). Staff will offer office hours each semester but scheduling an appointment ahead of time (including during office hours) is preferred, as drop ins from other faculty/students/units; meetings; deadlines; vacation; and sick time may influence our availability during standard office hours. A pre-scheduled meeting enables staff to prepare relevant materials/research & dedicate their time and focus to your specific request(s).

12) Requests for basic event planning support must be submitted <u>at least</u> one month prior to the intended event. Requests for large or complex events (anything that entails compensation for more than a single person; travel; catering; rentals; or other procurement) should be submitted two months prior to intended event date.

13) Student employees (when we have one) are responsible for front line reception, greeting and directing guests and fielding general questions.

- They are also available to advise on use of office appliances, including the copier/scanner.

- Please report any low supplies (paper, toner, pens/pads/pencils) to them as well.

- Requests for any other form of assistance from a student employee should be directed via email to Joanne & Virginia, together.

14) Please heed any signs posted on staff office doors. Our staff have many ongoing deadlines with extremely complex issues that require a singular focus and interruptions are not useful. Staff may close their office doors throughout the day to limit potential covid exposure, take a meeting, or conduct focused work. Staff will post signs on closed doors to let visitors know whether they are available. If the door is closed and the sign says they are available, please knock and wait for an invitation to enter.

15) The department sets aside funds each semester to cover some instructional costs for each Ethnic Studies Department sponsored class (e.g., desk copies, guest speakers, digitization, other materials & activities). The amount available per class per semester varies (average is ~$100 per class).

- If you'd like to request instructional support funds for your course, please send an email request with the pertinent details, including course #, needed item(s) & related costs to the manager (Virginia), copying the chair (Arturo).

- Please submit all requests well before the date you would like to make the purchase. Required lead times vary by the type of expense:

- Class activities (e.g., field trips) request at least one month prior to activity

- Honoraria for guest speaker – request at least one month prior to visit

- Parking for guest speaker –request at least two weeks prior to visit

- Budget allocation for goods to be purchased by the faculty member—request at least two weeks prior to intended purchase date