SDSU | San Diego State University

<p style="text-align:center">UNIVERSITY LIBRARY
Staff Guide to
Interfolio Performance Review (RTP)</p>

A complete, step-by-step, downloadable Interfolio "Candidate's Guide" is available on-line here. You may also call Interfolio's help-line at 877-997-8807.

Log-in

- You no longer need an Interfolio account to access cases. Go to www.interfolio.com > Sign In > Partner Institution > select San Diego State University from the dropdown menu and you will be directed to Single Sign-On. Log in with your SDSUid as the username, and password associated with your SDSUid.
- Problems logging in?
  1) Make sure you are using Google Chrome.
  2) Double-check with your department to make sure the correct email address was used to create your case.
  3) Double-check with your department to make sure that your email address was spelled correctly.
  4) Check your email Spam for email.

Reviewer Verification

- A **minimum of three (3)** tenured faculty members are needed to constitute a peer review committee.
- For **reappointment and tenure consideration,** reviewers must be tenured faculty employees of any rank.
- For **promotion consideration**, reviewers shall have higher rank than those being considered for promotion.
- For **post-tenure review**, reviewers must be tenured faculty employees of any rank.
- For **temporary faculty** evaluations, reviewers must be tenured faculty employees of any rank.
- Faculty candidates being considered for promotion shall not serve on promotion or tenure committees.
- Faculty members may serve on more than one committee as long as they do not review the same faculty employee at more than one level of peer review in one academic year.

Case Preparation

- Obtain electronic signatures for reviewing bodies for recommendation letters.
  - **LIBR - Peer Review Committee (General Panel):** reviews faculty that are undergoing reappointment, tenure and promotion from senior assistant librarian to associate.
  - **LIBR - Peer Review Committee (Librarian Panel):** reviews faculty that are undergoing promotion from associate to full, as well as periodic evaluations of temporary/contingent/assistant librarians.
- College RTP should be responsible for adding peer review committee members to Interfolio. Please also verify/update administrators as well.
  - From your dashboard, under Review, Tenure, and Promotion module, select "Users and Groups"
  - Select the "Committees" tab
  - In the "Search Committees" bar, type the unit name of the member you'd like to update, select the pencil to the right of the committee name to edit
  - Remove existing committee members that are no longer serving on committees by selected the "X" by their name.
  - In the "Search Users" bar, type the first name of the member you'd like to add to this committee, when the name appears, select "+Add" to the right of the name
  - After you've added all of the names, click "Update"
  - Do not select the star next to these names unless you want to assign someone as a committee manager; committee chairs do not need this designation.

Colleges may add faculty users to Interfolio Users & Groups; if you need staff added to Interfolio Users & Groups, please contact Faculty Advancement to add them.

Case Creation

- On your dashboard, select "Cases" on the left-side navigation pane.
- Select "Create Case." Another window will appear; in the "Search for Candidate" field start typing the candidate's name and select accordingly. Select, "Add Candidate" and click "Continue. If a name is not appearing, we may need to add to the system; please contact your college RTP representative or facultyadvancement@sdsu.edu for support.
- <u>Select Case Settings</u>: use the dropdown to select Unit for Case. For "Type", to allow all templates for this unit to populate, do not select a "Type" (as it is not a required field).

- Under Select Template, choose the template (e.g., "LIBR - Reappointment, Tenure, and Promotion") you are creating a case for and then click "Continue" **Only use templates with the departmental unit abbreviation as the prefix.**
- <u>Review & Settings</u>:
  - Case Information: verify this information is correct
  - Soft Deadline: You may add the submission deadline
  - Internal Case Sections: Do not change
  - Case Review Steps: It is not required to Edit Step Dates
- <u>Candidates</u>: verify this information is correct
- Will the Candidate Submit a Packet? Select "Yes."
- Would you like to notify the candidates now? Select "No". (The system does not confirm that this has taken place, so we will notify on a different screen.) Select "Create Case".
- On the next page, select "Send Case" from the dropdown menu, select "Notify Candidate".
- Under Notify a Candidate, check the box "Include a personal message with this email" and see **Sample #1** for language; hit "Send" when are ready to send the message.
- Change the Status to reflect "Case with Candidate".
- **To Change Case Review Steps:**
  - Select "Case Options" > "Edit Case" > Case Review Steps and follow the prompts to edit a step.
  - Do not change "Case Review Steps," unless for special circumstances, such as recusing a member; click "Continue."
    To recuse a member: Click the pencil icon to edit the step from which you want to recuse a member; Click the "Manage Administrators" tab; Find the reviewer you want to recuse in the list of Administrators and click the recusal icon; Confirm your decision. After they are recused, the reviewer's name will appear greyed out. The reviewer will lose access to the case when it moves to this step and regain access when it moves to case review step for which they are not recused, so be sure to recuse in all appropriate steps. Notice that you can also self-recuse.

Once a candidate has submitted their packet it will automatically lock. Only department coordinators and the College RTP Representative can provide access to make changes to a submitted packet. If a faculty candidate has submitted their "Packet" and needs to change or edit materials, they will need your assistance in accessing the section for editing. To provide access, go to the candidate's case, identify the section that needs to be unlocked, click and switch "Candidate Editing" lock to "Enabled." Inform candidate when the section has been unlocked. The packet will automatically lock after candidate resubmits.

Validation

- After the candidate submits their case, the college RTP rep will be notified via email by Interfolio, as the 1st case review step.
- After your review, Send the Case Forward to the peer review committee using **Sample #2**.
- Validation Checklist and staff must upload the document into Interfolio in the "College Review" section of the case, named as "Validation Checklist".
- After this is done, change the status, and click "Send Forward" at the top of the page to move the case forward. (Use automated email message.)

Moving Cases Forward/Backward in Bulk

- On the Case List page, select the box next to the cases you would like to move (forward or backward). An action bar will appear; on the action bar, select "Send Forward" or "Send Backward."
- Another screen will open listing the cases that will be moved and to what case review step they will be moved to. The system will automatically select the box for sending a message to the candidate. Unselect the checkbox if you choose not to send a message. If you choose to send a message, you must include a subject and may use the message provided or see template notifications in this guide for other language. Click "Send" when you are ready to move the cases.

Evaluations

- College RTP Rep to review letters prior to uploading and sending to the candidate. We suggest that completed letters of recommendation should be reviewed for the following:
  1) Verify letter date - which should be the date in which the letter will be shared (per LIBR Performance Review Timeline).
  2) Verify proper salutation and correct spelling of candidate name.
  3) Verify proper recommendation language (per LIBR Sample RTP Letter of Recommendation).
  4) Verify proper effective date/academic year for recommendation.
  5) Verify the letter includes a section for teaching, professional growth, and service.
  6) Remove Associate Dean access paragraph (where applicable).

7) Ensure response/rebuttal paragraph is included and the date is calculated correctly (10 calendar days after the letter date/date in which you are sharing the letter; if the 10th day falls on a weekend or holiday/campus closure, select the next business day).
8) Ensure copy notations are correct.
- Once your review is complete:
  - Save the letter using the following naming convention: Evaluator, Description - Candidate Last Name, First Initial (e.g., *Dean's Recommendation Letter – Smith, J*)
  - Open the case, go to the appropriate section of the case in Interfolio: "College Review".
  - Select "Add File", on the next pop-up screen select, "Add New File"; drag and drop or upload the saved letter, then click "Save". The document should appear in the chosen section.
- **Share with Candidate**. On the Case Materials tab, select the uploaded letter of recommendation to be sent to the candidate using the checkbox to the left of the document. An action bar will appear:
  - Select "Share" on the action bar.
  - Select "With Candidate."
  - Another window will open called Message to Candidate. The candidate's name and email with auto-populate.
  - **See Sample #3** for details on formatting the message.
  - Confirm that the document you selected to share will be listed under Share Files.
  - To initiate the response/rebuttal feature, select "Enable" under File Response on the Details pane on the right side of your window.
  - Once selected, more fields will appear. Type "Response/Rebuttal" under Message Reason.
  - Type the response/rebuttal deadline date under Deadline (10 days after the date in which you are sending the evaluation to the candidate). Note: this is a hard deadline; candidates will not be able to submit a response after the deadline set, which is 11:59pm EST / 8:59pm PST on that date.
  - Use the dropdown menu under Section for Response to select the section in which the response/rebuttal statement will be saved. Select the "College Review" section.
  - Click "Send" at the bottom right of the screen.
- **Share with Committee Members**. On the Case Materials tab, select the uploaded letter of recommendation to be sent to the copy notations using the checkbox to the left of the document. An action bar will appear:
  - Select "Share" on the action bar.
  - Select "With Committee Members."
  - Another window will open called Message to Committee. Remove any committee members that auto-populate and you do not wish to receive this message.
  - From "Add Another," select "Committee"
  - Select the previous reviewers, department coordinator, and/or college RTP rep from the drop-down list. **See Sample #4** for details on formatting the message.
  - The document you selected to share will be listed under Share Files and attached to the message when sent.
  - Click "Send" at the bottom right of the screen.
- **Corrected or Revised Copies.** In the event a corrected or revised copy is needed, upload PDF copy of the updated recommendation to the appropriate section of the case in Interfolio: "College Review". Use the following naming convention: COPY TYPE Evaluator, Description - Candidate Last Name, First Initial (e.g., *CORRECTED Dean's Recommendation Letter – Smith, J*).
  - **CORRECTED COPY –** is used for **minor editorial changes** (i.e., procedural errors, incorrect cc, formatting, grammar). Date of the letter **does not** change. Old version is "hidden" in the file by selecting "Edit" > "Edit Settings" > "Access" > and clicking "Administrators Only" and Update.
  - **REVISED COPY –** is used for **substantive changes** (i.e., a change in recommendation). Date of the letter changes. Original copy is preserved in the file.
- **Case Status.** Using the drop-down menu at the top of the case materials screen, change the "status" of the case to pending the next reviewer's evaluation (e.g., "Pending Dean's Review").
- **Moving Cases.** Move case forward to next reviewing body by timeline deadline by clicking "Send Forward" at the top of the page for each case review step. (Use automated email message.)

Response/Rebuttal

- On the day after the response/rebuttal deadline, check each case in Interfolio to view responses or rebuttals that may have been uploaded.
- If a faculty candidate submits a response/rebuttal, notify reviewing committee or chair/director by selecting the checkbox to the left of the document/evaluation and send within the platform. An action bar will appear:
  - Select "Share" on the action bar.
  - Select "With Committee Members."
  - Another window will open called Message to Committee. The current case review step committee/reviewing body will auto-populate. **See Sample #5** for details on formatting the message.

- The document you selected to share will be listed under Share Files and attached to the message when sent.
- Click "Send" at the bottom right of the screen.
- Note: Before sending, **ensure that there are no attachments** to the response/rebuttal letter from the candidate. Any additional material must be submitted through the late-add process.

As per direction from the CSU Chancellor's Office, reviewers may only respond (within 10 days from the date of the response/rebuttal) if there is a change to their recommendation.

Late-Add

In the event a candidate requests to add material to the RTP packet after the WPAF closing date, candidates contact the department coordinator or college RTP representative who will create a late-add case in Interfolio.

Creating a Late-Add Case:

- On your dashboard, select "Cases" on the left-side navigation pane.
- Select "Create Case." Another window will appear; in the "Search for Candidate" field start typing the candidate's name and select accordingly. If a name is not appearing, we may need to add to the system; please contact kafletcher@sdsu.edu for support.
- Will the Candidate Submit a Packet? Select "Yes."
- Select the organizational unit for the new case. Use the drop-down menu to select the appropriate department from the list of colleges at the university. Select "Confirm".
- On the next screen, select the late-add template with the departmental unit abbreviation as the prefix and (e.g., BIO - Late-Add" or e.g., BIO - Late-Add #2).
- <u>Case Information</u>: Use the drop-down menu to select the "Type" of case you are creating. Use "Other" for all late-adds. select "Save & Continue".
- <u>Candidate Requirements</u>: Enter late-add deadline in the "Candidate's Packet Due" field, click "Save & Continue".
- Do not change "Instructions to Candidate".
- <u>Internal Case Sections</u>: Do not change "Internal Case Sections," click "Continue".
- <u>Case Review Steps</u>: Do not change "Internal Case Sections," click "Continue".
- Select "Return to Case".
- Use the "Send Case" dropdown menu to "Notify Candidate".

Workflow of Case Review Steps:

- Change "Case Review Steps," by <u>removing</u> all reviewing bodies that have given **positive** recommendations (<u>leaving</u> all reviewing bodies with negative recommendations – only reviewing bodies with negative recommendations will receive for consideration).
  To recuse a member: Click the pencil icon to edit the step from which you want to recuse a member; Click the "Manage Administrators" tab; Find the reviewer you want to recuse in the list of Administrators and click the recusal icon; Confirm your decision. After they are recused, the reviewer's name will appear greyed out. The reviewer will lose access to the case when it moves to this step and regain access when it moves to case review step for which they are not recused, so be sure to recuse in all appropriate steps. Notice that you can also self-recuse.
- Review "Case Summary" page, make changes if necessary, and select "Return to Case."
- Go to "Send Case", using the dropdown menu, select "Notify Candidate" to inform faculty candidate that their case is ready for documents to be uploaded. (Use automated email message or see <mark>**Sample #1 for details on formatting the message – but change the subject line to e.g., "Late-Add Case #X Available".**</mark>)
- Candidates will receive an email notification that will allow them to upload one late-add item for each late-add case created. Candidate will need to complete the Late-Add Form (in Interfolio as a packet requirement) for each item, then upload the late-add document directly into their Interfolio packet. *(Staff are not permitted to upload materials on behalf of the candidate.)*
- After the candidate submits their case, the department coordinator and college RTP rep will be notified via email by Interfolio to be the 1st case review step.
- Review the late-add item and determine what material from the original case would be beneficial and relevant for reviewers to see in order to consider the item, or if it is not clear what materials would be beneficial, or you are uncomfortable making this determination, select all original case materials.
  - Go to the case, under the "Current Case Materials" section, select "Add File", on next pop-up screen select, "Previous Reviews" from the "Select Case" dropdown menu, select the original case for this candidate's current cycle, then select the box to the left of each document that you'd like to be included for reference in this late-add case; click "Save, then click "Continue".
- Send the Case Forward to 1) Faculty Advancement. Faculty Advancement will remove the reviewers that had 'positive' recommendations from the case review steps, and then the case will be sent to 2) the late-add subcommittee, and then Faculty Advancement will forward it to 3) the first reviewing body that had a negative recommendation.

- After reviewer reviews late-add, complete the ==Late-Add Letter==, and upload to the "Committee Documents" section of the Late-Add Case. (Reviewing bodies that had a positive recommendation do not need to consider late-adds, but may make optional comment – more details later in this section.)
- Use the instructions in this guide to share the decision with the candidate **(See ==Sample #7==),** department coordinator and/or college RTP rep.
- Once the late-add reaches the custodian of the file, download all late-add materials from the Late-Add Case and upload them to the "Late-Add" section of the *Original Case.*
    - Open the *Late-Add Case*, select "Read" to go to the reader view, select "Download Packet", select all relevant documents pertaining to the late-add case that need to be made available in the original case (i.e., the late-add item and responses from reviewing bodies), and click "Download PDF." You will be sent this PDF via email. Once document is received, save and name it according to the candidate's name and numbered submission (e.g., "Late-Add – Doe 1").
    - Open the *Original Case*, go to the Late-Add section, "Add File" and add the downloaded late-add.
    - Use the instructions in this guide to share the late-add and late-add decisions with reviewing bodies that <u>did not</u> consider the late-add - as their evaluation of the late-add was bypassed due to their positive recommendation. (**See ==Sample #8==**).
- After transferring all materials from the *Late-Add Case* to the *Original Case*, close the Late-Add case, and mark the status as "Complete". Faculty Advancement will periodically approve closure of the cases and archive so that it will no longer appear on your Case List.

External Evaluations

Due to the college policy requirement, all external reviews for the College of Sciences ONLY can use the Interfolio feature and no longer have to be routed through the late-add process. All other colleges may use the external review feature in Interfolio **only if** you have issued the request for evaluation months in advance and believe it will be received prior to the closing date. If not, **do not** use this feature, and route all external reviews through the late-add process per usual.

To request one or more eternal evaluations by email:
- On your dashboard, select "View Cases, on the Interfolio Promotion & Tenure Card.
- Select a case by clicking the name of the candidate you want to request an external evaluation.
- Click "Request Evaluation"
- Enter basic request information:
    - Evaluator First and Last Name
    - Evaluator Email; click on "Add Another Evaluator" if sending request letters to multiple evaluators.
    - Set a deadline (This is a hard deadline, meaning the recipient will not be able to submit an evaluation after the deadline date.)
- Set who can access the request and the evaluation once it is uploaded. Click to open the dropdown list.
- Click "+Add" at the lower left of the request form; then click the "+" to add materials (CV, Professional Growth Statement, and 5 professional growth significant items)
- Enter an optional message to be included in the email sent to the evaluator (**See ==Sample #9==)**
- Click "Preview" to see how the request email will appear to the Evaluator
- Click "Send"
- The request will appear in the "External Evaluations" section of the document queue with a status of "Pending" until evaluation is uploaded or request is denied.
- Upload initial memo requesting approval to conduct the external review to the "External Evaluation Material" section.

Closing or Deleting Cases

- If a candidate resigns, retires, requests a withdrawal from the process, or a case has been created in error, delete the case or contact Faculty Advancement if you need assistance.
- If you created a case under the <u>wrong template</u>, the case must be deleted and recreated; contact Faculty Advancement if you need assistance.
- If you have <u>spelled a name or an email address incorrectly</u>, the system will not allow you to correct that field, and the case must be deleted and recreated; contact Faculty Advancement if you need assistance.

#1	**Bulk Case Creation or Case Creation Email**
TO:	Candidate
FROM:	College RTP Representative
SUBJECT:	Start Building Your RTP Case

Dear Candidate,

Please click the link in this email to access your case. When you are prompted to log in, go to > Sign In > Partner Institution > select San Diego State University from the dropdown menu and you will be directed to Single Sign-On. Log in with your SDSUid as the username, and password associated with your SDSUid.

Please visit the Faculty Advancement website (fa.sdsu.edu), under Tenured/Tenure-Track Faculty, Performance Reviews, Performance Reviews: Information for Candidates to assist you in this process. Should you need further assistance, first contact your department or school coordinator.

#2	**Validation**
TO:	Peer Review Committee Members
FROM:	College RTP Representative
SUBJECT:	Case Ready for Validation - LAST NAME of CANDIDATE, FIRST INITIAL

Dear Reviewer,

Please log-in to Interfolio to validate the packet for the above-named candidate, using the Validation Checklist on the Faculty Advancement website (fa.sdsu.edu), under Tenured/Tenure-Track Faculty, Performance Reviews, Performance Reviews: Information for Reviewers to assist you in this process. Should you need further assistance, first contact your department/school coordinator.

#3	**Letter of Recommendation to Candidate**
TO:	Candidate
FROM:	College RTP Representative
SUBJECT:	Letter of Recommendation from _____ [Peer Review Committee or Dean] – LAST NAME of CANDIDATE, FIRST INITIAL

Dear Candidate,

Please select the "View Files" link in this email which will prompt you to log in to Interfolio. On your dashboard, under "Your Action Items" click on your name to view the packet; OR, click "Your Packets" in the left hand navigation and select the case, open the "Shared Committee Files" tab of the case packet and files shared with you will appear listed.

After viewing your shared files, if you are allowed to respond to the content of the file, you will see a link labeled "Send Response," and a due date for when your response is due (which is within 10 days following receipt of an evaluation). **Please do not attach any documents to your response/rebuttal letter**; any additional information or material must be submitted through the late-add process. Also note: the "Response Due" date in the top left corner of the materials reader; the system will not allow you to upload a response or rebuttal after 11:59 pm EST / 8:59 pm PST on that date, or change or preview your response.

#4	**Letter of Recommendation Copy Notations to Reviewers**
TO:	Previous Reviewing Bodies
FROM:	College RTP Representative
SUBJECT:	Letter of Recommendation from _____ [Peer Review Committee or Dean] – LAST NAME of CANDIDATE, FIRST INITIAL

Dear Reviewer,

Please log-in to Interfolio to view a copy of the [Peer Review Committee or Dean] recommendation for the above-named candidate.

#5	**Response/Rebuttal Notification to Reviewing Body**
TO:	Reviewing Body
FROM:	College RTP Representative
SUBJECT:	Response/Rebuttal Notification - LAST NAME of CANDIDATE, FIRST INITIAL

Dear [Reviewing Body Receiving Response/Rebuttal],

The above-named candidate has submitted a response/rebuttal to your letter of recommendation. Please log-in to Interfolio, open their case, under ["College Review"] find and review the response/rebuttal addressed/titled to your reviewing body. Or, if you no longer have access to the case, log-in to Interfolio, on your dashboard select "Files Have Been Shared With You", select "Committee Shared Files, and "View Files."

#6	**OPEN**

#7	**Late-Add Decision to Candidate**
TO:	Candidate
FROM:	College RTP Representative
SUBJECT:	Late-Add #___ Decision from _____ [Department/School Peer Review Committee, Department Chair/School Director, College Peer Review Committee, or Dean]

Dear Candidate,

To find the decision to your late-add from the above-named reviewing body, please select the "View Files" link in this email which will prompt you to log in to Interfolio. On your dashboard, under "Your Action Items" click on your name to view the packet; OR, click "Your Packets" in the left hand navigation and select the case, open the "Shared Committee Files" tab of the case packet and files shared with you will appear listed.

#8	**Late-Add Copy Notations to Reviewers**
TO:	Previous Reviewing Bodies
FROM:	College RTP Representative
SUBJECT:	Late-Add #___ Decision from _____ [Peer Review Committee or Dean] – LAST NAME of CANDIDATE, FIRST INITIAL

Dear Reviewer,

Please log-in to Interfolio to view a copy of the [Peer Review Committee or Dean] decision on the late-add for the above-named candidate. You are not required to respond or comment, but if you would like to provide a comment, please see the Sample Response to Late-Add Letter at fa.sdsu.edu, and contact your department coordinator or college RTP representative to process.

#9	**External Review**
TO:	External Reviewer
FROM:	College RTP Representative
SUBJECT:	External Evaluation for LAST NAME, FIRST NAME

Dear [ENTER REVIEWER NAME HERE],

Professor FIRST NAME LAST NAME is being considered for _____ (e.g., promotion to the rank of associate librarian with tenure).

We seek your evaluation of the quality and impact of the candidate's work. If agreeable, please provide a critical assessment of _____'s research program and impact on your field of study. How would you compare _____ to other librarians in this field at the same stage of career development? The following materials are included: professional growth narrative statement, professional growth significant items (up to 5), and a curriculum vitae.

On behalf of San Diego State University, I thank you for consideration in this matter. The preferred response date for this evaluation is [ENTER DATE] but the final need by date is February 1; whichever is most convenient for your workload would be greatly appreciated.

Kindly confirm your acceptance of this academic duty with an estimated date of completion. Again, sincerest gratitude for your participation in this critical process.

(Please be advised, your evaluation cannot be held in confidence due to policy and contractual obligations of SDSU.)

CASE REVIEW STEPS

1. Staff
   a. College RTP Representative
2. Validation
   a. Peer Review Committee
3. College Level Review
   a. Peer Review Committee
   b. Dean
   c. College RTP Representative
4. Dean
5. Provost
6. Faculty Advancement