SDSU | San Diego State University

Staff Guide to
Interfolio Periodic Evaluations

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.

Case Preparation

- Obtain electronic signatures for reviewing bodies for evaluation letters
  - DEPARTMENT LEVEL: Department/School Peer Review Committee Chair **and** Department Chair/School Director
  - COLLEGE LEVEL: College Peer Review Committee Chair **and** Dean
- Department Coordinators should be responsible for adding peer review committee members to Interfolio for respective units (e.g., "ECON – Post-Tenure Review Committee"). Please also verify/update Department Chairs/School Directors as well.
  - College RTP Reps should be responsible for adding college level committee members to Interfolio. Please also verify/update Deans as well.
  - From your dashboard, under Review, Tenure, and Promotion module, select the drop-down next to "Manage," and 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 selecting 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

Case Creation

- On your dashboard, select "View Cases" on the Interfolio Promotion & Tenure card.
- Create a case for each faculty member undergoing periodic evaluation using the designated templates in Interfolio P&T.
- Select "Create Case." Another window will appear to 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 template which reflects the request that the candidate is making for periodic evaluation (i.e., "ENS – Periodic Evaluation for Probationary Faculty" or "PSY – Periodic Evaluation for Tenured Faculty"). **Only use templates with the departmental unit abbreviation as the prefix.**

Fill out the Case Information:

- Select from the drop-down menu the "Type" of case you are creating. Use "Review" for all periodic evaluations.
- "Search for a Candidate" in the search box, or if they are not in the database, add the faculty member to the system by entering their first name, last name, and email address.
- Will the Candidate Submit a Packet? Select "Yes."
- Do not add "Case Data Forms," click "Continue"

Create Candidate Requirements:
- Enter WPAF/"Packet" submission date in the "Candidate's Packet Due" field, click "Save"
- Do not change "Instructions to Candidate."
- Do not change "Packet Requirements," click "Continue."

Internal Case Sections:
- Do not change "Internal Case Sections," click "Continue."

Workflow of Case Review Steps:
- 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.
- 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 member that their case is ready for documents to be uploaded. (Use automated email message or see ==**Sample #1**==.)

Bulk Case Creation

This feature allows you to create multiple cases at once. To use this feature, all cases must be in the same unit and require the same template.

- On your dashboard, select "View Cases" on the Interfolio Promotion & Tenure card.
- Create a case for each faculty member undergoing periodic evaluation using the designated templates in Interfolio P&T.
- Under "Create Case." Use the drop-down menu to select "Create Multiple Cases"
- On the Case Setup Screen, follow the prompts
- In which unit would you like to create your cases? Search for or select a unit
- What type of cases are you creating? Select "Review" for periodic evaluations, and click Continue
- Will the Candidate Submit a Packet? Select "Yes."
- Add 1 or more candidates, click the "+ Add Candidates" button
- 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 "Done"
- Do not make any changes on the Summary & Confirmation Page, scroll to the bottom
- Would you like to notify candidates now, select "Yes"; a message box will auto-populate; see ==**Sample #1**== for details on formatting the message. Click "Send" when completed.

Once a faculty member 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 member 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 employee's case, identify the section that needs to be unlocked, click and switch "Candidate Editing" lock to "Enabled." Inform faculty member when the section has been unlocked. The packet will automatically lock after resubmission.

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

- Department Coordinator and College RTP Rep to review letters prior to uploading and sending to the faculty member. We suggest that completed letters of evaluation be reviewed for the following:
    1) Verify letter date - which should be the date in which the letter will be shared (per ==Periodic Evaluation Timeline==)
    2) Verify proper salutation and correct spelling of faculty name
    3) Verify proper letter format (per ==Sample Periodic Evaluation Letter for Tenured & Probationary Faculty==)
    4) Verify correct period of review (for tenured faculty: ==Periodic Evaluation Periods of Review for Tenured Faculty==; for probationary faculty: ==Faculty Evaluations Master Schedule==)
    5) 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).
    6) 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., *Department Chair Evaluation Letter – Smith, J*)
    - Open the case, go to the appropriate section of the case in Interfolio: "Committee Documents".
    - 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 evaluation 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 employee'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 "Committee Documents" section.
    - Click "Send" at the bottom right of the screen.
- **Share with Committee Members**. On the Case Materials tab, select the uploaded letter of evaluation 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 evaluation to the appropriate section of the case in Interfolio: "Committee Documents". Use the following naming convention: COPY TYPE Evaluator, Description – Employee's Last Name, First Initial (e.g., *CORRECTED Department Chair Evaluation Letter – Smith, J*).
  - **CORRECTED COPY –** is used for **minor editorial changes** (i.e., incorrect cc). Date of the letter **does not** change. Old version is removed/deleted from file.
  - **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 Dept Comm 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 employee 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 faculty member.

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 evaluation.

Closing or Deleting Cases

- If an employee 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 wrong template, the case must be deleted and recreated; contact Faculty Advancement if you need assistance.
- If you have spelled an email address incorrectly, 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.
- For **Temporary Faculty**, departments/schools are responsible for printing evaluations (not candidate materials) and filing them in the personnel action files in the department/school.
- For **Tenured/Tenure-Track**, Faculty Advancement is responsible for printing evaluations (not candidate materials) and filing them in the official personnel action files in the Office of Faculty Advancement.

SAMPLE LANGUAGE FOR NOTIFICATIONS

#1	**Bulk Case Creation or Case Creation Email**
TO:	Candidate
FROM:	Department Coordinator or College RTP Representative
SUBJECT:	Periodic Evaluation Case Available

Dear Faculty Member,

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) to assist you in this process. Should you need further assistance, first contact your department or school coordinator.

#3	**Evaluation Letter to Faculty Member**
TO:	Faculty Member
FROM:	Department Coordinator or College RTP Representative
SUBJECT:	Evaluation Letter from _____ [Department/School Peer Review Committee or Department Chair/School Director] – LAST NAME of CANDIDATE, FIRST INITIAL

Dear Faculty Member,

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" on the left side 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**. 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	**Evaluation Letter Copy Notations to Reviewers**
TO:	Previous Reviewing Bodies
FROM:	Department Coordinator or College RTP Representative
SUBJECT:	Evaluation Letter from _____ [Department/School Peer Review Committee or Department Chair/School Director] – LAST NAME of CANDIDATE, FIRST INITIAL

Dear Reviewer,

Please log-in to Interfolio to view a copy of the [Department/School Peer Review Committee or Department Chair/School Director] evaluation for the above-named faculty member.

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

Dear [Reviewing Body Receiving Response/Rebuttal],

The above-named faculty member has submitted a response/rebuttal to your evaluation. Please log-in to Interfolio, open their case, under ["Department 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."

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CASE REVIEW STEPS

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1. Staff
    a. Department Coordinator
    b. College RTP Representative
2. Department/School Review
    a. Department/School Peer Review Committee
    b. Department Chair/School Director
3. Staff
    a. Department Coordinator
    b. College RTP Representative
    c. Faculty Advancement