A Quick Reference Guide
for
PLU Department and Program Chairs

August 28, 2012

Office of the Provost

Introduction

This *Quick Reference Guide* is a short alphabetical summary of the most common terms, resources, activities and deadlines that a chair is likely to encounter in their regular work. It is not intended to be complete, and it is not a substitute for the *Chair's Handbook* (of which this is a part) that gives a fuller account of administrative policies and procedures, the *Faculty Handbook*, or the *PLU Personnel Manual*.

While this *Guide* is arranged alphabetically, the *Chair's Handbook* is organized thematically.

Like the *Chair's Handbook* and the *Faculty Handbook*, this is a "living document" and it will be updated regularly. We welcome suggestions for things that you believe should be included in this abbreviated guide or the *Chair's Handbook*.

Deadlines and schedules are often of greatest concern to a chair, and a more complete list of important dates for the current academic year may be found on the Provost's website arranged either

by date - http://www.plu.edu/provost/important-dates/deadline-by-dates-2012_13.pdf
or
by topic - http://www.plu.edu/provost/important-dates/deadline-by-topics-2012-13.pdf

The *Faculty Handbook* should be consulted for deadlines on all personnel, curricular and other matters as necessary.

For more information please see the Provost's website http://www.plu.edu/provost/ or the other websites noted in this *Guide*. Please contact the Provost's Office with any questions or suggestions you may have for improving this *Guide* or the *Chair's Handbook*.

This *Guide* and the *Chair's Handbook* (the second edition is to be posted in late August or early September of 2012) are available at

http://www.plu.edu/provost/Faculty-Development-Activities/home.php
and
http://www.plu.edu/provost/documents-and-forms/home.php

Academic Advising

All first-year students are assigned an Academic or Faculty Advisor before arriving on campus for orientation. For all students, the academic advising process is one where we help students discover and define their educational, personal, and emergent life goals. The advising relationship is a collaborative partnership through which students may gain an understanding of academic disciplines and university resources. http://www.plu.edu/academic-advising/

Academic Assistance Center

The Academic Assistance Center provides free academic support services that can help students become more effective and independent students. Tutors are available, and AAC frequently makes requests of chairs to identify students who themselves would make good tutors. The AAC usually hires students during spring semester to tutor for the following academic year, but on occasion they will make additional hires throughout the year as needed. All tutors are approved by the faculty or chair in a particular unit. http://www.plu.edu/aac/

Academic Dashboard

The Academic Dashboard is a data retrieval and reporting tool developed specifically for academic administration (provost, deans and chairs). The dashboard provides access to student, course, advising, registration, graduation, and other data. It provides a way to extract metrics and key performance indicators; information is displayed in graphical, spreadsheet and other useful report formats. Current and historical data on courses, majors and minors, advisees, and other relevant data may be extracted from PLU's Banner database and organized according to the following topics:

- Advisors - for lists of advisees by faculty advisor
- Course and Registration Data - current or historical data by course, instructor, and department
- Graduation Data - historical data of graduates by degree, by division or school, or by field of study (major or minor)
- Student Data - for lists of currently enrolled students by field of study. Once a student has graduated, the student's record can be found under "graduation data".

Access to Academic Dashboard is arranged through the Office of the Institutional Research and is available only to PLU faculty, staff and administrators. You can access Academic Dashboard at https://banweb.plu.edu by clicking on "Administrative Reporting".

If you are unable to find the information you seek on Academic Dashboard or in the Factbook (located on the Office of Institutional Research website), please contact the Office of Institutional Research (oira@plu.edu).

Academic Internship Office

Academic Internships are professionally related work experiences grounded in academic application and learning objectives. They are designed to integrate classroom study with a planned work experience that links academic study with career goals and interests. Some academic units conduct their own internship programs, while other opportunities are coordinated through the AIO. http://www.plu.edu/intern/

Academic Program Contract (APC)

The APC is an agreement between the student and the academic department that outlines the courses and requirements the student must successfully complete to earn the major or minor. See http://www.plu.edu/registrar/Academic-Program-Contracts-APCs/home.php

Academic Program Investment Fund (APIF)

Established in 2011 with endowed funds, APIF is a revolving loan fund available to academic units as a source of startup funds for program improvements that expect to yield additional net revenue to the university. It is administered by the provost. Deans and chairs who wish to explore opportunities with APIF and the expectations that go with it should contact the Provost's Office.

Annual Unit Report

This academic annual unit report from each chair to their dean provides the information that the dean uses in preparing a final division-wide or school-wide report to the Provost's Office. All of the necessary forms (including the required appendices) and instructions are available at the Provost's website http://www.plu.edu/provost/documents-and-forms/home.php. Chairs use the Faculty Activity Report and Self-Assessment (FARSA) from their faculty as their principal source of information in preparing this annual unit report. These unit reports are due to the dean by the third week of June. The dean's report is due to the Provost's Office in mid-July.

Assessment

All academic units are expected to have major learning outcomes identified for their program, and each unit is required to report annually (as part of their annual unit report) on both their assessment activities for the year just completed and their assessment plans for the year ahead. Program assessment oversight is scheduled to be integrated into the new Office of University Assessment, Accreditation and Research (currently the Office of Institutional Research) during the coming year (2012-13). Assessment resources may be found at http://www.plu.edu/assessment/home.php.

Banner (or Banner Web)
Banner provides secure online access to many facets of the university. Banner is available at http://banweb.plu.edu. For example, Banner Web gives chairs access to their departmental budget accounts. For faculty it gives access to teaching schedules, class rosters, waitlists, and tools to submit final grades. For students it gives access to registration, course schedules, financial records, and other personal information. Banner Web is a secure site and requires password access.

Budget Calendar, Budget Process and the Fiscal Year
PLU's fiscal year runs from June 1 – May 31, and the fiscal year is always denoted as "FY" of the end of that period. For example, the fiscal year June 1, 2012 – May 31, 2013 is denoted as FY13. Although the university is moving toward multi-year budgeting, the more detailed budget planning for any given fiscal year begins early in the previous fiscal year (e.g., detailed planning for FY 14 begins in Summer of 2012).

For Information on the University Budget Planning Calendar please see the Finance and Operations website http://www.plu.edu/finance-ops/Budget%20and%20Finance/home.php.

Academic budgeting and planning for the Academic Division is conducted by the Provost's Office who works closely with deans and chairs to assure adequate (but not excessive) staffing is provided to support the curriculum. Internal budget deadlines for the Academic Division will be provided to the deans by the Office of the Provost, and chairs are to work closely and collaboratively with their dean in formulating their budgets.

Business Office
The Business Office provides accounting and financial services for the University. Services include Accounting, Accounts Payable, Student Accounts Receivable, Cashier, Purchasing, Student Loan Collections, and Purchase Cards. For more information, see http://www.plu.edu/business-office/.

CAPP Report
The Curriculum, Advising, and Program Planning report, CAPP is the Registrar's online system where students can explore different major and minor options and where students and their advisors can monitor the student's progress toward degree completion. CAPP is accessible only via Banner Web. CAPP also allows undergraduate students to check their progress toward completion of the university's General Education Program elements. Faculty and staff advisors use the CAPP report to assist students in planning their academic program. http://www.plu.edu/registrar/CAPP%20Reports/home.php

Career Connections

Career Connections was established in 2011 and is part of PLU's commitment to helping students discover their career aspirations. Career Connections brings together several academic and career planning tools to help students make a seamless transition into the next phase of life after graduation. Resources for employers, alumni and parents are available at the Career Connections website. http://www.plu.edu/career-connections/

Center for Community Engagement and Service

The CCES (formerly the Center for Public Service and now incorporating the work of the Volunteer Center) serves as a resource for student, staff and faculty who want to learn and serve with the Parkland and Tacoma community. The Center also serves as a point of contact for community members seeking university involvement with local organizations, programs and projects. http://www.plu.edu/service/

Center for Vocation

The Center for Vocation, established by the Faculty Assembly and accepted by the Board of Regents, is the new home of the Wild Hope Project. Program activities may be found at http://www.plu.edu/wild-hope/

Chair's Handbook

The Chair's Handbook is a guide to important academic administrative policies and procedures, and all chairs should be familiar with it. The first edition (published in 2008) is undergoing extensive revision and updating, and the second edition will be available in late August or early September 2012. It will be a "living document" and will be updated continuously as necessary. Along with the Faculty Handbook and the Personnel Manual, it is an essential reference for chairs. This *Quick Reference Guide* is part of the Chair's Handbook.

Class Scheduling and Student Registration

For Summer Term and Fall Semester Courses
The request for courses normally goes out from the Registrar to departments and programs in mid-October. Chairs return their 1st draft, and prior to winter break are sent a 2nd draft with room assignments. At the beginning of February, the 3rd draft is delivered for final review by chairs with a final deadline for submission at the beginning of March. Student registration for summer and fall classes begins in April.

For January Term and Spring Semester Courses
The request for courses normally goes out from the Registrar to departments and programs at the beginning of May. Chairs return their 1st draft prior to the end of June and are sent a 2nd draft with room assignments in September. The 3rd and final draft is delivered to chairs in early October. Registration begins in November.

Conferences and Events

Conference Services arranges on-campus conferences for external organizations (see http://www.plu.edu/conferences/ for assistance), and Event Services is available to help academic units reserve space and resources for their events http://www.plu.edu/events/. Academic units hosting events should inform the Provost's Office of their plans.

Curricular Changes

Curricular changes are proposed by academic units and submitted to the Provost's Office. The provost reviews the proposals, makes a recommendation and then forwards the proposal to EPC. Proposals are made using the EPC form described in the Faculty Handbook and available on the Provost's website at http://www.plu.edu/provost/documents-and-forms/home.php Deadlines for proposals are April 1 for inclusion in class schedules for January term and Spring, and November 1 for inclusion in class schedules for Summer and Fall.

Disability Support Services

Services for students with disabilities are provided by Disability Support Services (DSS). The DSS office provides reasonable accommodations to students who have documentation of a disability from a professional assessor. See http://www.plu.edu/dss/.

Factbook

The Factbook is a data resource provided by the Office of Institutional Research http://www.plu.edu/institutional-research/factbook/home.php. Data on enrollment, retention, faculty, graduation rates, majors and minors, and other student data and the Common Data Set are available.

Faculty Annual Report and Self-Assessment (FARSA)

The annual Faculty Activity Report and Self-Assessment is the report due annually from each faculty member (regardless of status or rank) that recounts their work for the academic year just completed. It is due to their chair or dean by June 1. The form is available on the Provost's website at http://www.plu.edu/provost/documents-and-forms/home.php.

Faculty Committees and University Committees

PLU's system of governance relies heavily on a committee system, and the committees are basically of two types. Faculty standing committees are comprised only of faculty members, while university committees contain members from at least two different constituencies (faculty, staff, administrators, students). The Faculty Handbook (pages 35-49) provides a complete account of the purview and membership of all faculty and university committees. The Provost's provides vital administrative support to faculty committees and the faculty governance system.

The faculty committees are

- Admission and Retention of Students (ARTS)
- Campus Life
- Educational Policies (EPC)
- Faculty Affairs (FAC)
- Global Education
- Governance
- Instructional Resources (IRC)
- Rank and Tenure

The university committees are

- Admission and Retention of Students (ARTS)
- Campus Ministry Council
- Institutional Animal Care and Use
- Retirement Fund Advisory Committee
- Budget Advisory Committee (BAC)
- Diversity Committee
- Long-Range Planning Committee (LRPC)
- University Media Board
- University Review Board

Faculty Executive Committee

The Faculty Executive Committee consists of the Chair, Vice-Chair, and Secretary of the Faculty, the chairs of the faculty standing committees, the President and the Provost. FEC sets the agenda for each Faculty Assembly meeting. For further information about the activities of FEC, contact the Faculty Chair.

Faculty Handbook

Perhaps the most important resource for all faculty (along with the Personnel Manual from Human Resources and the Chair's Handbook), the Faculty Handbook and related policies should be well understood by all faculty but particularly by those in positions of academic administration and faculty leadership. Chairs and deans are expected to know the policies, procedures and deadlines contained in the Handbook, particularly those that pertain to personnel matters and curricular revision. The Handbook is updated continually as amendments are adopted. The most up to date version of the Handbook may be found at http://www.plu.edu/provost/Faculty%20Handbook/home.php.

Faculty Reviews
Faculty reviews at PLU are essential activities designed to promote the professional development of our faculty. They are to be conducted on a schedule prescribed in the Faculty Handbook for all faculty – both tenure-line faculty (both pre-tenure and post-tenure) and contingent faculty.

The review schedule and policies for all faculty reviews are described in the Faculty Handbook [See Section IV, Personnel Policies and Benefits, Faculty Personnel Policy, in the Handbook for details]. In addition, the Provost's Office maintains a schedule of reviews. Chairs and deans are responsible for knowing the review schedules of their faculty and the policies to follow in conducting those reviews. Any questions should be directed to the Provost's Office.

FERPA
The Family Education Rights and Privacy Act (1974) is designed to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings.

For chairs and faculty, one of the more common occurrences is when parents wish to discuss their student's academic performance. Most of the time, this is not allowed under FERPA without the student's written consent. For an explanation of students' basic rights under the law, and an explanation of certain procedures necessary for PLU's full compliance with the law, please see the FERPA website https://www.plu.edu/student-handbook/code-of-conduct/FERPA.php.

Human Resources Department
Human Resources provides information on all matters related to employment (including job openings) and benefits and is home to many other employee resources http://www.plu.edu/human-resources/. See also "Personnel Manual".

Information and Technology Services
Information and Technology Services (I&TS) provides campus-wide technology services, library services and resources, and other support services for advancing the university's core mission of teaching and learning. Specific services within I&TS are:
- Library Services
- User Services
- Enterprise Systems

Information and Technology Services coordinates library and information & computing and telecommunications services for the university. The office also provides instructional design, instructional technology and other media services for faculty. www.plu.edu/library-computing/its/.

Junior Review
Students with junior standing are required to complete a "Junior Review" which provides information regarding the university major or minor (as appropriate) requirements necessary for the degree. This is a one-time process required of all students. For more information, see http://www.plu.edu/registrar/CAPP%20Reports/home.php

My Academic Pathway
My Academic Pathway provides students with the basic tools they need for planning their pathway to academic success at PLU. The website contains information on Charting Your Course, Two-Year Course Cycles, Advising Resources, and Career Connections. http://www.plu.edu/my-academic-pathway/home.php

Office of Institutional Research
The Office of Institutional Research (OIR) provides data and research support to PLU administrators. The Office can support a department's evaluation or assessment efforts by providing data on the number of majors, number of graduates, or enrollment figures for specific courses for a particular year or over time. In addition, the Office coordinates university data for national reporting agencies and associations.

Most department or division-level or faculty-level data are available online through Academic Dashboard. Additional information is available through the Factbook. Contact the Office of Institutional Research for more information. http://www.plu.edu/institutional-research/

The OIR is scheduled in 2012-13 to become the **Office of University Assessment, Accreditation, and Research (UAAR)** and will coordinate the university's accreditation obligations under the rules set forth by the Northwest Commission on Colleges and Universities. In addition, UAAR will oversee academic assessment and will have an expanded research capacity.

Office of the Provost - http://www.plu.edu/provost/
The Provost is the Chief Academic Officer of the university. It is the responsibility of the Provost and the Office to provide academic vision and leadership to the university and to coordinate all university-wide functions of the faculty. The Provost serves on the university's leadership team and works with the President, the Vice Presidents, the deans of the academic programs, and various university councils and committees to carry out the mission of the university. The Provost represents the university to external constituencies in a manner determined by the President. The Provost also represents the academic division to the President's Council and the Board of Regents.

The Provost is responsible for all operations of the university related to academic leadership, curriculum, personnel management for the academic division, and budget planning and fiscal management for the academic division. The Provost supports and works in partnership with the faculty governance system. All academic areas report to the Provost. The Provost reports to the President. A complete job description can be found on the Provost's Office and Human Resources websites. http://www.plu.edu/provost/misc/provost-job-description.pdf

The Provost's Office supports the efforts of the faculty and staff to ensure that the University's mission of academic excellence is achieved. In addition to providing leadership, guidance and administrative information for Deans and Department Chairs, the Provost's Office provides training opportunities for Chairs. Please contact the Provost's Office about leadership development opportunities for the current academic year.

Chairs can find a great deal of information and links to academic and administrative materials on the Provost's Office website.

Office of the Registrar
The Office of the Registrar serves the academic community by enforcing all academic policies, maintaining the permanent and official records of Pacific Lutheran University's students, and recording of grades and evaluations. The office also manages the graduation process for undergraduate and graduate students, as well as commencement ceremonies. Important dates and deadlines for students can be found at the Registrar's website.
http://www.plu.edu/registrar/

Chairs may contact the Office of the Registrar (registrar@plu.edu) for assistance with any of the following:
- Scheduling of classrooms (for classes, class-related events such as tutoring, study groups, etc)
- CAPP report information (for student advising)
- Junior review information (for student advising)
- Equivalency guides (for transfer student advising)
- Enrollment management (add/drop forms, 2-year course cycle information, historical course registration numbers)
- Independent study cards (for internships, special research)
- Incomplete forms and contracts
- Grade change forms

Personnel Manual
The Personnel Manual of the university is a document that all chairs and deans, particularly in their roles as supervisors of faculty and staff, should understand. It is available at the Human Resources website http://www.plu.edu/human-resources/Personnel-Manual/home.php.

Along with the Faculty Handbook and the Chair's Handbook, the Personnel Manual is an essential reference for all academic administrators, and they should encourage their faculty and staff to be familiar with it as well.

Regency Advancement Awards (the Karen Hille Phillips Regency Advancement Awards)
The guidelines and evaluation criteria for the Karen Hille Phillips Regency Advancement Awards are found in the Faculty Handbook. Faculty submit their applications to their dean usually at the end of the first week of February. Applications are due from the deans to the Office of the Provost usually in the third week February. The Provost's decisions are announced in mid-March.

Sabbatical Applications, Report and Review
PLU's sabbatical program is one of the central elements of our faculty development program. By the provisions of the Faculty Handbook, sabbaticals are not an entitlement, and faculty seeking to go on sabbatical must apply for the leave.

Initial applications for sabbaticals are due to the Provost's Office by December 15 of the second year preceding the academic year during which the sabbatical is being requested (e.g., December 15, 2012 for sabbaticals requested for the academic year 2014-15).

Final applications are due to the Provost's Office by October15 of the year preceding the academic year during which the sabbatical is being requested (October 15, 2013 for sabbaticals requested for the academic year 2014-15).

Upon returning from sabbatical, a post-sabbatical report (abstract only) is due to the Provost's Office from the faculty member by September 15. This is to be submitted electronically only and is reported to the Board of Regents at their October meeting.

The post-sabbatical report in full and the review from the dean is due to the Provost's Office on November 15.

Teaching and Learning with Technology (TLT) Grants
Established by the Provost's Office in 2011, the Teaching and Learning With Technology grant program provides support to PLU faculty who wish to make creative use of technologies in the design or delivery of their courses. Goals include extending the reach of the curriculum to students who are not presently being served and serving current students in new and exciting ways. Grant awards take the form of stipends, course release time, and other support.

TLT grant applications are due to the Office of the Provost in the spring (usually in mid-May). Faculty must submit their applications with letters of endorsement from their chair and dean. A full program description is available on the Provost's Office website at http://www.plu.edu/provost/widgets/documents-forms/items/budget-requests/teaching-and-learning-with-technology-grants.pdf

Textbook Ordering (via the online VERBA system at Garfield Book Company)
Faculty order textbooks online through the Garfield Book Company's VERBA system at http://luteworld.plu.edu/t-faculty.aspx. Faculty are encouraged to use the GBC because it is owned and operated by PLU, and any profits from GBC are reinvested in facilities and programs.

When submitting textbook orders, faculty should specify the information listed below to help ensure that the correct book(s) are ordered:
- Department
- Course Code
- Instructor Name, phone number and email address
- Semester the order is for (if the start date for the class is later than the main semester start date, please note the course start date on the order)
- Author and Title (if the book is a package, please include information about the components, and if those components are required or recommended)
- ISBN number
- An indicate whether the book is Required or Optional
- Estimated enrollment (enrollment cap) for the course

Non-textbook items such as supplies or software can be ordered with the rest of your adoption at plu.verbacollect.com.

Deadlines are
- April 1 for Summer and Fall classes
- October 22 for J-Term and Spring classes

Two-Year Course Cycles
The undergraduate two-year course cycles are intended to assist students in planning their academic program. All course offerings depend on such things as the university budget, instructor availability and enrollment, and the published schedules are subject to change without notice. These schedules are not contracts or guarantees with the student. Nonetheless, these schedules can be very helpful because they're based on the academic unit's best estimate of what they intend to offer. The course cycles are posted by the Provost's Office to the My Academic Pathways website http://www.plu.edu/my-academic-pathway/two-year-course-cycles/home.php

The regular preparation and updating of these schedules follows this pattern:
- October 2012 – Submit course offerings for 2014-15
- February 2013 – Update course offerings for 2013-14

Changes to published two-year cycles may be requested at any time, and the form for doing so is available from the Provost's Office website.

University Dispute Resolution Committee
The University Dispute Resolution Committee (UDRC) is charged with reducing conflicts and helping members of the community resolve disputes appropriately, expediently and fairly. The committee does so by educating the community about campus policies and dispute resolution options, coordinating dispute resolution services, investigating grievances when appropriate and advocating for review of university policies and procedures when necessary. Please see the UDRC website for details on policies and procedures http://www.plu.edu/udrc/.

Wang Center for Global Education
The Wang Center supports and strengthens the university's internationally-focused academic programs by coordinating and advancing the university's study away offerings, expanding student opportunities and participation, offering symposia, engaging in community outreach and supporting grant activities. http://www.plu.edu/wang-center/home.php

Women's Center
The mission of the Women's Center is to celebrate and empower women by promoting social justice, education, mentoring, and outreach and by fostering inclusive, communal spaces. Further information on the history, resources and activities of the Center are available at http://www.plu.edu/womenscenter/about-us/home.php.