



# Instructional Services Office

Friday, August 23rd, 2019

MEGAN TOPETE, MANAGER OF INSTRUCTIONAL SERVICES  
ANGELA DIXON, COURSE AND CURRICULUM COORDINATOR  
CASEY DELFINO, COURSE SCHEDULER  
MELISSA POE, INSTRUCTIONAL SERVICES ASSISTANT

# Instructional Services Functions

- Course Evaluations
- Course Material Ordering
- Student Form Processing
- [ssha.curriculum@ucmerced.edu](mailto:ssha.curriculum@ucmerced.edu)
- Scantron Machine Support/Training
- Course Scheduling
  - ▣ Final Exams
  - ▣ Grades
  - ▣ Instructional Software
  - ▣ Classroom Concerns
- Curricular Additions/Revisions
  - ▣ Course Proposals (CRFs)
  - ▣ Programs (majors, minors, etc.)
- Curriculum Committee Support
- SSHA New Instructor Orientation
- Campus-wide Committees
- Project Implementation Teams
- Liaise with many other campus departments (ex: SoE, SNS, Advising, Office of the Registrar, Assessment offices, IT offices (academic, operations & computer lab))

# Melissa's Functions

- ❑ Manage/maintain [ssha.curriculum@ucmerced.edu](mailto:ssha.curriculum@ucmerced.edu)
- ❑ Manage Online Course Evaluation Process
- ❑ Process Independent Study Forms and Notify Students
- ❑ Manage Course Material Ordering Process for TAs and Graduate Student Instructors of Record
- ❑ Set Up Trainings and Support two School Scantron Machines
- ❑ Update Instructional Services Website

# [ssha.curriculum@ucmerced.edu](mailto:ssha.curriculum@ucmerced.edu)

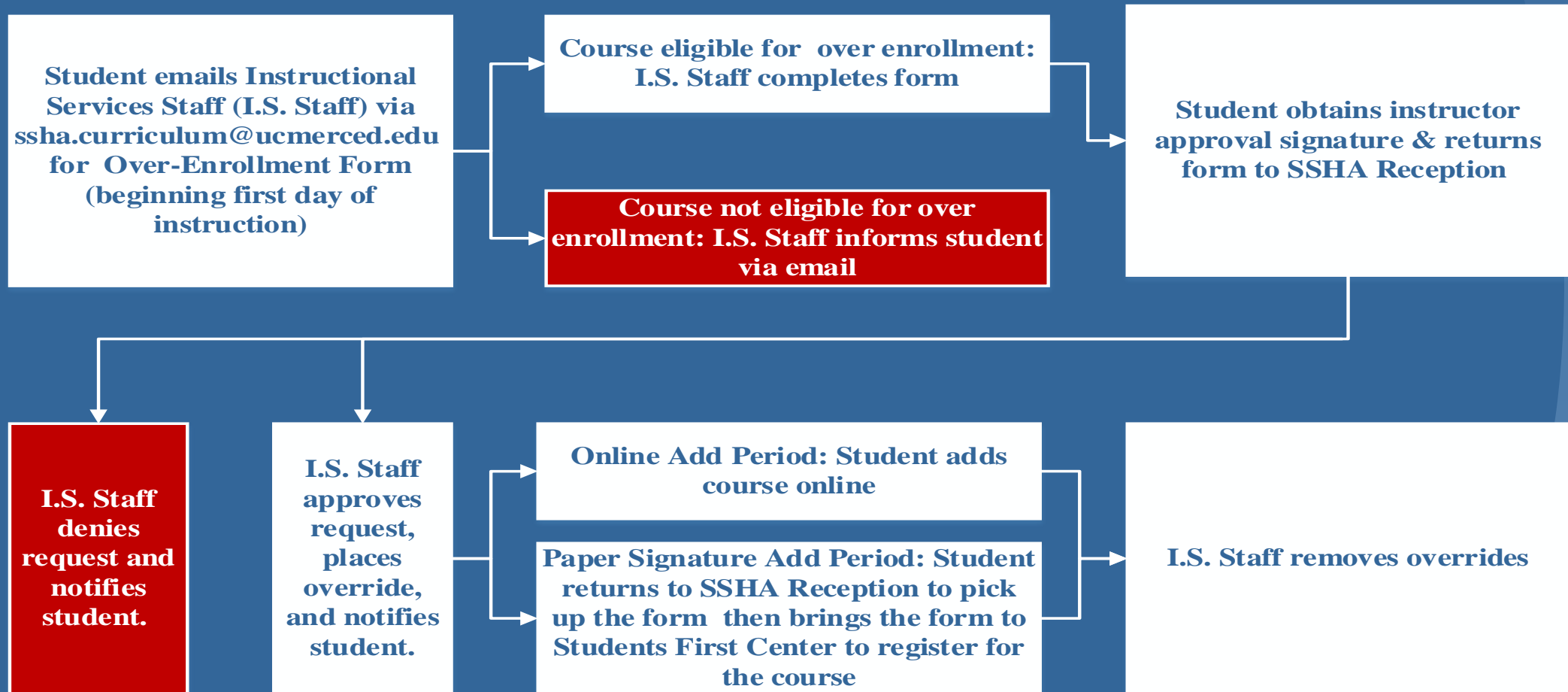
- Student Notifications
  - ▣ Class cancellations
  - ▣ Course cancellations
  - ▣ Course time changes
  - ▣ Course location changes
  - ▣ Prerequisite Drops
- Instructor Inquiries
  - ▣ Posting signage when classes are cancelled
  - ▣ Scantron Machines (ParScore/CatCourses)

**On average the SSHA Curriculum email account receives about 15-20 emails per day; however, on busier days like start of term or nearing Census Day, we receive about 100-200 emails a day.**

# Casey's Functions

- Schedule Undergraduate and Graduate Courses – Fall 2019 (**271 Courses, 158 Sections**) and Projected Spring 2020 (**287 Courses**): also includes 3 Summer Sessions – Summer 2019 (**67 Courses**)
  - ▣ Instructional Software
  - ▣ Final Exams
  - ▣ Grades (CatCourses)
- Provide Over Enrollment Forms, process forms, and notify students (**Spring 2019: 415 emails sent, 125 forms processed**)

# Over-Enrollment Process



# Angela's Functions

- Oversee course scheduling process for Academic Year and Summer Session
  - ▣ Unit-18 Lecturer FTE Calculations & Review of course offerings
  - ▣ Graduate Students Teaching Upper Division Courses
- Support Curriculum Committee
- Review and Facilitate approval of new and revised Undergraduate Course Request Forms (CRFs) – 100+ per academic year
- Conduct SSHA New Instructor Orientation Every Fall
- Serve as Campus Contact/Liaison for SSHA Curriculum/Instructional Services

# Megan's Functions

- Annual Review/Update of Catalog/Facilitate Revisions through approval processes – 14 majors, 18 minors
- Facilitate new program approvals from creation to implementation
- Coordinate SSHA New Instructor Orientation every Fall
- Participate in SSHA Curriculum Committee
- Serve as Campus Contact/Liaison for SSHA Curriculum/Instructional Services



# Instructional Services Staff

**Megan Topete**

*Manager of Instructional Services*

- Undergraduate Program Creation and Revisions (catalog changes)
- Curriculum Committee Support
- SSHA New Instructor Orientation

**Angela Dixon**

*Course and Curriculum Coordinator*

- Undergraduate and Graduate Course Scheduling
- Unit-18 Lecturer FTE Calculations
- Undergraduate Course Proposals (CRFs)
- Curriculum Committee Support
- SSHA New Instructor Orientation

**Casey Delfino**

*Course Scheduler*

- Undergraduate and Graduate Course Scheduling
- Over Enrollment Forms
- Final Exams
- Grade Submissions/Deadlines
- Instructional Software Requests
- Classroom Concerns (technology or otherwise)

**Melissa Poe**

*Temp. Instructional Services Assistant*

- SSHA Curriculum Email Account
- Course Evaluations
- Independent Study Forms
- Scantron Machine Support
- Signage for Class Cancellations Due to Instructor Absence
- SSHA New Instructor Orientation
- Course Material Support for TAs and Graduate Instructors of Record

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# SSHA Event Coordination

AUSTYN SMITH, SSHA EVENTS COORDINATOR

[ASMITH37@UCMERCED.EDU](mailto:ASMITH37@UCMERCED.EDU)

[SSHA.SEMINARS@UCMERCED.EDU](mailto:SSHA.SEMINARS@UCMERCED.EDU)

209-228-2280

COB 254

UCMERCED

# Functions of our office:



SSHA Seminars Email Account



Event Requests and Coordination (Conferences, Seminars, Course-Related Events, Campus-Wide Events, Special-Request Events)



Event Consultation (Policies, Best Practices, Budget, Risk Management)



SSHA liaison to University Committees



EMS Room Reservations – Secondary Approver

# What Events do we support?

## Conferences

- Event that can be academically or community-focused, usually includes keynote speakers; can be a single day event or multiple days, depending on the schedule.

## Seminars

- Series of speakers, usually organized by a department, that take place consistently over a semester or academic year.
- Examples: Minds, Technology & Society (CIS), Economics, Sociology, Political Science, Public Health

## Course-Related Events

- Events that are directly related to specific courses that require some arrangements to be made such as parking, guest speakers for classes, or transportation for fieldtrips.

## Campus-Wide Events

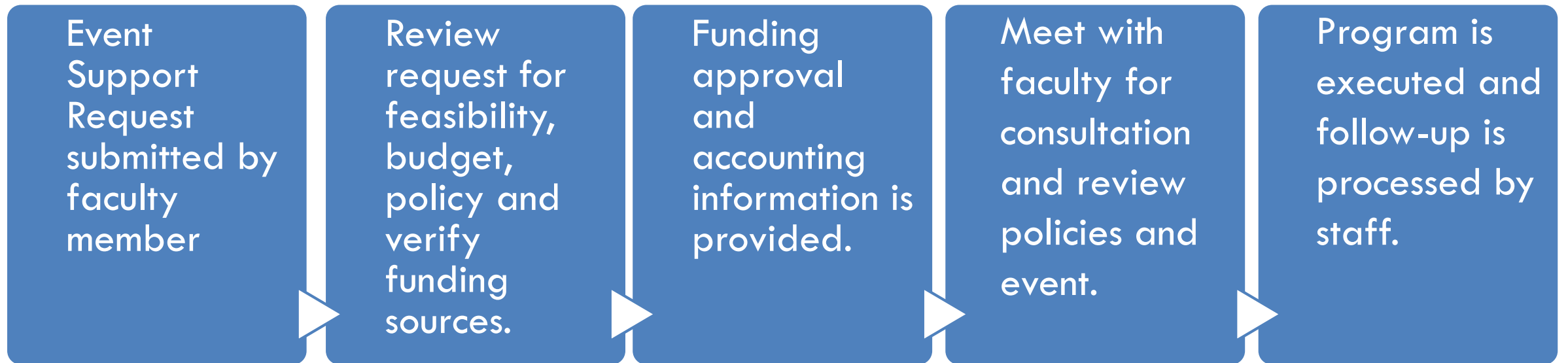
- Our office provides some staffing for large campus events such as Homecoming, Bobcat Day and Commencement, usually coordinated by the Chancellor's Office.

## Special-Request Events

- Other Events as requested that may not fit into the categories above such as community events, performances, film festivals, workshops, etc.
- Examples: Shakespeare in Yosemite (campus performance), Human Rights Film Festival, Creative Writing Workshop

\*Events are typically faculty-organized and funded by a variety of potential sources;  
SSHA Seminars does not provide funding for events & seminars.

# Event Support Request Lifecycle



# How do I request support?

- SSHA Seminars & Events Webpage:
- <https://sha.ucmerced.edu/faculty-resources/support-services-operations/events-seminars>
- SSHA Event Support Request Form:
- <https://sha.ucmerced.edu/form/event-support-request-form>



# Questions?

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