Instructional Services Functions

- Course Evaluations
- Course Material Ordering
- Student Form Processing
- 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
- 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
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)
Student emails Instructional Services Staff (I.S. Staff) via ssha.curriculum@ucmerced.edu for Over-Enrollment Form (beginning first day of instruction)

Course eligible for over enrollment: I.S. Staff completes form

Course not eligible for over enrollment: I.S. Staff informs student via email

Student obtains instructor approval signature & returns form to SSHA Reception

I.S. Staff approves request, places override, and notifies student.

Online Add Period: Student adds course online

Paper Signature Add Period: Student returns to SSHA Reception to pick up the form then brings the form to Students First Center to register for the course

I.S. Staff removes overrides

I.S. Staff denies request and notifies student.
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
SSHA Event Coordination

AUSTYN SMITH, SSHA EVENTS COORDINATOR
ASmith37@UCMERCED.EDU
SSHA.SEMINARS@UCMERCED.EDU
209-228-2280
COB 254
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?

<table>
<thead>
<tr>
<th>Conferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 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.</td>
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<table>
<thead>
<tr>
<th>Seminars</th>
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<tbody>
<tr>
<td>• Series of speakers, usually organized by a department, that take place consistently over a semester or academic year.</td>
</tr>
<tr>
<td>• Examples: Minds, Technology &amp; Society (CIS), Economics, Sociology, Political Science, Public Health</td>
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<thead>
<tr>
<th>Course-Related Events</th>
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</thead>
<tbody>
<tr>
<td>• 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.</td>
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</table>

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<thead>
<tr>
<th>Campus-Wide Events</th>
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</thead>
<tbody>
<tr>
<td>• Our office provides some staffing for large campus events such as Homecoming, Bobcat Day and Commencement, usually coordinated by the Chancellor’s Office.</td>
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<tr>
<th>Special-Request Events</th>
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<tbody>
<tr>
<td>• Other Events as requested that may not fit into the categories above such as community events, performances, film festivals, workshops, etc.</td>
</tr>
<tr>
<td>• Examples: Shakespeare in Yosemite (campus performance), Human Rights Film Festival, Creative Writing Workshop</td>
</tr>
</tbody>
</table>

*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

1. **Event Support Request submitted by faculty member**
2. **Review request for feasibility, budget, policy and verify funding sources.**
3. **Funding approval and accounting information is provided.**
4. **Meet with faculty for consultation and review policies and event.**
5. **Program is executed and follow-up is processed by staff.**
How do I request support?

- SSHA Seminars & Events Webpage:
  - https://ssha.ucmerced.edu/faculty-resources/support-services-operations/events-seminars

- SSHA Event Support Request Form:
  - https://ssha.ucmerced.edu/form/event-support-request-form