Instructional Services Office

Wednesday, July 22nd, 2020

ANGELA DIXON, MANAGER OF INSTRUCTIONAL SERVICES
CASEY DELFINO, COURSE SCHEDULER
MELISSA POE, INSTRUCTIONAL SERVICES ASSISTANT
YAZMIN COLIN, COURSE ARTICULATION ANALYST
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
- Course Articulation

- 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
  - Tentative Fall 2020 Evaluations: Nov. 30th – Dec. 11th
- Manage Course Material Ordering Process for TAs and Graduate Student Instructors of Record
- Process Independent Study Forms and Notify Students
- Set Up Trainings and Support two School Scantron Machines
- Update Instructional Services Website
- Assist in Coordinating SSHA New Instructor Orientation
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 the add/drop deadline (Census Day), we receive about 100-200 emails a day.
Course Material Adoptions and Desk Copies

- Course Material Adoptions Are Sent directly to the Campus Store via their online adoption page.
  - Contact Jon Neeper via jneeper@follett.com for questions about course material adoptions

- SSHA Provides Desk Copies to TAs and Graduate Student Instructors
  - We will provide digital or print options when available
  - Partner vendors will ship physical copies directly to TAs and Graduate Student instructors as needed

- As faculty source their own desk copies, SSHA staff can provide contact information to our site's publisher representatives as needed
Independent Study Form Process

Student finds a Senate Faculty member to work with, and completes both pages of the Independent Study Form.

Instructor signs the Independent Study Form.

Student submits the completed form to ssha.curriculum@ucmerced.edu.

Independent Study Forms must be submitted by 12:00pm on the last day to add a class.

Student submits the form to the Office of the Registrar via registrar@ucmerced.edu.

Independent Study Forms must be submitted to the Office of the Registrar via email no later than 4:00pm on the last day to add a class.

SSHA Instructional Services Staff will Check the Form for Completeness, Accuracy, and the Potential for Excess Units.

Students will receive an email once their form has been processed, or if there has been an error.

Instructors will be asked to verify their approval via email if the signature on the form is not in an approved format.

*Independent Study Forms are typically processed by staff within 2-3 days.
Instructor Signature Guidelines for Student Forms

- SSHA currently accepts electronic signatures and approvals via email for Independent Study and Over-Enrollment Request Forms.

- The following types of signatures will be accepted by our office:
  - Drawn Signatures using the Sign Tool
  - Adobe Official Digital Signature
  - Scanned Forms with a Hand-Written Signature

- In an effort to maintain integrity of the process, the following types of signatures will require additional approval steps by our office and may result in a delay in form processing:
  - Typed Signatures Using the Sign Tool
  - Plain-Text Signatures
Casey’s Functions

- Schedule Undergraduate and Graduate Courses
  - Fall 2020 (approximately 300 courses)
  - Spring 2020 (249 courses)
  - 3 Summer Sessions – Summer 2020 (83 courses)

- Final Exams

- Grades (CatCourses)
  - Mid-semester grades due Tuesday, October 20, 2020 at 12:00pm in CatCourses
  - Final grades due Tuesday, December 22, 2020 at 12:00pm in CatCourses
Over-Enrollment Form Process

Spring 2020:
- 1025 emails sent
- 695 over-enrollment requests
- 391 forms processed

Top 5 subjects requesting over-enrollment: Psychology, Economics, Public Health, Sociology and Cognitive Science
Yazmin's Functions

- Oversee the Articulation Process for SSHA
  - Course Articulation Database

- Serve as SSHA's liaison for articulation projects with the Office of Admissions and the Office of the Registrar
Angela’s Functions

- Oversee course scheduling process for Academic Year and Summer Session
  - Unit-18 Lecturer FTE Calculations & Review of course offerings
- Support Curriculum Committee
- Review and Facilitate approval of new and revised Undergraduate Course Request Forms (CRFs) – 100+ per academic year
- Facilitate SSHA revisions to the General Catalog
- Conduct SSHA New Instructor Orientation
  Serve as Campus Contact/Liaison for SSHA Curriculum/Instructional Services
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<th>Evelyn Cardona</th>
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- Academic Advising Office
- Instructional Services Office
- Graduate Services Unit
- Undergraduate and Graduate Course Scheduling
- Unit-18 Lecturer FTE Calculations
- Undergraduate Course Proposals (CRFs)
- Undergraduate Program Creation and Revisions (catalog changes)
- Curriculum Committee Support
- SSHA New Instructor Orientation
- Undergraduate and Graduate Course Scheduling
- Over Enrollment Forms
- Final Exams
- Grade Submissions/Deadlines
- Instructional Software Requests
- Classroom Concerns (technology or otherwise)
- SSHA Curriculum Email Account
- Course Evaluations
- Independent Study Forms
- Scantron Machine Support
- Signage for Class Cancellations Due to Instructor Absence
- SSHA New Instructor Orientation
- Desk Copy Support for TAs and Graduate Instructors of Record
- Course Articulation Requests
- Course Articulation Database
- Guidance and Recommendations for Faculty and Students
- SSHA Academic Advising Website
- Communications to Undergraduate Students
- SSHA Student & Instructional Services Events; Undergraduate Involvement in School Outreach Programs