

Academic and Business Support Catalog of Services
Humanities Division
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Academic and Business Services Support Catalog of Services
Humanities Division

I. CATALOG OF SERVICES

This catalog serves as the policy and process by which the Academic Services staff provides support to Humanities faculty, department staff, and the division business office. The objective of the Academic Service Centers (ASC) is to assist with the mission of educating the students, conducting research, administering the departments, and business office by providing accurate, dependable and timely business services support.

A. Service Locations & Hours of Operation

The Humanities Division supports three fully staffed offices located in Humanities 1, room 215; Cowell College, room 224; Stevenson College, room 203.

These offices are open from 8:00 AM to 5:00 PM, Monday through Friday. The offices are closed during the noon hour from 12 – 1 PM.

The Humanities Business Office Coordinator supervises the support staff.

B. Work Request Lead Time

TO COMPLETE YOUR WORK REQUESTS, WE REQUIRE A 48 HOUR
TURNAROUND.

II. SERVICE ACCESS TO DIVISIONAL GROUPS

Services are provided to: Ladder rank faculty, Senate members, LSOE, Lecturers, visiting teaching faculty, Graduate Student instructor of record (Associate-In, Teaching Fellows), Emeritus, Humanities department managers and divisional business office staff.

Limited services are provided on an “as available basis” to: non-teaching visitors (post docs, visiting scholars). Note: The host department I & R support funding will cover the following costs: office supplies, postage, paper, copy codes/cards, and associated printer costs.

Services are not provided to: graduate students, teaching assistants (not instructor of record) or research associates.

III. ACADEMIC SUPPORT

A. INSTRUCTIONAL SUPPORT:

- Classroom handouts: Post to designated website (syllabi, exams, quizzes, class assignments, instructor office hours and teaching schedules) (NEW SERVICE)
- Photocopy/Print above documents including manuscripts, book excerpts, and class rosters. Lead time required: less than 200 pages requires a 24 hour notice; 200-500 pages requires a 48 hour notice; over 500 pages - the document will be submitted to campus copier services
- E-RES – create documents and coordinate delivery of materials
- Text editing and proofreading coursework, correspondence, reports, reviews, journal articles, manuscripts, research proposals, and budgets
- Graphic Design - image edit and format
- Scan documents/graphics to e-mail or convert to PDF document
- Transparencies formatted
- Books – Assist or order course books from Bay Tree Bookstore or Literary Guillotine, request desk copies and library reserves
- Copy cards - assign to faculty. Lost cards subject to \$25 lockout fee which will be charged to the department. Teaching Assistants use of the faculty card is subject to pre-approval by the faculty.
- Readers – Submit to Copier Services for processing or staff will provide two copies; 1 for library reserves and 1 to copier services for distribution. Optional: save reader to disk.
- Provide instructor office hours and teaching schedules
- Direct printer access is available – request list of printers from ASC staff.

B. ADMINISTRATIVE SUPPORT:

- Post-doc & student letters of recommendation – process and mail with student supplied self-addressed stamped envelope, or submit electronically
- Bio-bibliographies for Humanities faculty only - update to Bio-Bib.net or provide system access information to faculty. This is a key component to faculty personnel reviews.
- Phone Messages - receive & deliver
- Correspondence - instructional only
- Mail - distribute daily campus & US mail
- Print InfoView faculty research account reports upon request (NEW SERVICE)
- Faculty contract and grant award tracking will be maintained via new a data base. (NEW SERVICE)
- CruzBuy requisition/change order processing for services. Services may include manuscript editing/indexing, translation services, and videotaping. Note: Please do not hire, either verbally or in writing, any individual vendor or acquire services until a purchase order is generated. (NEW SERVICE)
- Prepare Academic Senate (COR) form to request travel funding for conferences or to present scholarly papers. Academic Senate Website: <http://senate.ucsc.edu/>
- Reimbursements and payments – staff will assist or prepare the following:
 - Travel advance form and obtain trip number for pre-travel expenses such as conference registration, airfare or cash advance.
 - Post travel form to reconcile & claim travel advances and post expenses.
 - Direct payment form to claim research related expenses i.e. computers & supplies, books for research, office supplies
- Fax service for UC related business only
- Publications/articles faculty authored – save to CD's for faculty personnel actions or submit to Copier Services (NEW SERVICE)
- New faculty – provide on-boarding to academic support services

- ITS support – minimal support – refer to ITS Ticketing System website <http://its.ucsc.edu/itrequest/index.php> for services.

C. SPECIAL PROJECTS

Any detailed or lengthy project or task not listed above will require the review and pre-approval by the staff supervisor.

D. SUPPLIES/OTHER SERVICES PROVIDED:

- letterhead stationery and envelopes
- office supplies: pens, pencils, markers, lined tablets, scratch pads, file folders, index cards, transparencies, paper clips, scotch tape & dispensers, Post Its, mailing supplies
- postage for University related correspondence
- forms – UCSC (instructor initiated change of grade, travel, direct payment, COR applications for scholarly travel, bookstore recharges)
- confidential shred bins available
- keys for faculty office access are issued by Tony Grant located in room 403, tegrant@ucsc.edu. For lock out or forgotten keys in HUM 1 Floors 1 and 3 to 6 contact Tony Grant; HUM 1 Floor 2 contact HUM ASC staff in Room 215. For lock out or forgotten keys at Cowell or Stevenson, contact the ASC staff at those locations.
- mail holds during leaves of absence or sabbatical - will forward 1st class mail only
- print/photocopy – materials for faculty intellectual/professional activities and faculty service on committees. (Note: Print/photocopy costs will be transferred as appropriate to the individual faculty grant or to the department I & R funding support account.)

The Humanities Division does not provide funding for the following:

E. SUPPLIES/OTHER SERVICES NOT PROVIDED:

1. POSTAGE NOT PROVIDED:

- expedited mailing services, supported research, mass mailings, return of slides, films, CD's or conference related materials
- return of student papers, moves from campus, non-University business, administrative services for department, division, college
- consulting, personal correspondence, bills, packages, forwarding of non-first class mail, UC and non-UC faculty non-instructional authored materials/books
- personal mail - Campus Mail Services are exclusively for official university business. UC policy (BFB-BUS-64), UCSC policies, and Postal legal statutes preclude the use of the campus mail system for stamped and unstamped personal mail. Personal mail (such as personal bills, bank statements, personal packages/letters, and chain letters) is not considered official university business and may neither be received in campus departments nor sent out at university expense.

2. PHOTOCOPY/PRINT/FAX NOT PROVIDED:

- textbooks, conference or consulting materials, personal items, readers for distribution or sale
- student authored papers or dissertations, or materials for students other than classroom handouts (Note: Graduate students have access to the grad labs and should provide their own paper or request assistance from the department to print their thesis or dissertation.)
- personal or confidential documents

3. MISCELLANEOUS SERVICES/SUPPLIES NOT PROVIDED:

- library photocopy
- receipt of personal mail, packages
- student exam papers will not be accepted, collected or re-distributed through the ASC offices. (changed for confidentiality & security issues)
- transparencies or other office supplies for graduate students
- paper for printers located in faculty offices (Note: Please contact your department. This expense is supported by the department's I & R funding allocation.)
- office supplies for personal use
- course wait list
- conference or special project staff support for faculty/institutes/research clusters
- access and log-on to password protected sites
- saving electronic confidential materials to disk or server
- event planning
- supplies for core course instructors appointed by a college are provided by that college office

IV. DEPARTMENT ADMINISTRATIVE SUPPORT

A. Priority Assignments

Back up support will be provided on a priority basis to those department managers with limited staffing support.

- B. Academic Recruitments – Assist department managers with the logistics for candidate visits. This may include: publicity distribution, travel arrangements, accommodations, schedule meeting rooms, request catering services, complete required travel and reimbursement paperwork, entertainment reimbursements, assist with requests for exceptions to entertainment, and create requisitions in CruzBuy.
(NEW SERVICE)

- C. Website Support – Post faculty information (instructor office hours, teaching schedules) to department sites. (NEW SERVICE)

- D. Financial – Prepare requests for exception to entertainment and assist with entertainment reimbursement requests, prepare visitor travel advances and secure trip numbers from the FAST office. (NEW SERVICE)

- E. Faculty Personnel Reviews – Assist with bio-bib updates and provide department manager with CD. (NEW SERVICE)

- F. Special Projects - Any detailed or lengthy project or task not listed above will require the review and pre-approval by the staff supervisor.

V. DIVISION BUSINESS OFFICE FINANCIAL/ADMINISTRATIVE SUPPORT

- A. Financial Transactions - Enter journal transfers of expense into the Banner Financial System. (NEW SERVICE)

- B. Database Management – Manage contracts & grants information in new FM8 database. (NEW SERVICE)

- C. Faculty COR Grants - Monitor Academic Senate COR grants (scholarly travel, faculty & special research grants). Monitor charges to accounts, correct discrepancies and balance. Return unused funds at fiscal close. (NEW SERVICE)

V. DIVISION BUSINESS OFFICE FINANCIAL/ADMINISTRATIVE SUPPORT (CONTINUED)

- D. New Faculty Hire Moving Support – support business process for new faculty hires based upon campus moving policy. Process CruzBuy change orders as required. (NEW SERVICE)
- E. CruzBuy Requisition - Input CruzBuy requisitions for division.
- F. Faculty Reimbursements - Process and review all faculty travel and direct payment reimbursements for final approval by business office coordinator. (NEW SERVICE)
- G. Humanities Division Conference Rooms - Administer protocol & schedule HUM 1 conference rooms.