Faculty Information System (FIS) Distributed Support: Operational Notes

Introduction

This document accompanies the Faculty Information System (FIS) Distributed Support Model for Interfolio. To optimize the Distributed Support approach, each academic area (i.e., college or University Libraries) will have to select a small group of people to be Interfolio Coordinators. Interfolio Coordinators should have a deep level of expertise and experience handling their academic area's APT processes and be responsible for overseeing faculty affairs for their academic area, such as associate deans of faculty and their teams or similar. Once compiled, a list of Interfolio Coordinators will be shared on Ohio State's Interfolio website, and can be included on TIU-specific webpages that provide APT guidance.

Interfolio Coordinators responsibilities

- Serve as first points of contact with the FIS team to communicate about sensitive and urgent concerns
- Providing guidance about Interfolio and APT processes to their academic area's faculty and staff
- Escalating questions as needed either to the Offices of Academic Affairs and Faculty Affairs or the FIS team, depending on context
- Attending Interfolio train-the-trainer sessions and providing training and related resources to their respective academic areas
- Co-managing staff and student Interfolio accounts (e.g., submitting account requests, assigning account roles, ongoing monitoring of all assigned roles and participation in related audits, and timely communications with the FIS team when specific staff and student account access is no longer needed)
- Co-managing faculty and staff access to the Interfolio Team and its subchannels in Microsoft Teams, along with the Interfolio Staff OneNote notebook
- Ongoing engagement with the Interfolio Steering Group (ISG), either via active membership or by nominating faculty and staff from their respective academic areas for membership on the ISG

Communication paths

To streamline communications, the approaches below are strongly recommended. Cells highlighted in yellow indicate when the request should be submitted by an Interfolio Coordinator. In addition, requests for new or improved Interfolio features or workflow changes should be added to the shared spreadsheet: go.osu.edu/fis-featreq-and-issues.

Example / situation	Questions for people with faculty affairs oversight: APT/POA, OAA core dossier outline, policy interpretation, OAA/TIU requirements			Questions/topics for channel members: How to's, workflow tips and resources, best practices			Contact the FIS team	
							Requests for consults, training; topics not suited for Teams posts	Account requests Login issues Urgent problems
	Vice Provost Helen Malone	Associate dean of faculty affairs or similar	Faculty Affairs Network team	Interfolio Coordinators channel	Interfolio Staff channel	Interfolio Steering Group channel	Email to FIS team: fis-admin@osu.edu	Help request ticket: interfolio@osu.edu
Interfolio system is down				X	X			X
Does Interfolio seem slow to you?				X	X		X	
How should our people input [activity] in FAR to align with OAA requirements?		X						
How do you streamline SEI workflows?		X	X	X	X			
TIU-specific RPT template questions and requests							X	
Please delete [candidate's] RPT case							X	
Please unlock section of candidate's case		X						
Why can't our committee members see …?					X			X
Why can't our candidate see …?					X		X	
Issue moving RPT case forward to next review step							X	X