



College of Arts and Sciences (CAS) Faculty Guide

The following document contains information for new and existing faculty from the College’s Shared Service Teams Leads and is designed to assist you with navigating operational support needs within the University & College. It is meant to be used as a guide to specify each area’s focus and explain how we can assist with your need/s.

We have partnered with the Business Administrator (BA) within each Department to incorporate their invaluable feedback into this living document.

Requests from Faculty to the Shared Services Team and vice versa should always include the department BA (if it doesn’t come from the BA), as this will ensure all parties are aware and understand the status of each request. We look forward to hearing from you!

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Team Lead Contact List			
Central Service Pillar	Name	Title	Email
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Communications	Kajsa Haracz	Director of Communications	kharacz@udel.edu
Events	Coleen Popp	Director, Strategic Events	cpopp@udel.edu
Facilities	Juan Viera	Director, College Facilities and Planning	juancv@udel.edu
Faculty	Katie Holden	Manager, Faculty Administration	kholden@udel.edu
Finance & Analytics	Ashley Blumenauer	Director, Financial Operations, CAS Fin Operations	ablumen@udel.edu
HR	Ivet Tweedy	Sr. HR Director	ivetz@udel.edu
IT	Eric Cantrell	Director, College Computing Operations	cantrell@udel.edu
Sponsored Research	Nicole Buckley	Director, CAS Sponsored Programs Support	nbuckley@udel.edu
Student Success	Amy McCormick	Senior Assistant Dean	amymc@udel.edu
Undergrad. Recruitment	Alison Gondos	Undergraduate Recruitment Manager	awade@udel.edu

Academic Operations Support

The Academic Administration team acts as the liaison between shared service teams and the College’s departments, programs, and centers. They primarily work with the department’s Business Administrators, professional staff, and Chair/Director to ensure appropriate and standardized service levels and support for departmental faculty, students, and staff in the areas of financial operations, human resources, faculty life cycle administration, sponsored research, facilities, events, communications, computing operations, and academic operations. This team will work with BAs and Shared Service teams on the implementation of and training on processes and procedures. Focus groups will frequently be convened to work through system changes at the College and University level. The Academic Administration team is also responsible for covering business gaps in the absence of departmental staff.

CAS Communications

The CAS Communications Team (CAS Comms) provides timely, professional communications services and support through collaborative partnerships with CAS units, focusing on student success and adhering to industry and UD best practices.

To access any Comms services in the college, use the [CAS Communications Request Form](#), or reach out to [members of the communications team](#). You can also read more about the CAS Comms services on the CAS Operations Website, and by accessing our [document library](#).

Brand

CAS Comms works directly with the Office of Communications and Marketing (OCM) to provide branding guidance, creative services, and other communication services. The [OCM website](#) has resources on University communications brand and standards.

Branded Merchandise

If you are looking to create and purchase branded merchandise, please review the [Licensing and Trademarks](#) process. The CAS Events and Comms team collaborate to service you in this area.

Web and social media

The Digital Communications team manages content and design for public, external-facing websites in CAS, digital communications, and oversees social media accounts through strategic content planning, content creation and amplification. To update your bio on the website, or any other digital request, please use our [CAS Communications Project Request Form](#).

Creative

Creative needs— including digital graphics, video/photography needs, and print projects such as flyers, newsletters, and brochures— are coordinated by CAS Comms through the Office of Communications and Marketing.

Media Relations

Please make sure you coordinate with OCM (mediarelations@udel.edu) when communicating with a member of the press. You can learn more about the policy on OCM's [Media Relations](#) page. For questions around engaging with the media, please reach out to Communications Director Kajsa Haracz, kharacz@udel.edu.

Event Promotion

We can promote events that you manage as well as events that you are working on with the CAS Events team. Learn more about [how we promote events](#). If you or your department is hosting an event, and you want to list it on the department website, please submit a [CAS Communications Project Request Form](#), and click “Events Communications”.

Undergraduate Recruitment Communications

Working with the CAS Enrollment Management Team and the Admission Office, CAS Comms develops collateral materials, creates, and schedules blast communications to prospective and admitted students, and helps departments create event registration opportunities on the Admission SLATE platform.

CAS Events

The CAS Events team provides creative and logistical support through strategic partnerships with CAS departments, units, and centers while adhering to industry and UD best practices. The team will design and implement an event strategy with a focus on individual event goals and also highlight student, faculty, and staff success. The Events team will provide support and guidance to manage event operations for all CAS in-person, virtual, or hybrid events such as:

- Faculty Lectures or Speaker Series
- Lunch and Learns for Faculty and Students

- Panel Presentations
- Networking Receptions
- Student Engagement and Recruitment Events
- Alumni Outreach and Fundraising Initiatives in partnership with Department and Alumni Relations
- Off-Campus Functions or Sponsored Events

Types of Support the CAS Events Team Provides:

The Events team member assigned to your event will provide guidance and support to your department point of contact and help connect them to available resources for tasks like:

- Assistance with securing a [Venue](#)
- Coordination and Room Set-Up
- Food and Beverage Menu Selection
- Creating or Managing Virtual Meeting Set-Up
- Coordinating University Media Services (UMS)
- Securing UD Mover services
- On-site Event Management
- Liaison with CAS Communications Team for Event Promotion
- Negotiating Vendor Contracts
- Securing a Keynote Speaker
- Executing Sponsorship benefits

Event Management Guidelines:

Chairs and Directors, Business Administrators, Academic Coordinators, or Faculty Members may access the Event team by submitting the [Event Request Form](#) or by contacting any member of the events team via phone or email. Once a request has been received, the Director and CAS Strategic Events will review and assign a member of the team to be the event contact.

Generally, events will be assigned based on audience type and size as described below:

EVENT TYPE	Audience	Size	Events Team Contact
Internal, Department-Level Event	Current UD Faculty and Students	Under 100 attendees	Events Coordinator
Internal, Department-Level Event	Current UD Faculty and Students	Over 100 attendees	Events Manager

External, Department-Level Event	UD Faculty and Students, Alumni, UD Community	Under 100 attendees	Events Coordinator
External, University-Wide Event	UD Faculty and Students, Alumni, UD Community	Under 100 attendees	Events Coordinator
External, University-Wide Event	UD Faculty and Students, Alumni, UD Community	Over 100 attendees	Events Manager
External, Public Facing Events	Prospective Students, Donors, Political Officials, VIP's	All Sizes	Director, Strategic Events
Branded SWAG			Events Coordinator

Click [here to contact members of the CAS Event Team](#).

CAS Facilities

The CAS Facilities team provides support to space issues that arise across our 60+ buildings. Our team is here to provide solutions for each department, center, or program within Arts & Sciences. We work in collaboration with our central partners and outside vendors to maintain our CAS spaces.

Access to a building

For many faculty, your access for your building will be set up through your Business Administrator. This will include things like keys or card access. If you have an issue with access, feel free to contact our group so we can assist where needed.

Setting up your office or lab

Our team wants to make sure your start at UD is a productive one. We can work with you on making sure your office or lab is setup to your needs. This can be as simple as providing a new office chair to more complex lab equipment installations. Our team is here to provide professional support through our internal team or through our relationship with UD approved vendors.

Issues with your space

There could be times where an issue/s may arise in your space. UD has a system to report space issue from a light bulb being out to power outage. Any member of the UD community can place a [FixIt](#) for non-chargeable work. If you are unsure if this is a [FixIt](#), a chargeable request, or the issue has not been resolved, feel free to reach out to our team for support.

Faculty members may access CAS Facilities team by contacting any member of the team via cas-facilities@udel.edu. Once a request has been received, the Director will review and assign a member of the team to your request or project. We may review the request with your department to verify it aligns with their priorities.

CAS Faculty Administration

The CAS Faculty Administration is here to assist you navigate through the life cycle of your career at UD and can help with the following:

- Faculty Recruitment (launching approved searches through offer letter preparation to complete hiring process).
- Promotion and Tenure
- Peer Reviews
- Appointment Letters
- Sabbaticals
- General faculty questions/concerns

Please email us at CAS-facultyadmin@udel.edu for assistance with any of these topics.

CAS Finance & Analytics

The CAS Finance & Analytics team assists with procurement, payments, and financial analysis at every level and works to ensure correct processing and compliance with University and Sponsor requirements. In addition, they are responsible for providing and overseeing funding, budgeting, and planning for CAS faculty. Please contact the team using CAS-financialops@udel.edu with any requests and inquiries.

Financial System

The UD financial system is titled “UDDataGlance” and is available at www.udel.edu/udataglance. For access, please contact your department’s business administrator, who will contact Finance and Analytics to request the appropriate purpose code/s.

Startup Funds

Faculty startup funds (which tie to the offer letter) are deposited as spent into a purpose code established for the faculty member. If there isn’t an end-date for startup funding indicated in the offer letter, the standard timeframe is 5 years. If the funds are not spent by the end date, Finance and Analytics will request a spending plan and the approval of the appropriate Associate Dean. For questions about your purpose code, contact your department’s business administrator.

How To Request a UD Credit Card

UD uses SAP Concur for procard management. UD procards are intended to support you in business travel and in the purchasing of goods less than \$5,000. You can request a UD procard directly through the [Concur website](#).

Once you begin using your procard, the Financial Operations team can provide support and training to help you manage your Concur charges. Please reach out to cas-financialops@udel.edu for assistance.

How to Purchase Supplies

The University has established relationships with vendors to allow for direct purchasing and preferred pricing through the University's 'procure to pay' system catalog, called UDEExchange. These vendors include Amazon, WB Mason, Fisher Scientific, Bio-Rad, Chemglass, Agilent, and others. Once you are ready to buy, reach out to cas-financialops@udel.edu for training and guidance.

How to Purchase Equipment and Non-contractual Services of \$5,000 or Greater

If you need to buy equipment or services totaling \$5,000 or greater, the Financial Operations team will submit a requisition. Just email cas-financialops@udel.edu and include the following information:

- Description of the equipment/services needed
- Cost and funding source
- Vendor name and contact information
- Any quotes received from possible vendors (refer to [UD's Quote Guidance](#)) [additional documentation may be needed depending on what quote details are provided for equipment/services \$10k and above]

How to Initiate a Contract for Services

If you need services requiring a contractual agreement, please email cas-financialops@udel.edu with the below listed information. We will work with the vendor to ensure the contract meets UD standards and is properly routed for review and signature.

- Scope of Work (i.e. a full description of the services and terms/conditions)
- Cost and funding source
- Vendor/contractor name and contact information
- Any drafted contract/related documentation

How to Pay an Individual

Payments to individuals commonly include honoraria, award payments, participant incentives/support, speaker fees, and student stipends. To pay an individual, UD requires completion of appropriate tax forms (e.g. W-9/W-8). Please reach out to cas-financialops@udel.edu for assistance as needed.

Here are a few tips on the distinct types of payments:

- **Honoraria** payments serve as a thank for time and talent when pay is not required or negotiated
- **Award payments** require an award letter to the recipient
- **Participant incentives** are specific to human subjects for involvement in a clinical trial

- **Participant support** payments are provided to study participants or workshop attendees, for example, to support direct costs, such as stipends/travel/registration fees in connection with conferences/symposia/training projects
 - **Payments to non-resident aliens** are subject to 30% withholding
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CAS Information Technology

The CAS Information Technology (IT) department is responsible for the oversight and installation of all technology within the CAS. If you require any assistance with technology related concerns, please contact your dedicated IT specialist first.

Contact your IT specialist so they can establish the following set up for you:

- UD email (if you haven't already done so through HR's onboarding)
- Document storage and/or backup
- Devices, like cellphones, to the UD wireless network
- WebEx (if you have a phone line)
- Your personal Zoom room
- Multi-factor authentication for your UD account and devices, which can be accessed through the link below:
 - [MyUDSettings](#)
 - For information about Multi-factor authentication, please review this link: [2FA & MFA](#)
- Access to any shared email resources, such as shared mailboxes, calendars, and contact lists
- Access to any shared digital storage, such as Google or O365

Your CAS IT Representative can help with future IT purchases for your office or lab and should serve as a resource and guide for your UD IT computing need.

Please visit the [Responsible Computing at the University of Delaware](#) for specific details.

CAS Sponsored Research

Managing the business aspects of research takes a team of experts. The CAS Sponsored Programs Administration team works closely with the [University of Delaware Research Office](#) to support investigators in all aspects of research administration such as providing sample proposal templates, preparing a budget, internal proposal routing, subcontract information/contracts and more.

Notifications:

Please notify your Grants Analyst (GA) [CAS Grants Team Members](#) ASAP if you:

1. Have awards from your previous organizations that need to be transferred
2. Plan to apply to a new solicitation/RFP

A corresponding timeline and checklist will be developed as needed to outline expectations.

Research Office Resources:

1. Pre award = [Proposal Development Guide](#)
 - Budget Justification Guidelines include resources for Personnel, Fringe, Travel, Participant Support, Other Direct Costs, F&A (excludes tuition/part spt/>\$25k of subaward), Cost-Share/Match and Program Income
 2. Post award = [Grant Management Guide](#)
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CAS Student Success Center

The CAS Student Success Center (SSC) provides information and answers to any question/s related to advising, academic services, and co-curricular coaching for undergraduate students. You can contact the SSC through as-advise@udel.edu.

Information for all faculty members

The CAS Student Success Center (SSC) is made up of:

- Two Advising and Academic Services (AAS) teams
 - One serving bachelor's degree program students on our main campus in Newark
 - One serving associate's degree program students on our three AAP campuses in Wilmington, Dover, and Georgetown
- One Co-Curricular Coaching team
- One team of administrative assistants

The **Advising and Academic Services** (AAS) teams help students succeed by assisting them with:

- Academic advising, for both short-term and long-term academic planning, for CAS first year and sophomore students
- Questions about University and College degree requirements, excused absence notifications, Transfer Credit Evaluation Forms, and academic concerns due to extenuating circumstances

The **Co-Curricular Coaching** (CCC) team helps students succeed by connecting them with:

- Mentors
- Research opportunities
- Internships
- Academic support resources

Information for Faculty Members who will be assigned as advisors to undergraduate students

- Contact the CAS Student Success Center (SSC) to find out who your liaison is in our office. The general email is as-advise@udel.edu. We are happy to work with you.

- Use these resources to learn more about advising practices, policies, tools, and resources at UD:
 - CAS [Student Success Center](#) (SSC)
 - UD [Advising Central](#)
 - UD [Blue Hen Success platform](#)- This is used for communicating with students, sending appointment campaigns, scheduling advising appointments, recording advising notes, sending referrals, etc. For training or other questions, please email advisingcentral@udel.edu
 - UD [Undergraduate Catalog](#)– updated yearly in June.
 - UD [Registrar’s Office](#)– Advisor Resources

For any questions for the CAS SSC team, please email as-advise@udel.edu or [contact a member of the team](#).

CAS Undergraduate Recruitment

The Enrollment Management Team (EMT) led by Alison Gondos, Undergraduate Recruitment Manager, oversees the implementation of all recruitment strategies for the College. The EMT works closely with the Student Success Center, department leadership, Events, Communications, and UD’s Admissions Office to increase the quality and quantity of the College’s applicant pool, increase yield to CAS programs, and to prevent melt. EMT members include: the Chief of Staff, Sr. Events Director, Communications Director, and Communication Specialist.

Recruitment Events

In the fall, there are three Blue & Golden Saturdays that welcome prospective students and families to campus to highlight the best UD has to offer. During the day, CAS hosts an academic session that welcomes all interested students and families to see CAS in action, with several open house style sessions and an opportunity to meet faculty and staff in the college. In the Spring, three Decision Day Saturdays welcome admitted students to the college.

Recruitment Communications

Working with the CAS EMT and the Central Admissions Office, CAS Comms develops collateral material, creates and schedules blast communications to prospective and admitted students, helps departments create event registration opportunities on the Admissions SLATE platform, and updates the [Major Finder website](#).

Admissions Resources

- [UG Admissions Process deck](#)
- [Admissions website](#)
- [Admissions glossary](#)
- [Major Finder Website](#)

For any questions, or for more information, please contact Alison Gondos, awade@udel.edu.