



## College of Arts and Sciences (CAS) Faculty Guide

The following document contains information for new and existing faculty from the College Operations Team 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 needs.

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 College Operational Teams 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  |
|-------------------------|-------------------|--|--|
| Academic Administration | Jeff Rybicki      | Director, Academic Operations Support        | <a href="mailto:jrybicki@udel.edu">jrybicki@udel.edu</a> |
| Communications          | Kajsa Haracz      | Director of Communications                   | <a href="mailto:kharacz@udel.edu">kharacz@udel.edu</a>   |
| Events                  | Coleen Popp       | Director, Strategic Events                   | <a href="mailto:cpopp@udel.edu">cpopp@udel.edu</a>       |
| Facilities              | Brian Miani       | Director, College Facilities and Planning    | <a href="mailto:brianjm@udel.edu">brianjm@udel.edu</a>   |
| Faculty                 | Katie Holden      | Manager, Faculty Administration              | <a href="mailto:kholden@udel.edu">kholden@udel.edu</a>   |
| Finance & Analytics     | Ashley Blumenauer | Director, Finance & Planning                 | <a href="mailto:ablumen@udel.edu">ablumen@udel.edu</a>   |
| HR                      | Ivet Tweedy       | Sr. HR Director                              | <a href="mailto:ivetz@udel.edu">ivetz@udel.edu</a>       |
| IT                      | Eric Cantrell     | Director, College Computing Operations       | <a href="mailto:cantrell@udel.edu">cantrell@udel.edu</a> |
| Sponsored Research      | Nicole Buckley    | Director, CAS Sponsored Programs Support     | <a href="mailto:nbuckley@udel.edu">nbuckley@udel.edu</a> |
| Student Success         | Amy McCormick     | Senior Director, Student Success Center      | <a href="mailto:amymc@udel.edu">amymc@udel.edu</a>       |
| Undergrad. Recruitment  | Alison Gondos     | Senior Assistant Dean, Enrollment Management | <a href="mailto:awade@udel.edu">awade@udel.edu</a>       |

## **Academic Operations Support**

The Academic Operations Support team acts as the liaison between all College Operational 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 administration, sponsored research, facilities, events, communications, computing operations, and academic operations. This team will work with BAs and College Operational 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 Operations Support 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 Kajsa Haracz, director ([kharacz@udel.edu](mailto:kharacz@udel.edu)). You can also read more about the CAS Comms services on the CAS Operations Website.

**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](mailto: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 about engaging with the media, please reach out to Communications Director Kajsa Haracz, [kharacz@udel.edu](mailto: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. Please add all events to the [UD Events calendar](#), and, for additional support, 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 and promotional opportunities on the Admission SLATE platform.

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## **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](#).

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## **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 may arise in your space. UD has a system to report space issues 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 the CAS Facilities team via [cas-facilities@udel.edu](mailto: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.

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## **CAS Faculty Administration**

The CAS Faculty Administration team is here to assist you in navigating 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](mailto:CAS-facultyadmin@udel.edu) for assistance with any of these topics.

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## **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](mailto:CAS-financialops@udel.edu) with any requests and inquiries.

### **Financial System**

The UD financial system is titled “UDataGlance” and is available at [www.udel.edu/udataglance](http://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, Finance and Analytics can provide support and training to help you manage your Concur charges. Please reach out to [cas-financialops@udel.edu](mailto: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 UDExchange. 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](mailto: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, Finance and Analytics will submit a requisition. Just email [cas-financialops@udel.edu](mailto: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](mailto: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](mailto:cas-financialops@udel.edu) for assistance as needed.

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

- **Honoraria** payments serve as a thanks 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 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
- Connecting 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.

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## **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.

If you plan on submitting proposals, please complete a [Conflict of Interest Disclosure Form](#) and review the required mandatory training materials that accompany the form.

### **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 questions related to advising, academic services, and co-curricular coaching for undergraduate students. You can contact the SSC through [as-advise@udel.edu](mailto: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 Secondary Education 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, documented 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:

- Research opportunities
- Internships
- Academic support resources

The **Secondary Education** team supports students seeking a degree in one of these disciplines while earning

licensure that will allow them to teach:

- English (grades 7-12)
- Mathematics (grades 7-12)
- Music (grades K-12)
- Science (grades 7-12)
- Social Studies (grades 7-12)
- World Languages (grades K-12)

### **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](mailto: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 [EM-initiatives@udel.edu](mailto:EM-initiatives@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](mailto:as-advise@udel.edu) or [contact a member of the team](#).

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## **CAS Undergraduate Recruitment**

The Enrollment Management Team (EMT) led by Alison Gondos, Senior Assistant Dean of Enrollment Management, 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](mailto:awade@udel.edu).

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