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Audio/ Visual Equipment and Media Center

Requests for A/V equipment owned by SOLES can be addressed to:

WILLIAM HOAGLAND

Audio Visual Technician and Support Specialist

MRH 105, (619) 260-7576, whoagland@sandiego.edu

SOLES has 13 handheld video recorders, 2 portable LCD projectors, and 3 portable projection screens available to staff and faculty for check-out.

Instructional Media Services (IMS)

<http://www.sandiego.edu/its/resources/media/>

The University of San Diego provides a wide variety of media services and support to faculty, staff, students, the campus, and the community through the Instructional Media Services group. Some of the services provided by IMS include: production of video tapes, digitization of video for Internet or intranet use, creation of video for CD/DVDs, documentation of events and lectures, and provides assistance to students. In addition to video production, we provide print and non-print graphic design services.

Online Tutorials

<http://www.sandiego.edu/its/resources/media/tutorials.php>

Requests for audio-visual equipment not owned by SOLES can be made through your program's administrative assistant, or directly to the Media Center (260-4567).

Media Center

<http://www.sandiego.edu/its/resources/media/>

Phone: 619-260-4567

Location: Maher 186 (Basement – East Wing)

Hours

Fall & Spring: Monday – Friday: 8am – 7pm

Intersession & Summer: Monday – Friday: 8am – 5pm

Equipment Inventory

<http://www.sandiego.edu/its/resources/equipment/inventory.php>

Copley Library Reserves

The SOLES library liaison, Lisa Burgert, is available to provide library instruction, library orientation, consultations, reference assistance, develop course specific subject guides, purchase materials, and more. Contact her at lburgert@sandiego.edu, (619) 260-2695, or during office hours Wednesdays from 4 to 6 pm in SOLES 122B.

Copley Library website is available at <http://www.sandiego.edu/library>.

Hours

- Copley Library is open 7 days a week.

- Check the website for current hours at <http://www.sandiego.edu/library/about/hours.php>

Library Catalog

- The collection of books, DVDs, dissertations can be searched via “SALLY,” the online library catalog at <http://www.sandiego.edu/library/>
- Express Books is a new service! Library staff will retrieve materials for you and have them waiting at the circulation desk. Click “Request It” in the catalog. Allow 24 hours.
- Loan policies at http://www.sandiego.edu/library/about/policies/loan_policies.php

Online Databases

- New databases include: Education Source, Psyc Therapy (videos), and Psyc Tests.
- Copley Library provides access to over 150 online databases with access to abstracts, full-text articles, news articles, videos, dissertations, book chapters, and more <http://www.sandiego.edu/library/find/databases/subject.php>
- Log in with your MySanDiego user name and password.

Reference Assistance

- Librarians are available in person, by text-message (619) 727-6652, email, phone (619) 260-4765, and by appointment. <http://libanswers.sandiego.edu/>

Reserves

- Requests are processed on a first-come, first-served basis so you are encouraged to submit requests at least two weeks before the beginning of the semester.
- Find Online Reserve Request Forms, Electronic, and Physical Reserves Information at <http://www.sandiego.edu/library/services/reserves.php>
- Contact Christopher Marcum, Reserves and Reference Assistant reserves@sandiego.edu or (619) 260-5973.

Interlibrary Loan

- Copley Library provides Circuit, Rapid ILL, Get it Now, and an interlibrary loan (ILLiad) service to quickly obtain access to materials from other collections. http://www.sandiego.edu/library/services/interlibrary_loan.php
 - **Circuit**
Obtain available print materials from SDSU, UCSD, CSU San Marcos, San Diego County, and San Diego Public libraries. Click the link to Circuit in the upper right corner of the catalog. <http://libanswers.sandiego.edu/a.php?qid=452407>
 - **ILLiad**
Copley Library will request books not available from Copley or Circuit from other institutions. Follow the link to “World Cat” in the catalog or request a title at http://www.sandiego.edu/library/services/interlibrary_loan.php
 - **Rapid ILL**
If Copley Library does not have access to the journal article or book chapter needed, complete the request form to have the material electronically delivered to you. http://www.sandiego.edu/library/services/interlibrary_loan.php
 - **Get It Now**
Available to faculty, 5 times per year, when the library is closed. The service provides nearly instant access to an article. Click “Check USD for Full Text Availability” and follow the link to “Get It Now.”

Contact Alexander Moran, Head of Interlibrary Loan at moran1@sandiego.edu or (619) 260-2364.

Emergency Procedures

Accident Reporting Procedures

Required by the University of San Diego:

REPORT IMMEDIATELY ALL EMPLOYEE AND STUDENT WORK RELATED ACCIDENTS AND ILLNESSES, REGARDLESS OF SEVERITY, TO:

PUBLIC SAFETY

(619) 260-2222 (Emergency) -OR- (619) 260-7777 (Non-Emergency)

HUMAN RESOURCES

(619) 260-4377

The Department of Public Safety will:

- Provide immediate first aid if necessary and transportation to Campus Health Center.
- Provide transportation or arrange for emergency medical transport if injuries require medical care beyond services provided by Campus Health Center.
- Complete the Safety/Security injury report. Copy will go to Human Resources.
- Provide the victim's supervisor with a supervisor's injury report ([Supervisor's Report of Work Injury](#)), which is to be completed by the supervisor and *promptly* returned with all copies to Human Resources.

THE ABOVE TWO REPORTS ARE THE ONLY AUTHORIZED REPORTS FOR JOB RELATED ACCIDENTS OR ILLNESSES.

Supervisor's Responsibilities:

- Contact Public Safety immediately when an on-the-job accident occurs.
- Complete and return the Supervisor's Report of Injury to Human Resources immediately.
- All questions should be answered in full.
- All time lost due to an on-the-job accident must be reported to Human Resources immediately.
- Be observant of potential accident facilitators in your area. Correct where possible and communicate to employees the proper method of protection and use.

Accidents Involving Students and Visitors:

A student or visitor who has had an accident and needs emergency medical attention and/or requires other assistance should call the Public Safety emergency number at ext. 2222. For non-emergencies, call ext. 7777. The responding officer will assess the situation, coordinate assistance and write a report.

Required by OSHA:

A report on all job related accidents and illnesses that require medical treatment (other than first aid) administered by a physician or by registered professional personnel under the standing orders of a physician is required by OSHA. Medical treatment does not include first aid treatment (one-time treatment and subsequent observation of minor scratches, cuts, burns, splinters, and so forth, which do not ordinarily require medical care) even though provided by a physician or registered professional personnel.

Consequences if above reports are not made or injuries not treated:

Victims Supervisor:

- Possibly subject to criminal prosecution by OSHA
- Possibly subject to liability lawsuit by victim

Department Head:

- Possibly subject to criminal prosecution by OSHA
- Possibly subject to liability lawsuit by victim

University:

- Possibly subject to criminal prosecution by OSHA
- Possibly subject to liability lawsuit by victim

Reporting Procedure by Human Resources:

- Report to Worker's Compensation insurance carrier injuries and illnesses involving medical expense.
- Report to Worker's Compensation insurance carrier all time lost by employee and/or student workers related to an on-the-job accident.
- Report serious injuries and fatalities by telephone or telegraph to the Division of Occupational Safety and Health.
- Post annual summary of occupational injuries and illnesses in a place where notices to employees are customarily posted. The report shall be posted no later than February 1st and remain in place until March 1st.

Any Questions or Problems, call:

Human Resources 619-260-4594 and/or Public Safety 619-260-7777

Office Procedures

Communication with Students

It is the policy of the University of San Diego to use only the official sandiego.edu email address for correspondence. Faculty should use their sandiego.edu account for corresponding with students and require students to do the same.

Examination of a Textbook/Desk Copies

In order to obtain an examination or desk copy of a textbook you must contact the textbook publisher. Examination copies must be returned within the publisher's stated time frame, if not adopted for the course. Desk copies may be obtained free of charge if you have already adopted the textbook for your course. Note: You will not be reimbursed for any textbook purchases without pre-approval from the department or program chair. For more information please contact the department's assistant.

Ordering Textbooks

The Higher Education Opportunity Act requires USD to disclose information about textbooks and supplemental materials to students at the time they register for classes. Thus in order to comply with the law, USD faculty must turn in their textbook and supplemental material orders by the first day of pre-registration for that term. Additionally, it is beneficial to USD students for faculty members to turn their orders in early. This allows the bookstore to explore the option of rental textbooks for a class (which is often the cheapest possible option for the students) and to pay students more for their textbooks at book buy-back time if the textbook is being used again the following term. It also allows students time to shop around for the best prices.

The Torero Store sends textbook requisition forms to professors and/or the department prior to the ordering deadline. You can also place a textbook order by sending an email with the pertinent information to **textbook@sandiego.edu**. If you would like to review a desk copy of a textbook, submit your request on the publisher's web site.

Course Packs: In accordance with federal law, copyright permission must be obtained for copyrighted citation(s) included in course packs. The process involves a lot of legwork. Permissions are held either by publishers or individual authors, and royalties generally must be paid to the rights holder. It is essential that course packs are requested at the same time that textbook orders are requested. This leaves enough time to handle any copyright-related obstacles that arise and helps to have course packs ready for students.

USD Bookstore Website: <http://www.usdtorerores.com/>

Parking Permits & Information

For a complete list of USD parking rules and regulations, including information about permits and fee schedules, please visit the Parking Services website, <http://www.sandiego.edu/parking>. Click on the link for the Rules & Regulations document (PDF) version to view the policies.

Photocopies

Faculty can perform **smaller copying jobs on the School of Leadership and Education Sciences photocopiers**, located on the premises. If you need larger quantities, please submit materials to your executive assistant along with a completed Print Shop requisition form (found on the following website http://www.sandiego.edu/copy/documents/copy_requisition.pdf). You may also submit the form and the materials to be copied via email (send to: usdcopy@gmail.com) Simple orders should take less than a week. Complicated orders (i.e., special paper or binding requests) should take less than two weeks. The USD Print Shop also provides free delivery on campus for completed orders. **Please note that it may take two days to process hand-delivered Print Shop**

requests. Remember that your respective executive assistant provides administrative support to several of your colleagues; therefore, allow appropriate time for processing these requests.

Supplies

Please ask your executive assistant for any supplies you need. Keep in mind that supplies are ordered with cost efficiency in mind. The university receives discount pricing through contracts with specific vendors, utilizing a preferred vendor system with which great discounts are given for many basic office supplies. **It is for this reason that SOLES does not reimburse for supplies purchased with personal funds.**

Telephone Calls

Personal long-distance calls should not be made on office telephones except in emergency circumstances. If any such calls are made, you will be asked to reimburse the budget when the charge comes in.

For budgetary reasons, long-distance telephone calls costs or costs reflecting an unusual expense will be monitored. Faculty should be prepared, if asked, to justify the expense.

Payment Card Transactions

In order to remain in compliance with the Payment Card Industry Data Security Standard (PCI DSS), a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment, SOLES employees who process credit card payments for events or miscellaneous activities must read, understand and comply with the University Cash and Treasury Procedure 3.0, Credit Card Merchant Operational Procedures and Information Security Requirements.

Office Hours

Faculty members are expected to schedule 5 office hours per week. Please post your office hours schedule on your door. Specific hours must be listed; “by appointment” is not sufficient.

Office hours should be scheduled to accommodate students. The [Faculty Directory Information](#) form must be completed prior to the first week of classes each semester. Please return it to your program administrative assistant.

Out of Town Procedures

All faculty who are expecting to be out of town during normal office or class hours, should complete an [Out of Office](#) form and give it to the program administrative assistant who will then e-mail this information to staff and administrators as appropriate.

Procedures for mail when faculty are on sabbatical or other extended leaves of absence:
 In order to ensure that items such as student paperwork or departmental mail are addressed in an appropriate and timely manner, when a faculty member is out of the office for an extended period of time, the executive assistants will monitor the mail. If an item comes in that looks like it may need immediate attention, the assistant will bring the item to the department chair or program director with the faculty member's prior permission. The Director/Chair will determine whether the item should be opened or if it can wait until the faculty member returns. In order to keep the mailboxes from over filling, executive assistants will periodically move the non-urgent items to the faculty member's office.

Outside Employment

Each full-time faculty member must file a report via the [Outside Employment Form](#) for the year (even if there is none). This form will be collected by the Dean, Associate Dean, or Department Chair at the time of collecting Faculty Planning Reports.

Room Scheduling

Schedule Requests:

The School of Leadership and Education Sciences building Mother Rosalie Hill Hall is available for scheduling classes, events, meetings, and workshops. Academic course scheduling is handled through our academic scheduling process. Please contact your department for specific questions.

- **Space requests for events, meetings and workshops should be made via the online form found on the SOLES facilities webpage:** <http://www.sandiego.edu/soles/about-soles/facilities/>

For more information, please contact the Event Scheduler at mrhevents@sandiego.edu.

Space and Capacity:

The following is a table of rooms located in the MRH building. The table provides information regarding the capacity and square footage of each room.

Space Name	Formal Name	Capacity Limit	Square Footage
MRH -107	MRH 107 - Seminar Room	12	375.0
MRH -127	MRH 127 - Methods and Video Conferencing	28	1,307.0
MRH -131	MRH 131 - Classroom	28	706.0
MRH -133	MRH 133 - Classroom	28	705.0
MRH -135	MRH 135 - Classroom	24	755.0
MRH -137	MRH 137 - Seminar Room	16	419.0
MRH -139	MRH 139 - Seminar Room	16	432.0
MRH -141	MRH 141 - Seminar Room	16	402.0
MRH -145	MRH 145 - Classroom	24	601.0
MRH -147	MRH 147 - Seminar Room	12	392.0
MRH -201	MRH 201 - Classroom	24	733.0

MRH -207	MRH 207 - Seminar Room	10	239.0
MRH -211	MRH 211 - Classroom	30	768.0
MRH -216	MRH 216 - Classroom Lab (walk-in)	32	973.0
MRH -214	MRH 214 - Classroom Lab	24	760.0
MRH -116	MRH 116 - Auditorium	188	3,485.0
MRH -102	MRH 102 - Executive Classroom	60	2,042.0

In addition, the following areas are available for banquets and receptions.

Other Available Space:

Space / Formal Name	Space Capacity Sit Down Meal*	Space Capacity Reception	Square Footage
Sala, Bishop Buddy	70	115	1,400
West Plaza	300	500	6,000
Parkman Plaza	100	165	2,000
Inner Courtyard	65-75	123	1,690
Hilton Loggia	N/A	85	1,077

**For banquets furniture rental is required*

Security

1. If you are going to be absent from your office for any length of time, be sure to lock the door.
2. If you are in the building late at night or on the weekends, please make sure the outside doors are locked when you depart.
3. Report any suspicious activity in the building to Security (7777) immediately, especially when the University is not in session. If you have an emergency, dial 2222. In the event of a natural disaster or other event that results in a major telephone system failure you may use one of the two lines listed below:

619-294-7654 or 619-297-9044

These lines operate independently of the campus telephone system and are permanent outside lines that are part of the University's emergency communications system.

4. Keep all equipment of value locked up when not in use.
5. Do not give keys to your office or other rooms assigned to you to unauthorized persons. Persons who are authorized to have keys include faculty members, certain graduate workers, and administrative assistants.

SOLES Website Update Policy

The content and accuracy of information on the SOLES website is the responsibility of designated program directors, center directors or administrators. The following page lists the designated maintainers who are responsible for reviewing the content and information for each assigned section, and they must ensure that their website sections are accurate and up-to-date. The maintainers provide changes and updates to the publishers who will then make the changes to the website. If any member of the faculty needs assistance with posting any changes or updates, they should consult with the maintainer for their center or department, who will work with web developer for SOLES, John Callery, to update the information. The maintainers and publishers will make every effort to maintain the consistent look and feel of the site by strictly adhering to the style guide endorsed by the University.

After receiving the necessary training, maintainers will be able to make content changes to existing pages and create new pages as requested. Requests for additional pages will need to be approved by the department chair, program director or appropriate party and John Callery. For programs that do not have assigned maintainers, the assistant dean will handle approvals and the web developer will orchestrate updates.

Faculty, staff and administrators may turn in request for updates to the maintainer(s) of their respective programs or the web developer at any time. Depending on the type of submission, maintainers and the web developer will use their discretion as to how immediately the changes can be made. Upcoming events and updated student information will have priority.

SOLES Website Responsibilities

Revised: July, 2014

Maintainers: Reviews the content and information for each assigned section and ensures information is accurate and up-to-date; makes all edits and changes to the website.

Content Person(s): Reviews the content and information for each assigned section and ensures information is accurate and up-to-date; provides changes and updates to the Update Person(s).

Publishers: John Callery, Linda Dews, Devon Foster

Web Developer: John Callery, ext. 4929

University Web Coordinator: Joy Brunetti

Website Section	Content Person(s)	Maintainers
SOLES Home, Dean's Office, About SOLES	Linda Dews	Sonya Mohamed/Elaine Poeu-En/Kathleen Coughlan/Nikki Cibrian
Credentials	Andrea Estrada	Elaine Poeu-En
Assessment	Karen Lee	Elaine Poeu-En
Academic Programs		
Nonprofit Leadership Alliance	Teresa Van Horn	Heather Gibb
Counseling	Ana Estrada	Lindsay Dyer

Joint Doctorate	Jerry Ammer	Sergio Rodriguez
Doctoral Program	Cheryl Getz/Beth Garofalo	Heather Gibb/ Beth Garofalo
Leadership Studies	Cheryl Getz/Beth Garofalo	Heather Gibb/ Beth Garofalo
Marital and Family Therapy	Todd Edwards	Lindsay Dyer
Nonprofit Leadership & Management Program	Pat Libby/Jennifer Yebba	Jennifer Yebba
Department of Learning and Teaching	Lea Hubbard/Sergio Rodriguez	Sergio Rodriguez/Maria Menezes
All Admissions Sections (including deadlines and interview dates) for all Academic Programs	Tim Council	Tim Council/Peter Sterk
Institutes and Centers		
MTLC	Devon Foster	Polly Traylor/JoAnn Raimond
ELDA	Janice Cook/Peg Basom	JoAnn Raimond
CDC	Ed DeRoche	CJ Maloney
CEPAL	Devon Foster	Polly Traylor/JoAnn Raimond
Leadership Institute	Terri Monroe	Beth Garofalo
Manchester Family Child Development Center	Jacqueline Kennedy	Karen Rado
Caster Center for Nonprofit and Philanthropic Research	MJ Schumann	Jennifer Yebba
SOLES Global Center	Linda Dews	Mara Vicente
Other Sections		
Faculty Administrative and Biographies	Program / Administrative	Elaine Poeu-En
	Assistants	
SGSA	Linda Dews	Elaine Poeu-En
Current Students & Services	Linda Dews	Elaine Poeu-En
All Financial Aid Sections	Linda Dews / Anne	Elaine Poeu-En
Alumni, Parents, & Friends	Devon Foster/Kathleen	Devon Foster, Kathleen Coughlan
Technology & Facilities	Richard Garner/Rondi Stein	Nikki Cibrian
News & Events	All/Linda Dews/ Devon Foster	Sonya Mohamed, Elaine Poeu-En, Kathleen Coughlan, Program Administrators

Support Staff

Job Descriptions 2013-2014

Web Developer

RESPONSIBILITIES

- Responsible for developing and maintaining the technology environment that enables the school to utilize its website for marketing, teaching, and learning.
- Manages the design, development, maintenance, and overall architecture of the school website and its services.
- Receives design files and develops into functional website within a timeline and process scoped in association with university's Web Coordinator.
- Designs and implements web forms and applications that assist the school with business continuity purposes.
- Integrates social networking applications such as Facebook and Twitter and work with University Relations to meet central social networking goals.
- Works with e-mail marketing programs and assists in template design/creation; serves as technical approver of outgoing messages.

- Works with central administration to continually improve and enhance main academic site.
- Reaches out to academic departments and offers suggestions and improvements to the design, function, layout, etc. of site.
- Works with ITS to integrate centralized dynamic web technologies whenever appropriate.
- Provides training and ongoing support of the school's maintainers.
- Builds database-driven systems and incorporates dynamic technologies as needed and requested.
- Advises on materials that are appropriate for website inclusion versus hosting in campus student/financial enterprise systems.

Audio Visual Technician and Support Specialist

RESPONSIBILITIES

- Operate and assist faculty and staff and/or students with operations of A/V equipment and accompanying software in the School of Leadership and Education Sciences.
- Operation of Video Teleconferencing Systems in SOLES.
- Provide assistance for classroom use of technology, including rapid response to trouble or repair calls, logging and closing of trouble/repair tickets, assist in the response to special requests, customer training, and occasional deliveries.
- Develops and maintains training materials and user help documents. Establishes procedures for use of AV equipment.
- Maintain and administer the Innovative Millennium software for SOLES circulation equipment. Administer the ENSEO and Authoring software for digital signage system in the SOLES Sala, including uploading programmatic created and approved content.
- Provide on-going training workshops and demonstrations/orientations of classroom and presentation system operations to faculty, staff and others, individually or in small groups.
- Troubleshoots problems with AV equipment. As necessary, works with ITS/IMS to resolve problems.

Executive Assistant, Credentials and Administration

RESPONSIBILITIES

- Evaluate credential files and process with State of California and in accordance with their guidelines.
- Maintain credential files for active students in program including intake of paperwork and updating information. Process students' credential application packets.
- Interact with Departments of Learning and Teaching, Counseling, and Leadership Studies regarding their student participants in credential programs.
- Meet with students, alumni, faculty and administrators as needed regarding credential files.
- Update and keep current Teaching Credential and Credential Services handbooks for posting on web page.
- Assists manager with setting up and tracking Dean's office fund awards.
- Reviews and screens expenditure documents and requests additional paperwork/clarification as needed before presenting to manager for signature/authorization.

- Serves as SOLES reception liaison, ensuring that the main SOLES reception desk and Dean's Office reception area are covered during regular business hours.
- Type letters, forms, spreadsheets, and memos upon request and other clerical assistance as assigned including shredding of confidential documents, preparing meeting notes, correspondence, forms, spreadsheets, filing and reimbursements.
- Receive, sort and distribute mail for SOLES.

Operations Coordinator & Event Scheduler

RESPONSIBILITIES

- The Operations Coordinator serves as the primary contact for the School of Leadership and Education Sciences (SOLES) Budget and Operations office; assists the manager with building/facilities usage and maintenance as well as billing for events.
- Hires and supervises student employees.
- Independently assists with general SOLES room scheduling and reservations for meetings, conference, and special events utilizing the university scheduling tool.
- Identify client needs and secure equipment requests, coordinating as appropriate with Facilities Management, Banquets and Catering, Media Services, and other resource providers.
- Oversee and coordinate day-of-event activities for all events during shift.
- Serve as representative of SOLES and USD to various university constituents including students, administrators, staff employees, and vendors.
- Tracks all events correspondence, ensuring timely follow-up and resolution of issues, and maintaining filing system.
- Assists in the development, implementation and periodic review and revisions of building policies and procedures and revises policy handbooks and brochures as needed.
- Liaises with the university Facilities and Maintenance department as needed to request work orders for repairs, special cleaning needs, room set-up needs, etc.

Academic Scheduler (Dean's Office)

RESPONSIBILITIES

- Serve as point of contact for SOLES academic scheduling - preparation and electronic submission of SOLES schedule of classes and classrooms scheduling, communicating extensively with faculty and staff in the School of Leadership and Education Sciences as well as with faculty and staff campus-wide
- Serves as administrative support including serving as a contact for the School of Leadership and Education Sciences (SOLES) Dean's office and the various divisions within
- Serves as secondary back up for the Dean's office
- Reports directly to and provides direct support to the SOLES Budget and Operations Manager with creation and processing of part-time faculty contracts
- Supply management, inventory control, ordering, and budgetary administration of the Corporate Purchasing Card
- Throughout the year responsible for placing space requests (in addition to regular classes): including special classes and continuing education classes as they pertain to SOLES

academic programs.

- Responsible for annual review of whiteboards, blinds, carpets all classroom furniture that is needed in classrooms; works with the Budget and Operations Manager to prepare work orders for repairs and purchase orders for replacements. Works on other related classroom issues as assigned by the Dean's Office.

Executive Assistant, Institute for Nonprofit Education and Research

RESPONSIBILITIES

- Provide direct administrative support for nonprofit academic programs within and backup administrative support for other areas within Leadership Studies.
- Assist with the overall coordination and delivery of special projects, events, and programs for INER and its related entities.
- Manages and coordinates aspects of graduate admissions for assigned programs.
- Explains policies and programs to prospected and current students.
- Responsible to revise, maintain, and update official web site INER including maintenance of applied projects and best practices libraries.
- Provide first review of required student forms prior to submitting to Program Director/Department Chair and/or Dean as needed, for approval, and submits to campus appropriate offices.
- Coordinates the portfolio submission process, including setting and monitoring deadlines and administering the online subscriptions for students and faculty.
- Works with the administrators to coordinate, plan, and ensure consistency and accuracy of course scheduling.
- Supports faculty with book orders, duplication of course materials, final grade submission, course evaluations, etc.
- Maintain and administer department listservs for students.
- Processes check requests, requisitions, purchase orders, honorariums and stipends.

Executive Assistant, Department of School, Family and Mental Health Professions

RESPONSIBILITIES

- Perform general administrative duties for directors, faculty and students in Counseling and MFT programs.
- Provide administrative support for functions and events such as program orientations, Symposiums, etc. for both programs.
- Independently manage and respond to student inquiries, referring to university offices where appropriate.
- Create and maintain student databases, including student completion of degree requirements, applicant's submission of required materials, and other projects as assigned. Monitor student progress and notify students and faculty advisors of problems or potential obstacles to graduation.
- Provide administrative support for faculty recruitment searches, including creating a schedule, coordinating transportation and travel (when necessary), distributing School and University materials in advance, and ensuring timely completion of all required paperwork

according to the SOLES Faculty Recruitment Handbook and USD policy.

- Collect and record pertinent faculty/program information such as course rosters, syllabi, faculty directory forms, and grades.

Executive Assistant, Department of Learning & Teaching

RESPONSIBILITIES

- Provide close daily reception and general administrative support for The Learning and Teaching Department Chair.
- Process new Graduate student applications and maintain records.
- Maintain database & process payments for the Student Teaching Program.
- Update all Department advising forms, Handbooks and assist with the L&T website.
- Responsible for the accurate and timely processing of a variety of student paperwork/forms
- Maintaining & updating the Listserv for Teach, U-teach, LT Advising, and Adjunct Faculty
- Process Check request, reimbursements requisitions, purchase orders, honorariums and stipends for special projects for the L&T Department and L&T Faculty.
- Schedules facilities and catering for L&T events/meetings (including room schedules).
- Immediate supervision of graduate student.

Executive Assistant, Department of Leadership Studies

RESPONSIBILITIES

- Provide administrative support for all academic programs and centers within the Department of Leadership Studies, main point of contact for all faculty, full and part-time.
- Manages the Chair's calendar and appointment schedule
- Assists with logistics for DLS Monthly, PhD faculty and other DLS meetings, and records, transcribes and distributes the minutes of the meetings
- Provides administrative assistance for faculty course logistics, including scheduling, grades, course evals, etc.
- Responsible to revise, maintain and update web site for leadership studies academic programs, in particularly related to faculty bios, courses descriptions & syllabi, and faculty forms and resources.
- Liaison to Graduate Admissions for all applicants and new students in the PhD program.
- Processes teaching and supervision contracts.
- Liaison to the curriculum committee for DLS courses and programs.
- Handles logistics and processing of dissertation and thesis related forms and processes for students and faculty.

Executive Assistant to the Dean

RESPONSIBILITIES

- Manages the Dean's calendar and appointment schedule
- Provides general administrative support for the Dean; ensures that the Dean is prepared for all meetings and arranges for Dean's travel
- Assists with logistics for SOLES Monthly, Dean's Advisory Cabinet and other SOLES-wide

- meetings, and records, transcribes and distributes the minutes of the meetings
- Provides administrative assistance for faculty governance issues and serves as the assistant for the SOLES ARRT Committee
- Creates and maintains faculty handbooks and other faculty-related forms and documents
- Provides administrative assistance to the Dean with regard to committees the Dean is assigned to chair, including various search committees
- Develops and assists with the implementation of new (non-budget related) SOLES policies
- Serves as a liaison between the SOLES Dean's office and the University of San Diego, State and Federal agencies, other institutions of higher education, donors to SOLES, and the general public

Executive Assistant, ELDA and MTLC

RESPONSIBILITIES

- Provide administrative support for all academic programs and centers within the Department of Leadership Studies, main point of contact for all students.
- Provide first review of required student forms including graduate student graduation petitions, petitions for transfer of credit and waivers of graduation requirements prior to submitting to the Chair for final signature and approval.
- Work with USD administrative offices to develop and maintain efficient operating systems, including Student Accounts, Registrar, Bursar, Procurement and Cashier's Office.
- Responsible to revise, maintain and update web site for leadership studies academic programs, and department centers and institutes as assigned.
- Maintain student database of all current DLS students.
- Schedule meetings for department and programs as needed. Records and maintains minutes for the various department meetings.
- Assist with the overall coordination and delivery of special projects, events, and programs.
- Coordinates and plans the Department program orientation, advising and informational meetings.
- Responsible for portfolio submissions (binders or online) including distribution for review to faculty and board members and results to students and graduate records.
- Liaison to Graduate Admissions for all department MA and credential programs.
- Maintain and administrate department listservs for students.

Executive Assistant, Admissions and Outreach

RESPONSIBILITIES

- Answer and screen phone calls and drop-in visits made to the Office of Admissions and Outreach.
- Respond to initial inquiries made by prospective applicants and manage prospect follow-up
- Serve as the event coordinator for SOLES information sessions and recruitment events
- Assist with developing and executing multimedia marketing and advertising campaigns for recruitment events and initiatives for the Office of Admissions and Outreach.
- Collate and send packets to prospective applicants.
- Perform data entry and manage prospective student database.

- Assist with drafting and sending email communications to inquiry lists and applicants.
- Monitor and organize SOLES marketing inventory.
- Monitor inventory of SOLES brochures in reception areas and target areas throughout building.
- Distribute new and updated marketing materials to Office of Graduate Admissions, reception area and strategic locations throughout building, Program Directors/Department Chairs, and archive and purge old materials.
- Assist with preparation and shipment of materials for graduate school fairs.
- Attend recruitment events (including graduate school fairs) in the southern California region, as needed.
- Proofread marketing materials, ads, promotional materials, and articles.
- Handle checkout procedures for loaning SOLES displays to faculty, staff, and graduate students.

Executive Assistant, Dean's Office

RESPONSIBILITIES

- Perform a variety of complex, highly responsible, confidential, administrative and technical duties.
- Provide direct support to the Associate and Assistant Deans and to the Dean as needed.
- Establish and maintain solid work relationships with on-campus constituents, including Admissions, Student Accounts, Registrar's Office, Records, Financial Aid, Provost and other key student services to enhance, improve and implement procedures that will strengthen student services and information.
- Design, develop and maintain multimedia forms, flyers, brochures, and promotional materials.
- Coordinate and oversee the organization and implementation of special projects and events.
- Coordinate the Institutional Review Board (IRB) process for SOLES Faculty, Staff and Administrators.
- Coordinate and track Grant Proposals and Contracts for SOLES.
- Facilitate and track Student Appeal/Grievance process, Academic Integrity Incidents and Discipline.
- Monitor and communicate student data discrepancies with on-campus departments (Banner, Cognos, DARS). Coordinate Financial Aid application procedures and notifications.
- Coordinate and maintain curriculum changes and master course list for SOLES and Division Curriculum Committee.
- Collect, analyze and report faculty load data to Dean's Office Administration and Office of Institutional Research.
- Serve as point of contact for SOLES Students on issues surrounding SOLES Financial Aid, grants and scholarship program.

Executive Assistant to the Commanding Officer, NROTC Unit

RESPONSIBILITIES

- Administers the Commanding Officer's and Executive Officers' daily schedule of events.

- Provides executive assistant level support for Commanding Officer and NROTC program including all formal university correspondence, external correspondence, unit directives, award citations and certificates, assisting with visiting dignitaries, and other program support duties.
- Liaison with our cross-town universities (SDSU, UCSD, CSUSM and Point Loma Nazarene)
- and coordinates various events and activities between participants. Initial point of contact for executive level personnel.
- Composes all proceedings and correspondence for Academic/Aptitude Boards of Review.
- Commanding Officer's liaison with the principle members of Navy headquarters, Naval Service Training Command, and community service organizations associated with the Navy.
- Assists with program publishing, invitations, catering for ceremonies and receptions, including commissioning ceremonies.
- Directly supervises one university employee, Supply Assistant.

What the staff does not do:

- Does not move boxes or arrange furniture
- Does not run personal errands on or off-campus
- Does not make appointments (except for Program Directors, Department Chair and the Dean's Office)
- Does not type syllabi (Please send electronically and they will make changes and copies)
- Does not collect money from students for course packets or for any other purpose

Please do not wait until the last minute to give work to the executive assistant. If you need something done on the same day, try to get it to her/him before 12:00 on that day. In most instances, you should allow at least 24 hours to complete your work (small jobs).

Work Related to Faculty Scholarship

For faculty members who are working on publications or other areas of scholarship, some support can be offered to you. The executive assistants are available to you for work that is related to your outside publications. However, there are limits to what extent they can offer their help. Please use the following as guidelines:

- Work directly with the executive assistant that is assigned to your area.
- Be reasonable and not excessive.
- Provide advance notice - at least one week in advance of any large quantities of copying (20+) or typing (10+).
 - In the case of copying, staff is instructed to send anything that is considered a large quantity of copying to the Print Shop. So, **advance notice is essential.**

If you need something mailed for *Next Day Mail* or *Federal Express*, make sure you check with the staff ahead of time to get the work-study schedule. It is up to you to time this accordingly. The staff will not be going up campus for the purpose of delivering mail. If you are not able to make the deadline, you can go to Federal Express, mail it yourself and you will be reimbursed.