Interfolio Setup and Moderation
For College P&T Dossier Administrators
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Key Concepts

This manual is written for individuals selected by their college to be the college dossier administrator (CDA) for the Interfolio electronic tenure and promotion management system. It is a technical document explaining the operation and management of Interfolio and is not a source of authority on the tenure and promotion process as a whole. For more information on the tenure and promotion process, please see the Provost’s office web page on promotion and tenure at https://www.usu.edu/provost/promotion-and-tenure/

This manual is supplemented by additional help resources, including the following:

♦ Interfolio’s Online Help Center at http://product-help.interfolio.com/
♦ College Dossier Administrator’s Training Workshop

What Interfolio does

Tenure and promotion reviews used to be handled using paper-based binders, created by the candidate and passed through a series of reviewers. Interfolio takes that same process and digitizes it. It performs the following functions:

♦ Accepts file uploads from a candidate and displays them in an organized, categorical manner to specific individuals who have been given permission to view it.

♦ Facilitates passing a case from one review step to the next, with votes and recommendations recorded along the way.

♦ Keeps a digital copy of the case for the candidate and others who have been granted permission to view it.

♦ Facilitates communication with the candidate, reviewers, and the college dossier administrator.

The Role of the College Dossier Administrator (CDA)

The college dossier administrator, or CDA for short, has the ability to create cases for tenure and promotion candidates, add users to the system, invite reviewers to a case, upload external review letters, and manage the case through each step of the review process. All of this can be done at the organizational levels to which they are given access. This is usually the college level.

Other Roles

The CDA, or an institutional admin with system-wide access, can create regular users and invite them to cases, either as candidates or as members of a review committee. An admin can give a committee member additional capabilities as a committee manager, but this is not recommended in most circumstances.

Key Terms

Interfolio uses the following terms to refer to its structural components:

♦ Case: A candidate’s portfolio, submitted for committee review, is called a case. Historically USU has referred to this portfolio as a dossier, but Interfolio uses the term dossier for another part of its system (described next).

♦ Dossier: Interfolio allows faculty to keep an ongoing, always editable collection of evidence for later reference and use. Interfolio refers to this as a dossier. Faculty can organize materials from their dossier into a case (described above), which they submit for review in the tenure and promotion process.

♦ Case Steps: After a candidate creates a case and submits it for review, it passes through a workflow of steps, whereby committees and individuals review the case and provide their recommendations. The CDA manages the progression of the case through each step.
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♦ Templates: Cases should not be set up from scratch, but should be created using one of the available templates. A template provides a standardized case structure and can be used to rapidly create multiple cases at once, each with the appropriate sections and workflow steps.

♦ Committees: Each step that a case passes through has assigned committees. An administrator adds members to a committee to give them the ability to view the dossier at the step to which the committee is assigned. A committee can consist of just one person or multiple people. There are two types of committees: standing committees, which are set up outside of a single case so they can be used in multiple cases (the central committee is an example), and ad hoc committees, which exist only in a single case (such as an advisory committee). Both types of committees can be reassigned to multiple steps in a case.

♦ Case Materials: The actual contents of a case are organized into sections, which can be submitted by a candidate all at once or one at a time. The CDA can lock or unlock a section for editing by the candidate as needed. There are three different types of sections: 1) candidate documents, which contains documents the candidate adds to the case, which both the candidate and committee members can see, 2) committee documents, which an admin adds to the case and can be seen only by committee members, unless intentionally shared with the candidate, and 3) forms, which can be custom created to collect specific information from the candidate or about the case.

CDA Tasks

To maintain simplicity and reduce the likelihood of error in the case management process, the college dossier admin is primarily responsible for performing the following tasks within Interfolio for the department she or he represents:

1. Create a case for each candidate
2. Add committee members to the appropriate workflow steps.
3. Notify the candidate that the case is ready.
4. Assist the candidate as needed with loading files into their case.
5. Upload external evaluation letters.
6. Log the votes of each reviewer and upload all reviewer recommendation letters as received.
7. Share recommendation letters with candidates.
8. Forward each case to the next appropriate level of review.
9. Assist the candidate and other reviewers, as needed, in accessing the cases they have been given permission to view.

The Typical Case Workflow

This section briefly outlines the process a case is intended to go through from start to finish. More specific instructions on moving a case through each step will be given in the next chapter.

The life of a case is as follows:

1. The college dossier admin creates a case from the appropriate template for each faculty member going up for review, tenure, and/or promotion.
2. The college dossier admin adds members to the appropriate committees for each step the case will pass through.
3. Moderation Point: The college dossier admin notifies the candidate that the case is ready, at which point the candidate can see the case and begin adding files to it.
4. The candidate uploads and organizes files to the appropriate section of the case.
5. Where external peer evaluations are required, the college dossier admin will later upload evaluations received into the external evaluations section. This section is visible only to admins and committee members.
6. Moderation Point: When the candidate is ready, he or she submits the case for review, either all at once or section by section, thus locking off his or her access to continue editing the case. The advisory committee reviews the case in the first step. 

Note that the CDA can unlock a section for a candidate after it has been submitted if an issue arises.

7. The Advisory Committee reviews the case online and provides the college dossier admin with a recommendation letter and the committee members’ votes.
8. The college dossier admin adds the votes and recommendation letters to the case. The committee chair verifies this was done correctly.
9. Moderation Point: The college dossier admin forwards the case for the next step, in which the department head reviews the case materials.
10. The department head provides the college dossier admin with a vote and recommendation letter, which the CDA adds to the case. The department head verifies this was done correctly.

11. **Moderation Point:** The college dossier admin forwards the case to the next step, in which the dean reviews the case materials.

12. The dean provides the college dossier admin with a vote and recommendation letter, which the CDA adds to the case. The dean verifies this was done correctly.

13. **Moderation Point:** The college dossier admin forwards the case to the next step, in which the central committee reviews the case materials.

14. Central committee members access and review the case online and forward their recommendation to the Provost and President.

15. **Moderation Point:** Once the central committee’s work is done and candidates have been notified of the decision on their case, an admin forwards the case to the closed step and then closes the case, logging the decision made.

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### Case Review Steps

- 1. Advisory Committee
- 2. Department Head
- 3. Dean
- 4. Central Promotion & Tenure
- 5. Closed
This chapter provides step-by-step information for the college dossier admin on how to setup a case and moderate its progress through the review steps.

**Case Setup**

We begin by setting up cases for new candidates. This is to be done by the college admin.

**Login and create cases**

1. To access Interfolio, go to [https://dossier usu.edu](https://dossier.usu.edu) and login with your A-number and password.
2. Click the **View Cases** button.
3. Click the arrow on the **Create Case** button and choose **Create Multiple Cases**. This is the easiest option for creating cases, even for just one candidate.
4. Choose the department the case or cases will be associated with.
5. A list of templates appears toward the bottom of the screen. Select the template that is most appropriate.

Each template differs in the type of review it covers and the available sections. Most faculty will use the template for **Tenure and Promotion for Core Faculty Ranks** or **Review for Core Faculty Ranks**, although faculty with Extension or Library responsibilities will use the templates associated with those respective responsibilities.

6. Click **Continue**.
7. Click **Add Candidates** to search for and select candidates to create a case for. Next, click **Done**.
8. Click **Continue**. At this point you can add due dates for each section and for each step.
9. Select whether or not to notify candidates right away about their new case (which will give them immediate access), and then click the **Create Cases** button. You’ll be notified when the process is done. If you opted to notify candidates they will receive a notification email as well.

**Note that it’s possible to create cases one at a time, but this option is slower and does not allow you to search for existing users.**
Add Committee Members

The next step is to add members to the committees in each workflow step.

1. Go to the case list. (Usually there are links available to take you there. If all else fails, go to Home and click View Cases).
2. Click on a given case to access it.
3. Click the gray pencil button at the top right of the case to edit the case details.
4. Scroll to the bottom of the Case Summary page and click Edit on the case review steps.
5. Each step appears with its assigned committee. Click Edit Details in the Advisory Committee box.
6. Click Add Member and then search for and select each member of the committee. If you cannot find them, you may click New and add a new member by first name, last name, and @usu.edu email address.
7. Do not highlight the star next to any committee member. Doing so makes that member a committee manager, with the ability to add documents to any section and move the case forward and back.
8. Close the dialog box to return to the list of steps and committees. Repeat the process of adding members to the Department Head and Dean committees. The Central Committee should already be in place.

Special Circumstances

As an administrator, you can add new committees, existing committees, or individual users to existing steps if you wish to provide viewing access outside of the step or committee where access would normally be provided. To add new committees or individuals to a step, click the pencil icon at the top of the step and then click Add Committee. From there you can choose whether to add an existing standing committee, a new or existing ad hoc committee, or an individual.

Likewise, an admin has the ability to add or remove steps into the workflow to deal with special circumstances, although this is generally discouraged. Most situations should be manageable by simply moving a case forward or back through the existing steps and managing committees and individuals assigned to each step.

Notify Candidates

If you didn’t notify the candidate of the new case when it was created, you can do so from the case list. Check the box next to the cases you wish to notify the candidate of and click Notify Candidate in the options bar that appears above.
**Moderating a Case**

Each case appears in the case list with information about the step it is on. When a candidate is notified that the case exists, the admin cannot see any progress the candidate is making until the candidate chooses to submit the case. However, the case appears in the case list with the status, *Case is with Candidate*.

*Interfolio does not allow an admin to upload documents for a candidate. All files that the candidate wishes to see and manage must be added by the candidates themselves, although admins may help by providing training.*

**Forwarding a Case Through the Steps**

The candidate initiates the review steps by choosing to submit the case for review. At that point, he or she can submit individual sections or submit everything at once. Upon submission, the case moves to Step 1 and the candidate loses editing access.

*Admins can unlock a section again for a candidate.* This can be done at any step in the process when the admin clicks the lock icon associated with the section. Unlocking a section gives the candidate editing rights again while not removing viewing rights for admins or committee members.

**Adding Votes and Recommendation Letters**

The college dossier admin should be the individual logging votes at each step and uploading recommendation letters.

To add a recommendation letter:

1. Go to the case list and click on the case in question.
2. Click *Add File* in the Committee Documents section.
3. Upload the recommendation letter and title it with the name of the committee or individual it applies to.
4. Next, you must share the recommendation letter with the candidate. View the list of case materials and check the box next to the recommendation letter you uploaded. An options bar appears at the top. Click *Share* and select *With Candidate*.
5. Fill out the form for sending the candidate a message, then click *Send*.
6. The candidate will get an email and notification about the recommendation letter. It will also be accessible in a *Committee Documents* link as they view the case.
Sending a Case Forward and Back.
When viewing a case at any step in the process, the buttons Forward and Send Backward appear prominently near the top of the screen. Clicking Forward sends the case to the next step. Clicking Send Backward moves it back to a previous step. Moving a case adjusts who can see it, based upon the committee arrangements at each step.

External Evaluation Letters
Each case has a section for external evaluation letters. Anything that is added to this section is never shown to the candidate and is only visible, as determined by the admin, to admins and/or committee members.

Within the External Evaluations section is an option to Request Evaluations. Clicking this link opens a form for creating an email to an external evaluator. Click the Files +Add button at the bottom to select specific files from the candidate’s case to send to the external evaluator.

Note that in the 2017-2018 implementation year, the External Evaluation Request option is not to be used. Department heads will be trained in its use in years following.

Closing a Case
Each case template has a special step at the end called Case Closed. After the Central Committee has convened, an institutional admin will work with each college to arrange moving each finished case to the Case Closed step and to close each case. Upon closing a case, the admin can select a decision or add a custom decision. The case is then archived in a manner that allows it to be retrieved only when filtering for closed cases.

Other Tasks and Functions
Interfolio provides reporting, communication, and user management tools to facilitate the tenure and promotion review process.

Forms
Although not currently a part of an existing template, forms can be created by an administrator to collect information from a candidate at the point of case creation (using a Candidate Form) or to add information about the committee process during the review steps (using a Case Data Form).

For more information on reports and forms, see Interfolio’s help documentation at http://product-help.interfolio.com/m/33238/c/123277

Communication
Throughout Interfolio there are options to send messages to the candidate or to reviewers. Whenever possible, use the options available to notify candidates or reviewers that they have been added to a case or that their turn to review has come. You may customize messages as needed.

User and Group Management
As an administrator, you can create users in the Interfolio system. You can also create your own standing committees for reuse. You can do this from the Users and Groups area.

When creating users, be sure to use an official @usu.edu email address. This will enable the user to be able to login using USU’s central login system.

Getting More Help
This guide has focused on using Interfolio in the context of USU’s tenure and promotion process. More extensive and detailed documentation can be found on Interfolio’s help site, including help for candidates. For more information, please visit Interfolio’s help site at http://product-help.interfolio.com/m/33238

Additionally, you may contact CIDI for help at 435.797.9506, or send an email to cidi@usu.edu.