Interfolio Case Setup

For Review, Promotion, and Tenure Candidates
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About Interfolio

Utah State University uses an electronic dossier (“e-dossier” accessible at https://dossier.usu.edu) process for promotion and tenure review as well as the third-year review of probationary tenure-track faculty. The e-dossier is housed on the Interfolio platform.

This help guide is written for faculty using Interfolio to build an online portfolio for review, promotion, and tenure. It explains the steps for loading content into Interfolio, but does not address 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/.

Help Resources

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

- Your college dossier administrator, or CDA (See https://www.usu.edu/provost/promotion-and-tenure for a list of admins for each college)
- Interfolio’s Online Help Center at http://product-help.interfolio.com/
- Interfolio Support Lines:
  - Phone: (877) 997-8807. Hours: Mon-Fri, 9AM-6PM (EST)
  - E-Mail: help@interfolio.com
- The Center for Innovative Design and Instruction (CIDI)
  - Phone: (435) 797-9506. Hours: Mon-Fri, 8AM-5PM (MST)
  - E-mail: cidi@usu.edu

What Interfolio does

Interfolio allows faculty to organize a digital portfolio that can be passed through a structured review process. It performs the following functions:

- Accepts file uploads from a candidate and displays them in an organized, categorized manner to specific individuals who have been given permission to view them.
- 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. The candidate retains access to view the case in perpetuity.
- Facilitates communication with the candidate, reviewers, and the college dossier administrator.
Key Terms

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

- **Case**: A candidate’s portfolio, submitted for retention, promotion, or tenure 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 Dossier is a part of the system that allows faculty to keep an ongoing, always editable collection of evidence for later reference and use. Faculty can organize materials from their dossier into a case (described above), which they submit for review in the tenure and promotion process.

- **College Dossier Admin (CDA)**: An individual selected at the college level who has the ability to create cases in Interfolio, add committee members, forward a case from one step to another, and upload committee files.

- **Case Materials**: Three types of materials can be included in an Interfolio case: 1) **candidate documents**: files the candidate adds to a case that both the candidate and committee members can see, 2) **committee files**: documents 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.

- **Case Steps**: After a candidate organizes materials into a case and submits it for review, it passes through a workflow of steps. At each step, specific reviewers are granted permission to view the case. They provide recommendation letters and votes to an admin at the college level, who loads the information into the case, shares the recommendation letter with the candidate, and forwards the case to the next step.

- **Committees**: Each step a case passes through has assigned committees whose members have permission to view the case during the step. The college dossier admin adds members to a committee. A committee can consist of one or more people.

- **Templates**: Cases are not set up from scratch, but created using an available template. A template provides a standardized case structure, familiar to most reviewers, that can be modified by the CDA as needed.

The Interfolio Case Setup and Review Process

This section briefly outlines the process a case goes through from start to finish.

**Typical Process for a 3rd year review, tenure, or promotion case:**

- **CDA creates the case**: The college dossier admin creates a case for each faculty member in the college going up for review, tenure, and/or promotion.

- The college dossier admin adds members to the appropriate committees for each step the case will pass through.

- **CDA notifies the candidate**: 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.

- The candidate uploads and organizes files to the appropriate section of the case. *Neither the CDA, institutional admin, nor committee members can see anything the candidate adds at this point until the candidate submits the case.*

- 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.

- **Candidate submits the case ➔ Advisory Committee Step**: When the candidate is ready, he or she submits the case for review using the Review and Submit button. This sends the case to the Advisory Committee step, which gives members of the advisory committee permission to view the case.

  *Note that the CDA can unlock a section for a candidate after it has been submitted if an issue arises.*
The Advisory Committee reviews the case online and provides the college dossier admin with a recommendation letter and the committee members’ votes.

The college dossier admin adds the votes and recommendation letters to the case. The committee chair verifies this was done correctly.

**CDA forwards the case ➔ Department Head (Or Regional Director) Step:** The college dossier admin forwards the case to the next step, in which the department head or regional director has permission to review the case materials.

The department head or regional director provides the college dossier admin with a vote and recommendation letter, which the CDA adds to the case. The department head/regional director verifies this was done correctly.

**CDA forwards the case ➔ Dean (or Vice President) Step:** The college dossier admin forwards the case to the next step, in which the dean or vice president has permission to view the case materials.

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

**CDA forwards the case ➔ Central Committee Step:** The college dossier admin forwards the case to the next step, in which the central committee has permission to review the case materials.

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

**Institutional admin forwards the case ➔ Closed:** Once the central committee’s work is done and candidates have been notified of the decision on their case, the institutional admin forwards the case to the closed step and then closes the case.

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**Case workflows for years 1, 2, 4, and 5**

A candidate or department may wish to use an Interfolio case in years 1, 2, 4, or 5 of the candidate’s review cycle as a means of sharing materials with an advisory committee or department head/regional director. It is up to the college as to whether this is allowed. When this is done, a separate case is set up with steps representing each intervening year, and the candidate is given editing permission at each step. The process used is as follows:

**CDA creates the case:** The college dossier admin creates a case for the candidate using one of the templates for years 1, 2, 4, or 5.

There is a step for each year: 1, 2, 4, and 5. The CDA adds the candidate, advisory committee, and department head/regional director to each step, giving the candidate permission to manage the case at each step.

**CDA notifies the candidate:** 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.

The candidate uploads and organizes files to the appropriate section of the case. *Neither the CDA, institutional admin, nor committee members can see anything the candidate adds at this point until the candidate submits the case.*

**Candidate submits the case ➔ Year 1 Step:** When the candidate is ready, he or she submits the case for review, either all at once or section by section. This moves the case to the Year 1 step, where the candidate can still see and manage files and where the advisory committee and department head or regional director can view files as well.

The committees view the files and provide guidance to the candidate, who continues to make edits.

**CDA forwards the case ➔ Year 2 Step:** Each year the CDA advances the case to the appropriate year.

Again, in year two, committees view files and provide guidance. The candidate makes edits.
CDA creates a separate case for Year 3: Because the third-year review goes through a more rigorous review process, a new case is needed to facilitate the review steps. The CDA creates the new case using a third-year-review template. The candidate rebuilds case materials in the new case. Recommendation letters and votes are logged in the third-year case, which is saved for reference.

- **CDA forwards the case → Year 4 Step**: After the third-year review, the candidate returns to using the case built for years 1, 2, 4, and 5. The CDA advances the case to the Year 4 step.

- The candidate continues to edit the case. Committees review and provide guidance. The candidate makes additional edits.

- **CDA forwards the case → Year 5 Step**

- As in previous years, committees provide guidance and the candidate makes edits.

CDA creates a separate case for Tenure Review: Because the tenure review goes through a more rigorous review process and receives external evaluations, a new case is needed to facilitate the review steps. The CDA creates the new case using a tenure and promotion case template. The candidate rebuilds case materials in the new case. Recommendation letters and votes are logged in the case, which is saved for reference.

Currently no case template exists for the years between tenure review and promotion review. A candidate may continue to update the case used in years 1, 2, 4, and 5, if desired, for these intervening years.
2 Uploading Materials, Submitting

This chapter provides step-by-step information on how to add content to your case in Interfolio. Much of the text in this section is adopted from the Interfolio help guides at http://product-help.interfolio.com/.

Access Your Case Packet

You can access your case at any time by going to https://dossier.usu.edu and logging in with your A number and password.

1. When your case is ready for review, you will be notified by email.

2. Select the View Case link in the email. This will direct you to the interfolio.com sign-in page. Choose the option to sign in with a Partner Institution, then search for Utah State University.
3. Doing so will direct you to the USU login page, where you can login with your A number and password. (Note that you can get to this page directly by going to https://dossier.usu.edu)

4. Once you have logged in, you will be asked to select where in the system you would like to go—either to the Utah State University account, where cases are managed, or to a private Dossier account where you can keep and manage your own files. To manage your case, click the Utah State University option.

View Your Packet

Active cases appear under Your Action Items on the Home screen.
All cases (active or closed) appear under the **Your Packets** link in the left-hand navigation.

1. Click on your case to view it.
2. An overview page appears, listing the materials and forms you are able to add to your packet. Your packet is divided into sections according to the categories in your role statement, each with a list of materials you may upload in order to complete each section. If your sections don’t match your role statement, check with your CDA, who can add or remove sections.

**Add Files to Your Case Packet**

1. Click *Edit Packet*.

2. A page opens where you can upload files to the various case sections.
3. Click *Add File* to upload materials to your packet.
4. To add a new file from your computer, click the *Add New File* tab. Drag and drop, or browse to upload document or image files.

Note that you can choose files you have already uploaded from the *Choose Existing* tab, which begins appearing by default each time you add a file after your first file has been uploaded. You’ll need to click the *Add New File* tab each time to browse your computer.

5. Upload your files and click *Add*.

6. The new file appears in your case under the section you added it to. At first, it appears in gray text with an hourglass icon next to it. This indicates that it is being converted for viewing in the Interfolio reader.
7. You can give the file about 30 seconds to a minute or so to convert, then refresh/reload the browser page to see its status. (The status won’t update without a page reload.) When it is done converting, it will appear as a blue link with a file icon.

8. For videos, click the Video tab to add a link to a YouTube or Vimeo URL to your packet.

9. Select the Webpage tab to include a link to a webpage in your packet. Do not include webpages as primary evidence, but only as supplemental resources.

Make sure to add a title and description to provide context for your link.

10. If you need to edit or replace a document or item, click the edit link or trash can icon.

11. You can edit the title of the file or click Replace to choose a new file to replace it.
Preview Your Case Packet

12. As you add files to your case, you can preview how it will appear to reviewers. To do so, either click on one of the file links, or click Preview from the packet overview screen. The preview shows exactly how the packet you are submitting will appear to your committee. Note that Interfolio automatically recognizes bolded sections and headline formatting in some documents and will often treat them as bookmarks in the left-hand pane of the document reader.

Submit Your Case

Preview your case carefully to make sure you are satisfied with the way it appears before you submit. Cases used for third-year, tenure, or promotion review cannot be edited once they are submitted.

1. To submit, go into Edit Packet mode for a case.
2. Scroll to the bottom and click the Review and Submit button.
3. Click the *Preview* button if you wish to see the packet again.

4. Otherwise, select the sections you wish to submit and click the *Submit Section(s)* button. A confirmation screen appears to let you know the case was submitted successfully.

5. Submitting the case sends it to the first step of the case review process, which is usually the step in which the advisory committee can view the case materials. They will receive a notification email letting them know the case is available for review. The sections you submitted will be locked for editing. Only your college dossier admin can unlock a section for you once it has been submitted, and only on an as-needed basis.

**View Recommendation Letters**

As your case proceeds through the case review steps, reviewers at each step provide a recommendation letter that is uploaded to your case by the college dossier admin (CDA). By policy, these are to be shared with you shortly after they are uploaded. Your CDA will ensure that this is done.

When a recommendation letter, or any other committee file, is shared with you, you will get an email notification with a link to view the file on Interfolio.
Notification of a shared file will also appear in the Action Items list on the Interfolio home screen:

Meanwhile, all shared committee files will remain available through the Committee Files link at the top right of the case overview page.

When viewing a committee file, you are given options to save them to your Interfolio Dossier account or download them to your computer.

**Case Availability Post-Submission**

After you submit a case, you can always return to Interfolio to see which step of the review process it is on. You will continue to be able to view your packet and any committee files that are shared with you as well.

When a case is closed you will still be able to view it in the list of Your Packets under the Completed heading.

### Downloading Content Post-Submission
Although downloading files directly from an Interfolio case is not currently possible, all files that you upload are saved to your Interfolio Dossier account and are downloadable from there. To switch to your Interfolio Dossier account, click on your name at the top right of the screen and choose Interfolio Dossier under the Switch Accounts heading.

All of the files you have uploaded will appear in the Materials link. They can also be organized into Collections.

Additional Help Resources

Once again, if you have additional questions or need further assistance, you may look to one or more of the following resources:

- Your college dossier administrator, or CDA (See https://www.usu.edu/provost/promotion-and-tenure for a list of admins for each college)
- Interfolio’s Online Help Center at http://product-help.interfolio.com/
- Interfolio Support Lines:
  - Phone: (877) 997-8807. Hours: Mon-Fri, 9AM-6PM (EST)
  - E-Mail: help@interfolio.com
- The Center for Innovative Design and Instruction (CIDI)
  - Phone: (435) 797-9506. Hours: Mon-Fri, 8AM-5PM (MST)
  - E-Mail: cidi@usu.edu