

# Interfolio Setup and Moderation

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For College P&T Dossier  
Administrators

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# 1 Key Concepts

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This help guide is written for individuals selected by their college to be the college dossier administrator (CDA) for the Interfolio Retention, Promotion, and Tenure system. It explains the setup and management of cases using Interfolio. For more information on the tenure and promotion process itself, please see the Provost's office web page at <https://www.usu.edu/provost/promotion-and-tenure/>.

## Help Resources

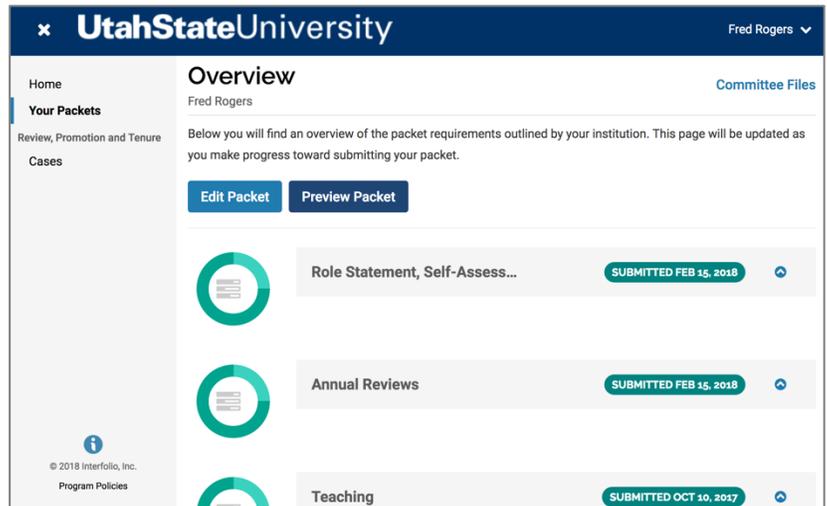
This guide is supplemented by additional help resources, including the following:

- 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](mailto: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](mailto: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.
- **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.
- **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. When a case is moved from one step to another, all viewer permissions from the prior case are revoked.
- **Committees:** Each step a case passes through has assigned *committees* whose members have permission to view the case during the step. An administrator adds members to a committee. A committee can consist of one or more people. There are two types of committees: *standing committees*, which are set up outside of a single case so they can be added easily to many cases (the central committee being an example), and *ad hoc committees*, which can be setup and reused within multiple steps of a single case (an advisory committee being a good example).
- **Templates:** Cases should not be set up from scratch, but should be created using an available template. 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.

## College Dossier Admin 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 his or her 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.

## Institutional Administrator Role

An *institutional administrator* has access to perform the same tasks a CDA can perform, but for all colleges. Normally the institutional admin gets involved as a point of escalation when there are issues or questions the CDA cannot address or is uncertain about. The institutional admin can be reached at the Center for Innovative Design and Instruction (CIDI).

# Typical Case Workflows

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

## Workflow for a 3<sup>rd</sup> year review, tenure, or promotion case:

- **CDA creates the case:** The college dossier admin creates a case from the appropriate template for each faculty member 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.

## 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. There are templates designed for this purpose, which use steps to represent years rather than stages of committee review. The workflow for these types of cases proceeds 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 committee manager permission 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 Case Setup and Moderation

Part 2 of this guide provides step-by-step information for the college dossier admin on how to set up a case and moderate its progress through the review steps.

## Case Setup

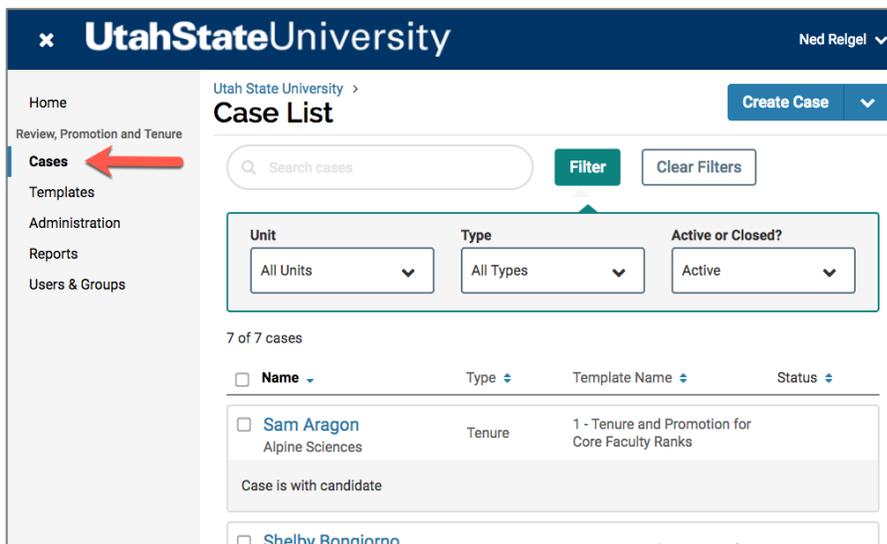
We begin by setting up cases for new candidates.

### 1. Login and create a case

1. To access Interfolio, go to <https://dossier.usu.edu> and login with your A-number and password.
2. If asked whether to go to Utah State University or dossier, select Utah State University.



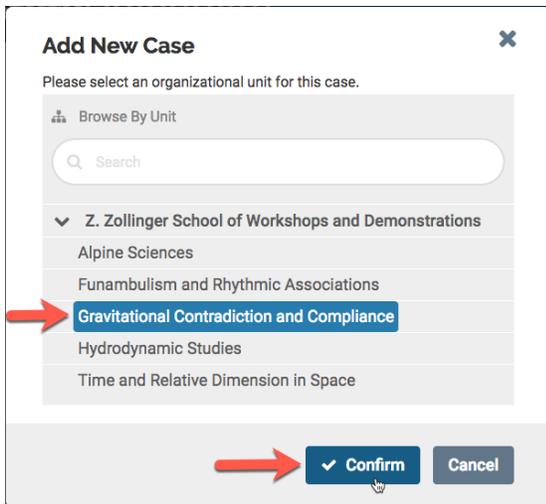
3. Click *Cases* in the left-hand navigation to view the case list for your college.



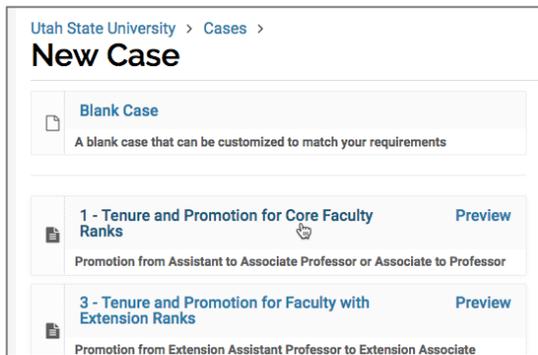
4. Click the *Create Case* button (or for a bulk option, click the arrow next to the button and choose *Create Multiple Cases*.)



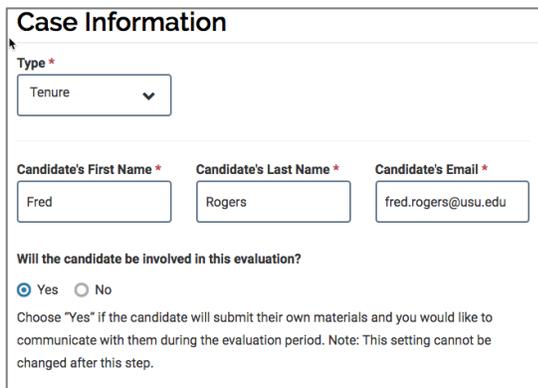
5. Choose the department the case or cases will be associated with.



6. Next, select the template that is most appropriate given the type of review. In general, there are three types of templates: Tenure/Promotion; Third-Year Review; or 1, 2, 4, or 5 year review. Some are created specific to a college or department.



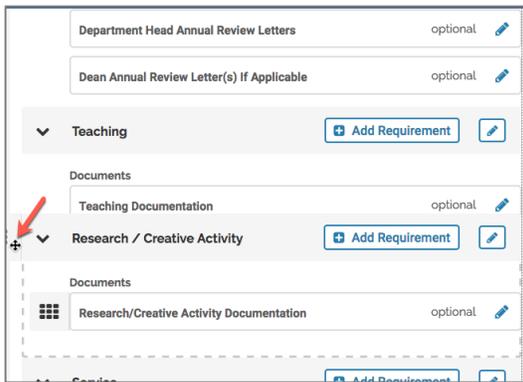
7. Select the type of case (typically Tenure, Promotion, or Review).
8. Enter the candidate's first name, last name, and official USU email address. Using the correct email address is important to matching the case up to the candidate's USU login account.
9. Leave everything else on the screen as is (including the answer *Yes* under "Will the candidate be involved in this evaluation?"). Click Continue.



10. The next screen provides options for modifying the case sections. You can stick with the template exactly as is and click *Continue*, or take a moment and add, reorder, rename, or remove sections.

- To edit a section or requirement, click the Pencil icon next to the item: 

- To reorder sections, hover over the section header at the far left until the cursor turns into a four-point arrow, then drag and drop.



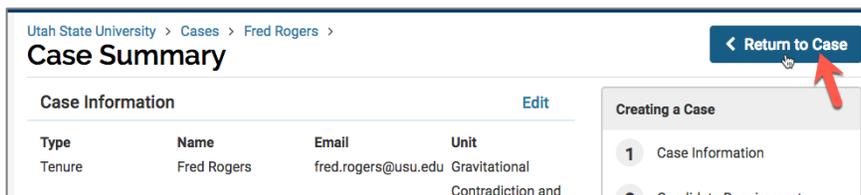
- To add a new section, click the *Add Section* button.

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**See the Appendix for additional information about adding or removing sections.**

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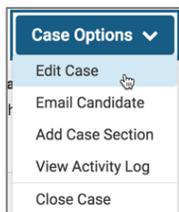
- Click *Continue* again to skip past the Internal Case Sections screen. Note here that if you will *not* be collecting external evaluations, you can delete this special section.
- You can assign committee members now to the various review steps (using the instructions below) or wait until later. Click *Continue* to save the case.
- From the Case Summary screen, scroll to the top and click *Return to Case*.



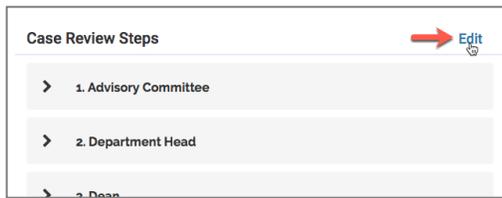
## 2. Assign committee members to case review steps

Below are the steps for assigning committee members to their respective review step.

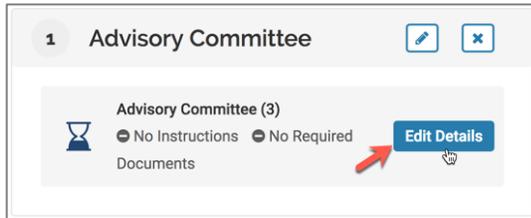
- Go to the *case list*.
- Click on a given case to access it.
- Click the *Case Options* button and choose *Edit Case*.



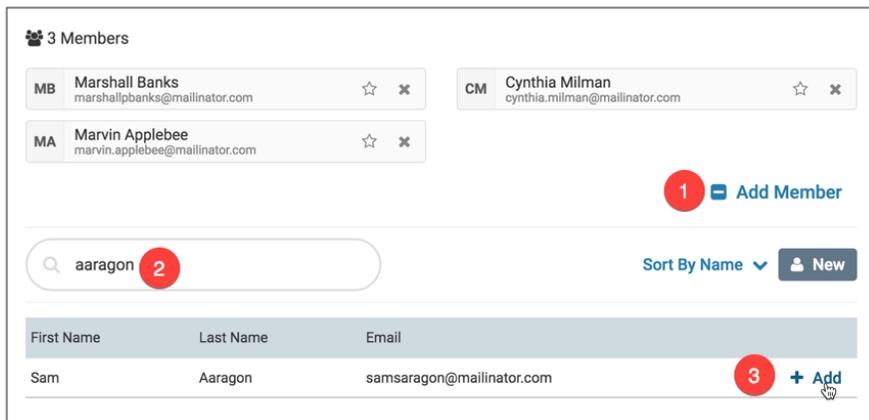
- Scroll to the bottom of the *Case Summary* page and click *Edit* on the case review steps.



- Each step appears with its assigned committee. Click **Edit Details** in the *Advisory Committee* box.



- Click **Add Member** and then search for and select each member of the committee. Note that Interfolio can only search for a first or last name. Once a space appears, the search will fail to produce results. If you cannot find the person you are looking for, click **New** and add a new member by first name, last name, and @usu.edu email address.



- As a rule, do not highlight the star next to any committee member. Doing so makes that member a committee manager, with administrative capabilities that should come with extra training.
- 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.

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**See the Appendix on Special Circumstances for information on information on handling steps in 1, 2, 4, and 5 Year cases, or for information on adjusting steps and reviewers for special situations.**

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### 3. Notify Candidates

A candidate must be notified of his or her case in order to see it. This can be done in two places:

#### *From the Case List*

- Check the box next to a case and click the **Notify Candidates** link in the blue bar that appears at the top of the list.
- Click **Send**.

- The case then appears in the Case List with the note, “Case is with candidate.”



*From the Case Page*

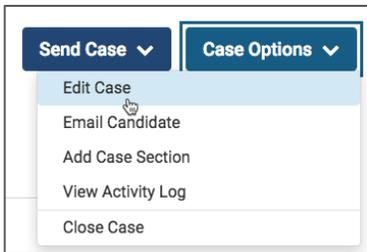
- Click to enter a case from the case list.
- Click *Send Case* at the top of the screen and choose *Candidate: Notify Candidate*.
- Click *Send*.
- The case then appears in the Case List with the note, “Case is with candidate.”



## Editing a Case After it is Created

If, for various reasons, you need to edit a case after it has been created, you can open the case in editing mode via the following steps:

1. Go to the case list and click on the case you need to edit.
2. Click the *Case Options* button.
3. Choose *Edit Case*.



## Case Moderation

The CDA is primarily responsible for case moderation; that is, moving a case through the review steps, uploading recommendation and external letters, and logging reviewer votes.

### 1. Forwarding a Case Through Its Review Steps

Once a candidate submits a case, it goes to its first review step. After that, the CDA forwards the case to additional steps after the recommendation letters and votes have been entered at each step. Forwarding a case can be done in two places:

*From the Case List*

- Check the box next to a case and click the *Send Forward* link in the blue bar that appears at the top of the list.
- Review and edit the notification message as needed and click *Send*.
- The case then appears in the Case List with a note indicating the current step.

*From the Case Page*

- Click to enter a case from the case list.
- Click *Send Case* at the top of the screen and choose the *Forward to* option.
- Click *Send*.
- The case then appears in the Case List with a note indicating the current step.



The CDA can also send a case back a step using the same process, only selecting the *Send Backward* option. Note that a case cannot be sent out of the step process and back to the candidate, although the CDA can unlock case sections for the candidate for further editing.

**When does a case get forwarded or sent backward?**

For a case going through the third-year, tenure, or promotion process, a case is ready to be forwarded to the next step when the following conditions are met:

1. The committee or individual assigned to the current step has provided a recommendation letter and a vote (instructions on doing so are listed below)
2. The recommendation letter and vote have been added to the case by the CDA
3. The individual providing the letter and vote have acknowledged that the items were loaded correctly.

To avoid organizational confusion, the CDA is the individual who sends the case forward.

For cases that use the *1, 2, 4, or 5-year* template, steps are built to reflect the current year of the candidate’s review cycle, and so the case is forwarded at the beginning of each new year.

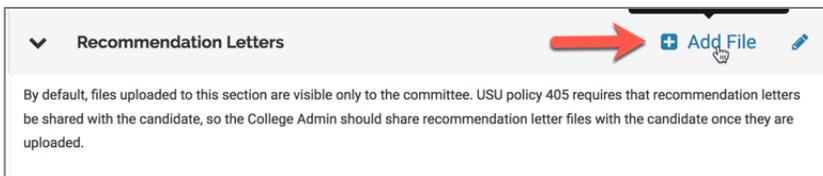
Rarely does a case need to be sent backward, and the reasons vary. The most common reason is that the case is accidentally sent forward too many steps before reviewers in prior steps have a chance to view the materials.

**2. Adding Votes and Recommendation Letters**

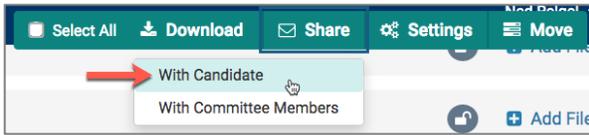
The CDA is tasked with logging votes at each step and uploading recommendation letters.

**To add a recommendation letter:**

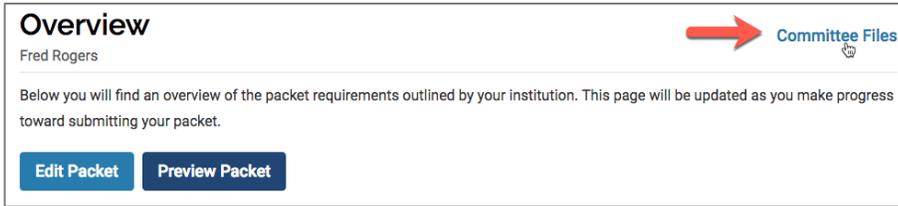
1. Click into the case from the case list.
2. Click *Add File* in the *Recommendation Letters* section.



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. Check the box next to the recommendation letter you uploaded. An options bar appears at the top. Click *Share* and select *With Candidate*.

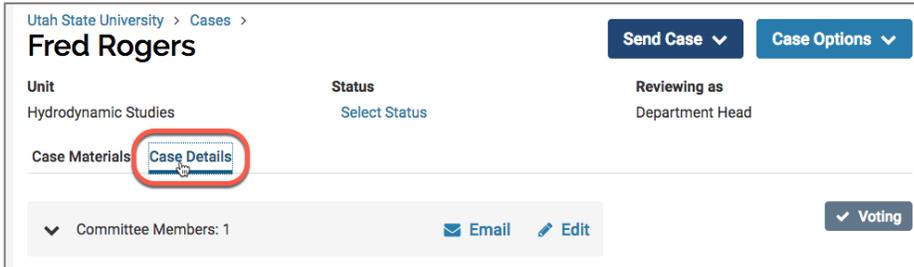


5. Fill out the form for sending the candidate a message and then click *Send*.
6. The candidate will receive an email and Interfolio notification providing a link to view the recommendation letter. It will also be visible in a *Committee Files* link associated with the case.

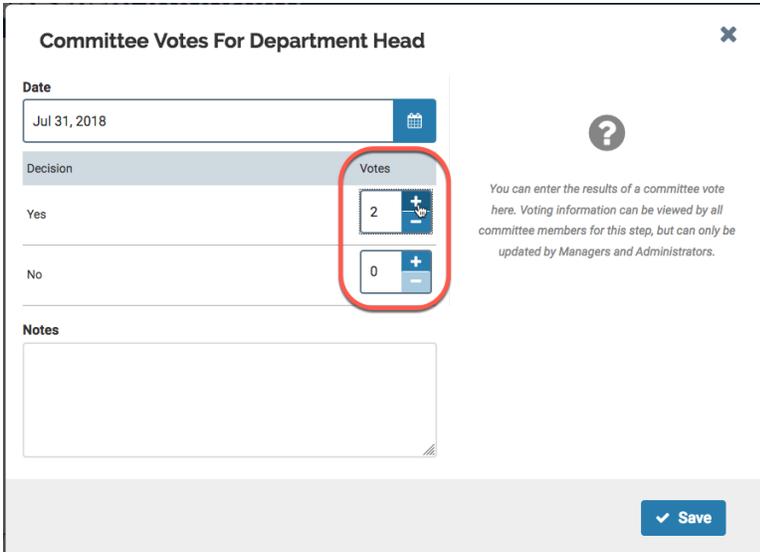


**To add votes:**

1. Click into the case from the case list.
2. Click the *Case Details* tab



3. Click the *Voting* button.
4. Adjust the number of Yes and No votes and apply the appropriate date. You may add notes as needed. When you are done, click *Save*.




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**Currently, votes are not visible to anybody but the admin. The admin can run and share reports with others. However, voting information may need to be included in other communications to committees.**

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## Adding 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 other admins and/or committee members.

To add an external evaluation letter,

1. Click into the case from the case list.
2. Click **Add File** in the *External Evaluations* section.



3. Upload the external evaluation documents.

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.

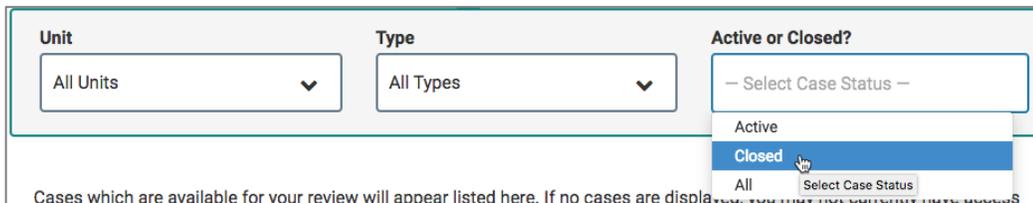
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**Note that in the 2018-2019 implementation year, the External Evaluation Request option is not to be used. Department heads will be trained in its use in years following.**

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## Closing a Case

After the Central Committee has convened, an institutional admin closes each finished case. Upon closing a case, the admin adds a status indicating whether a decision was made. A search filter exists on the case list page for viewing closed cases.

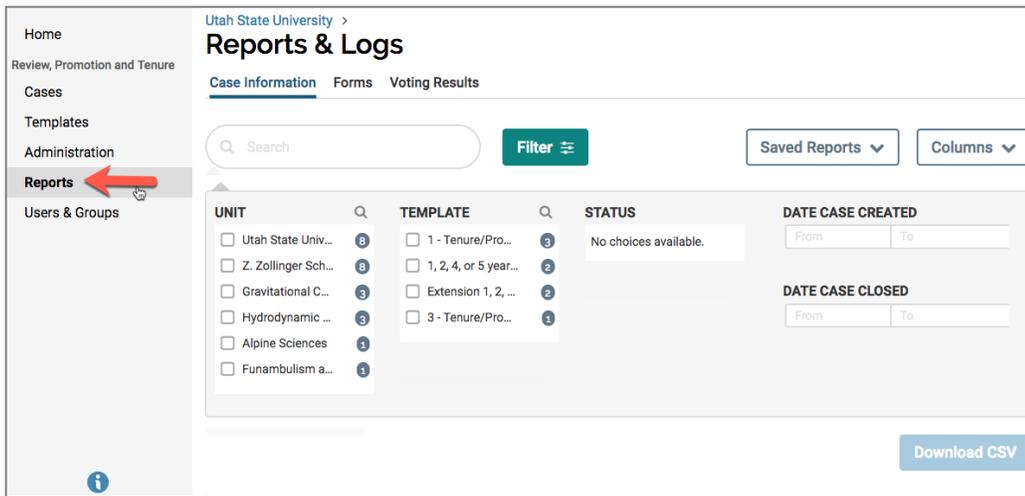


## Other Tasks and Functions

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

### Reports

Click the **Reports** link in the left-hand navigation column to view aggregated information about the status of cases within an organizational unit or to view compiled voting results for a specific case.



## 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).

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

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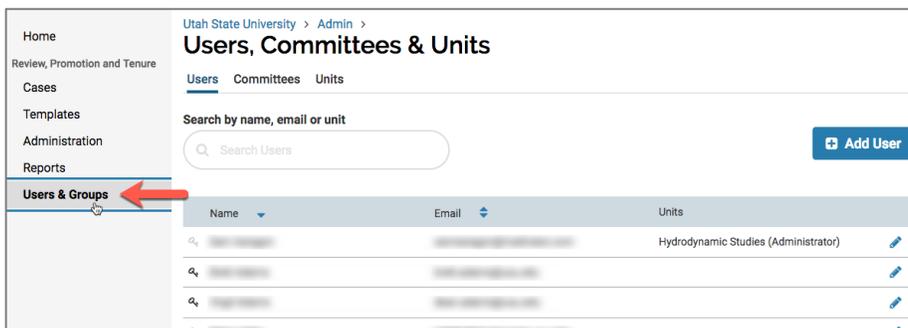
## Communication

Throughout Interfolio are options to send messages to candidates or 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 a case 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* link, available in the left-hand navigation.

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 documentation, including help for candidates, can be found on 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](mailto:cidi@usu.edu).

# Appendix: Special Circumstances

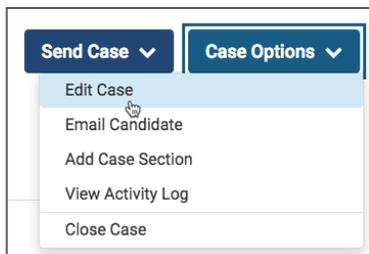
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## Adding or Removing Content Sections

No single template can anticipate every variation in candidate role statement or in the evidence that is or is not required. If, after you have created a case, you learn that the candidate does or does not need a given section, you can return to the case and edit sections.

### Add a section

1. Click on the case in the case list.
2. Click the Case Options button and select *Edit Case*.



3. Click the *Edit* link on the *Candidate Requirements* header.
4. Click the *Add Section* button to create a new section.



### Delete a section

1. Follow steps 1-3 for *Add a Section* (above).
2. To delete a section, you must first delete every document placeholder within the section. Click the Pencil icon next to the document placeholder, and then click the *Delete* link for that item. Click *Yes* to confirm that the deletion is intentional.

Research / Creative Activity + Add Requirement 

Documents

Research/Creative Activity Documentation optional 

**Name \***

Research/Creative Activity Documentation

**Description**



**Required**

Required  Optional

**Number**

No More Than     No Limit

← 2

- Once the section is empty of document placeholders, click the pencil icon next to the section and then click the *Delete* link for that section.

Research / Creative Activity + Add Requirement 

**Name \***

Research / Creative Activity 1

**Description**



body p

**Due**

MMM D, YYYY

Candidates can add additional documents to this section.

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# Working with Case Steps

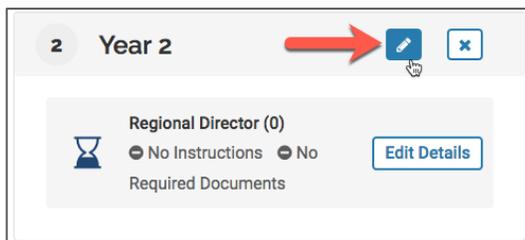
No single template can anticipate every variation in cases when it comes to steps. Listed below are additional tips for managing case steps in special circumstances.

## Reusing Committees in Later Steps (for the 1, 2, 4, and 5-year case template)

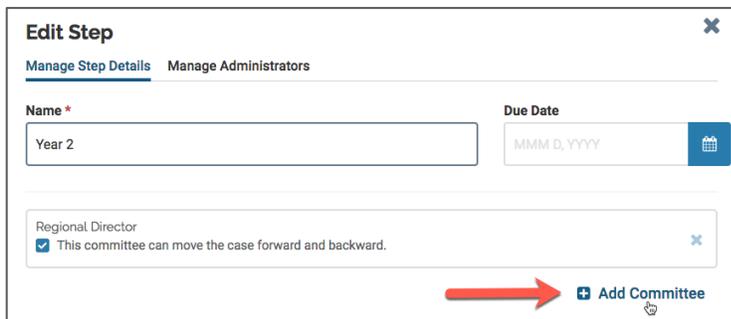
In the USU case templates, the advisory committee, department head/regional director, and dean/VP are set up as *ad hoc committees*. These are groups that can be reused in multiple steps within the same case. Ad hoc committees can save time when setting up 1, 2, 4, and 5-year cases. Remember from Part 1 that these types of cases are intended to allow the candidate, advisory committee, and department head to view the case at each step (steps representing a year). Rather than add five members to an advisory committee at each step, you can save time by reusing an ad hoc committee.

Here are steps to add an existing ad hoc committee to an additional step within the same case:

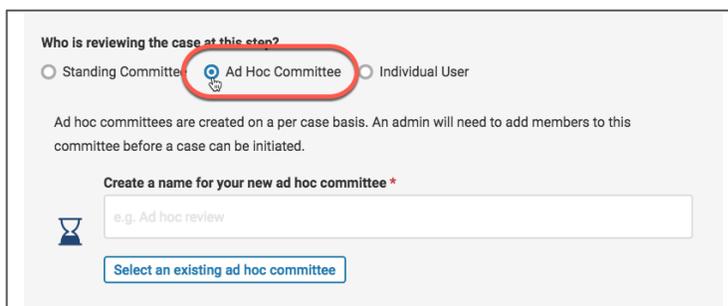
1. First, be sure an ad hoc committee has been set up in at least one step. For example, in a 1, 2, 4, and 5 year case, there is an empty ad hoc committee for the Advisory Committee in the *Year 1* step. Add members to that committee.
2. To reuse the ad hoc committee elsewhere, click the *pencil icon* next to edit another step. In our example, this might be the *Year 2* step.



3. In the *Edit Step* dialogue, click the *Add Committee* link.



4. Select the *Ad Hoc Committee* option.



- Click the *Select an existing ad hoc committee* button.

Standing Committee
  Ad Hoc Committee
  Individual User

Ad hoc committees are created on a per case basis. An admin will need to add members to this committee before a case can be initiated.

Create a name for your new ad hoc committee \*

e.g. Ad hoc review

Select an existing ad hoc committee

- From the *existing ad hoc committee menu*, select the committee you wish to reuse. In our example, we select the Advisory Committee, since it has five members that we don't want to add again.

Standing Committee
  Ad Hoc Committee
  Individual User

Ad hoc committees are created on a per case basis. An admin will need to add members to this committee before a case can be initiated.

— Select Ad Hoc Committee —  
 ✓ Advisory Committee  
 Regional Director  
 Candidate  
 Regional Director  
 Regional Director

Create a new ad hoc committee

- Click *Add*. The committee, with all of its members and member settings, is added to the step.
- You can repeat this same process for additional committees (even if the committee has just one person) and for the additional steps.

## Adding more reviewers to a step (for candidates with multiple supervisors)

You can add new committees, existing ad hoc committees, or individual users to any step they need viewing access to, even if they aren't assigned to that step in the template. Sometimes this is needed for handling special review circumstances, such as adding additional administrators if the candidate reports to more than one. To add new committees or individuals to a step:

- Click the pencil icon at the top of the step and then click *Add Committee*.

2 Department Head

Department Head (0)  
 No Instructions No Required Documents Edit Details

- Choose whether to add an existing *standing committee*, a new or existing *ad hoc committee*, or an *individual*.

Standing Committee
  Ad Hoc Committee
  Individual User

Ad hoc committees are created on a per case basis. An admin will need to add members to this committee before a case can be initiated.

Select an existing ad hoc committee \*

— Select Ad Hoc Committee —

Create a new ad hoc committee

- Add members as needed

## Adding new steps

Likewise, an admin has the ability to add or remove steps into the workflow to deal with special circumstances. For example, a candidate may wish to have the CDA, department head, or another individual review the case before it goes to the Advisory Committee step. In this case, the CDA could add a new first step, with viewing privileges assigned to that individual. To do so:

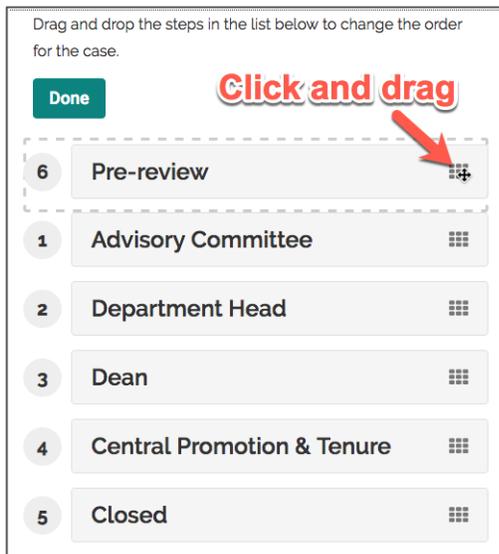
1. When editing a case, in the Edit Case Steps area, click the **Add Step** button.



2. Give the step a name and assign a *standing committee*, *ad hoc committee*, or *individual user* to the case.
3. Scroll to the top of the step list and click the **Reorder** button.



4. Click, hold, and drag on the black grid icon for the new step. Drag it to the position in the steps you wish it to occur.



5. Click **Done**.