

COLLEGE OF ARCHITECTURE, URBAN AND PUBLIC AFFAIRS

Policy on Clerical Support for Faculty

Clerical support services are provided by the college and departments to support academic, administrative, and service activities of faculty, and administration. Clerical staff assigned to the dean's office routinely provide clerical support to the dean, associate and assistant dean(s), advisors, and other college administrative activity. Routinely, departmental secretaries provide clerical support to faculty and chairs in the departments. Due to the distributed structure of CAUPA and its academic units, the dean's office will provide clerical support to those faculty who are not assigned to the campus housing their home unit. Departmental secretaries will continue to provide the clerical support to all faculty assigned to the campus of the department's headquarters.

Departmental secretaries report to and are supervised and evaluated by the departmental chairs with the oversight of the dean. The secretarial staff is responsible for providing the needed clerical support for the smooth operation of the department to the chair. Departments may develop more detailed policies and procedures in house as long as those procedures do not conflict with any college of university regulation.

Routine clerical support provided by the departmental secretarial staff includes, but may not be limited to: course materials, administrative materials, messages, and travel documents. Adequate lead time must be given to clerical staff and assignments will be queued. In case of conflict, the chair will prioritize the work projects for the clerical staff. All course/instructor evaluation packages will be handled by the departmental secretary where the course is housed. These must be done with sufficient lead time to allow for the packages to go through campus mail to the instructor of record.

Clerical support for faculty assigned to campuses other than their departmental headquarters will receive clerical support from staff on their assigned campus. In Boca, Davie and Fort Lauderdale, those staff are provided by the dean's office. At MacArthur and Treasure Coast, those staff are provided by the campus vice presidents' office. Nonetheless, each campus has a secretary assigned to faculty housed away from their departments.

Boca Raton Campus – Currently all faculty assigned there are included in the departments headquartered there where secretarial staff are provided by the departments and supervised by the chairs with the oversight of the dean. When there are faculty from units headquartered elsewhere assigned to Boca, secretarial support will be provided by the dean's office and more detailed procedures will be outlined at that time. Currently, advising staff assigned to Boca are supported by the dean's office.

Davie Campus -- Secretarial staff provided by the dean's office and supervised by the associate dean in Davie. This secretary is responsible for providing clerical support to the associate dean for the smooth operation of the college in Davie, providing support for the college advising staff at Davie, and for supporting the faculty of various departments housed there. Clerical support includes, class materials, phones and messages, photocopying, supply orders, and travel arrangements, etc. All travel, purchases, and large copying jobs, must be routed through the chair and the dean for prior approval. The college secretary at Davie will

check with departmental secretaries before accepting large copying jobs or making inordinate supply purchases. Adequate lead time must be provided so that work can be queued and completed in an orderly fashion. In case of conflicting priorities, the associate dean will determine work assignments.

Fort Lauderdale Campus – Secretarial staff supervised by departmental chair in the departments headquartered there with the oversight of the dean. The remaining secretarial staff reports to the dean, and is not only responsible for supporting the dean's office but also provides support to the advising staff at Fort Lauderdale. Those faculty assigned to the downtown campus whose departments are headquartered elsewhere, will receive secretarial support from the dean's office. This includes class materials, phones and messages, photocopying, supply orders, and travel arrangements, etc. All travel, purchases, and large copying jobs, must be routed through the chair and the dean for prior approval. The college secretaries at Fort Lauderdale will check with departmental secretaries before accepting large copying jobs or making inordinate supply purchases. Adequate lead time must be provided so that work can be queued and completed in an orderly fashion. In case of conflicting priorities, the dean or the dean's designee will determine work assignments.

MacArthur and Port St. Lucie Campuses – Secretarial staff provided by the campus vice president's office. All clerical work to support faculty housed on these campuses originates on the campus. Travel, purchases, large copying jobs, etc., must have prior approval of the chair and the dean. Faculty are urged to give secretarial staff adequate lead time for tasks to be completed. Minor complaints should be resolved courteously between the faculty member and the secretary. Major issues should be taken to the chair and turned over to the dean who will work with the appropriate vice president to resolve the issue.

Major departmental projects, such as self studies for program reviews and accreditation, or new degree program proposals, need to be provided for by the departmental chair and the dean well in advance of the actual preparation. The same is true of unusual projects, such as some reports, graphics for promotional literature, and special presentations. Departments and the dean's office must make every effort to cooperate in special efforts when a department is overloaded or needs special skills.

Secretarial support throughout the university is in short supply and CAUPA is no exception. Faculty and staff are requested to be understanding and treat clerical staff with courtesy and give them adequate time and clear instructions to complete tasks. ***An administrator or faculty member's failure to sufficiently plan does not constitute a crisis for the clerical staff.*** Faculty, administration and staff, may have to do their own clerical work when assignments are left to the last minute or clerical staff is overloaded.