Interfolio Case Review

For Reviewers of Tenure and Promotion Packets
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1 About Interfolio

Utah State University uses the Interfolio platform to digitally manage the creation and review of tenure and promotion and third-year review dossiers. This system, sometimes called e-dossier, is available online to faculty and reviewers at https://dossier.usu.edu

This guide explains the steps reviewers take to view candidate packets on Interfolio. Additional information on the tenure and promotion process itself can be found on 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 recommendation letters added 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.
2 Reviewing Case Materials

This chapter provides step-by-step information on how to access and review a candidate’s case in Interfolio. Much of the text in this section is adopted from the Interfolio help guides at http://product-help.interfolio.com/.

Login to Interfolio

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

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

2. Select the Sign In link in the email. This directs 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 review cases, click the **Utah State University** option.

If you happen to choose the *Interfolio Dossier* option, instead, you can switch back to the Utah State University account, by clicking on your name in the upper-right corner of the screen and choosing *Utah State University* under the *Switch Accounts* heading.

**Review Case Packets**

Active cases that are ready for your review appear under *Your Action Items* on the *Home* screen.
1. Click on a case to view it.

2. An overview page appears, listing the materials that have been added to the case. A case packet is usually divided into sections that reflect the candidate’s role statement. Files summarizing the candidate’s work appear within each section.

3. To view the case packet, either click on one of the file links or click Read Case.

4. The case viewer opens, allowing you to browse and view all files in the case by clicking on section headings in the left-hand navigation and clicking on file links to view the files within each section.
**Downloading Packets**

You can download a single file or the entire packet for offline viewing by clicking the *Download* option at the top of the reader.

If you choose the *Download Packet* option, you can select some or all of the files, and then download them as a zip file with each file individually organized into folders by section or as a single PDF with sections and filenames arranged as PDF bookmarks.

Once you select an option, you will receive an email with a link to download the file once it is available.
Annotating Packets

The Interfolio reader includes annotation tools that allow you to take notes as you review a case packet. Only you will be able to see your notes.

To use the annotation tool, click the annotation icon at the bottom-right corner of the reader:

An *Annotations* tab appears at the top of the reader left-hand navigation, which allows you to view all of your annotations in one place.

What comes after review?

After you review the packet, if you are a committee chair, department head, dean, or supervisor, please send your recommendation letter and committee vote(s) to your college dossier administrator (CDA). The CDA will add these to the case on your behalf.

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](https://www.usu.edu/provost/promotion-and-tenure) for a list of admins for each college)
- 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
Appendix: Key Terms and Processes

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, which 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, the case 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 typically 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 who is 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. 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.