

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, school secretaries provide clerical support to faculty and directors in the schools. Due to the distributed structure of the college 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. School secretaries will continue to provide the clerical support to all faculty assigned to the campus of the school's headquarters.

School secretaries report to and are supervised and evaluated by the school directors with the oversight of the Dean. The secretarial staff is responsible for providing the needed clerical support for the smooth operation of the schools to the director. Schools may develop more detailed policies and procedures in house as long as those procedures do not conflict with any college or university regulation.

Routine clerical support provided by the school 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 director will prioritize the work projects for the clerical staff. All course/instructor evaluation packages will be handled by the school 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 school's 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, staff is provided by the campus vice presidents' office. Nonetheless, each campus has a secretary assigned to faculty housed away from their schools.

Boca Raton Campus – Currently all faculty assigned there are included in the schools headquartered there where secretarial staff are provided by the schools 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. The remaining secretarial staff reports to the Dean. Currently, advising staff assigned to Boca are supported by the dean's office.

Fort Lauderdale Campus – Secretarial staff supervised by school director in the schools headquartered there with the oversight of the Dean.. 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, etc. Adequate lead time must be provided so that work can be queued and completed in an orderly fashion.

MacArthur Campus – Secretarial staff provided by the campus Assoc. Provost’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 director 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 director and turned over to the Dean who will work with the Assoc. Provost to resolve the issue.

Major school projects, such as self-studies for program reviews and accreditation, or new degree program proposals, need to be provided for by the school director 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. Schools and the dean’s office must make every effort to cooperate in special efforts when a school is overloaded or needs special skills.

Secretarial support throughout the university is in short supply and this college 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.