



**DEPARTMENT OF LANGUAGES,  
LITERATURES, AND CULTURES**

**ILLINOIS STATE  
UNIVERSITY**

**GENERAL INFORMATION AND OFFICE PROCEDURES**

**2023-2024**

## I. OFFICE PROCEDURES

1. **Department Office Hours.** The Department office is open from 7:30 a.m. - 4:30 p.m. Monday through Friday. Only the Chair and office staff have keys to STV 114. The office may be closed during the lunch hour from time to time. In most cases, the side door will be unlocked.
2. **Mail.** Outgoing mail leaves our office at **9:00 a.m.** and incoming mail is distributed by 3:00 p.m. UPS and priority packages are generally delivered in mid-afternoon.
  - a. The outgoing mail tray is located on the table below the mailboxes. On-campus mail is placed in inter-office envelopes and must be addressed to the appropriate 4-digit mail code of the department or office, along with the name of the person. ISU Telephone Directories are no longer being printed. Please go to eDirectory.Illinoisstate.edu.
  - b. The Department will pay the postage for professional first-class mail. Personal first-class mail may also be placed in the mail tray, but the envelope must be stamped. The Department does not keep a supply of postage stamps.
  - c. Incoming messages/mail for Dr. Lynd can be given to Stacy or placed in the Chair's incoming mail tray. Please check with Stacy before scheduling meetings requiring the Chair's attendance so that she can be certain the date and time is open on Dr. Lynd's calendar. Mail for Stacy can be placed in in her incoming mail tray.
3. **E-Mail.** **Please check your messages daily for departmental communications.**
4. **FAX.** The departmental fax number is **438-8038.** The University is using a web-based faxing program called RightFax. Faxes sent to the Department are received via email to the lanworkorders email address and will be forwarded to the recipient's email. You can send and email from your desktop. The instructions to send an email are on the Department's website lan.illinoisstate.edu on the faculty/staff tab under Faculty Resources.
5. **Copying.** The Department has a copier that collates, staples, and 3-hole punches. It also scans and sends a pdf to email. Full-time faculty members are limited to **500** pages of copying for an academic year (July 1 - June 30). Part-time faculty members and teaching graduate assistants are allotted **75** copies per course per semester. You have an access code to copy. No access code is needed to scan.
  - a. Faculty members can use the photocopy machine by entering their "user number" which is **0 plus the last 4-digits of their social security number, or for newer faculty, 0 plus the last 4-digits of their UID number.**
  - b. Graduate Assistants can use the photocopy machine by entering **1 plus the last 4-digits of their UID number.**
  - c. Following work order procedures (see below) does not count against copy limits.
6. **Work Orders.** When faculty and graduate assistants have duplicating requests for the office staff, they must complete a "work order" form. The forms are located on the table across from the copier in STV 114. Include date needed, color of paper, whether it needs to be collated and/or stapled, etc. **Work orders will be run as double-sided unless otherwise specified.** Please plan ahead and give as much lead time as possible to complete requests
  - a. **Work requests can also be emailed to [lanworkorders@ilstu.edu](mailto:lanworkorders@ilstu.edu). Nikki and Stacy receive the emails sent to that email address and will see that work requests are completed in a timely manner.**

- b. Please allow a reasonable amount of time (**24** hours if possible) to complete your work order. Make sure that faculty work orders for Nikki are put in the work order basket on the work island, so that she can keep track of incoming requests.
7. **Printing Classroom Materials.**
    - a. **General Printing Policy:** It is most cost effective to use the laser printer for 20 copies or less. If more than 20 copies are needed, please plan to submit a work order and have the job run on the copier.
    - b. Faculty can send print jobs the printer in STV 114 (choose tray 2 for letterhead or tray 3 for plain paper). If the printer is not listed on your computer, or if you have additional questions, please see the office staff.
    - c. Faculty can also use the printer in the faculty work room -- STV 208. Please make sure to keep the printer supplied with paper. Inform staff when the toner cartridge needs to be replaced. A supply of white paper is stored in the faculty work room.
  8. **Office Supplies.** Pens, highlighters, paper clips, legal pads, etc. are stored in the drawers of the large work island in STV 114. If you cannot locate an item, check with one of the office staff.
  9. **Room Reservations.** STV 113 may be reserved by signing up on the large calendar on the desk in STV 114. STV 231A, STV 202, and STV 227B can all be reserved through Nikki or Stacy.
  10. **Technology Team - CAS-IT.** Chad Scheiman is our Computer Support Specialist for Stevenson Hall. For computer problems, please submit an on-line help ticket at <https://help.illinoisstate.edu/get-it-help>
  11. **LAN Computer Labs (Languages Learning Lab/Language Commons in STV 227B/Multi-Media Teaching Lab in 231A).** Nikki sets the schedule for lab monitors, grammar help, and conversation practice hours. Lab hours will be announced during the 2<sup>nd</sup> week of the semester.
  12. **Budget Requests.** Any budget request (site licensed software, course materials, funding for RSOs, professional travel, etc.) should be directed to Stacy for review of available resources and approval by the Chair.

## II. INSTRUCTIONAL INFORMATION

1. The University's official three-letter abbreviation for the Department of Languages, Literatures, and Cultures is **LAN**, so please use it accordingly.
2. **Academic Advisement.** Laura Edwards [icedwar@ilstu.edu](mailto:icedwar@ilstu.edu) is the Department's Academic Advisor. She can be reached at 438-3279, STV 231B. Laura advises all majors/minors (teacher education and non-education). In addition, Laura serves as the official webmaster for the Department and works as Lab Director.
3. **Official Class Lists, Grade Rosters, Final Exam Schedule.** Registration directories are no longer printed, so teaching personnel will have access to on-line class lists, grade rosters, and final exam schedules via Campus Solutions. Important dates can be found at <http://registrar.ilstu.edu/>. See office staff for more information.
4. **CAP Credit.** If a student's ***first*** ISU language course is at the 112 level or higher they are eligible for up to eight hours of credit for the lower-level classes the student has skipped. This credit is called Credit for Acquired Proficiency, but students may refer to it as "back" or "retroactive" credit. If you are teaching 112, 115, or 116, please obtain a few CAP credit forms from the department

office and distribute them to students during the first week of classes, or direct the students to complete the form online at

[https://forms.illinoisstate.edu/forms/credit\\_for\\_acquired\\_proficiency\\_cap](https://forms.illinoisstate.edu/forms/credit_for_acquired_proficiency_cap)

5. **Overrides.** High enrollment levels in language courses make it likely that students will request permission to register for closed sections. Individual faculty members may permit additional students to register for their own sections by signing override permits but are not obligated to do so. Instructors who permit overrides should email Nikki, Stacy, or Laura who will enter them into the system. Please include the student's University ID whenever possible or cc the student on the emailed request to ensure the override is applied to the correct student. After the override has been entered, the student will receive an email instructing them that they can now register for the class.
6. **Make-Up Exams.** Office staff do not proctor exams in STV 114 or STV 113. If students are advised to take exams in these locations, they will not be monitored. Individual instructors are responsible for making their own arrangements to give make-up exams.
7. **Materials/Miscellaneous for Students.** A beige file box is located on the table underneath the mailboxes in STV 114. If you have materials for students to pick up, drop them inside the file box (**Information must be filed alphabetically by instructor**). Faculty members and teaching graduate assistants are asked not to leave large sets of exams or papers for students to pick up in the department office. This file is intended for an occasional missed homework assignment, letter of recommendation, etc.
8. **LAN Student Complaint Policy.** LAN adheres to ISU policy to address student concerns. If a student has a concern or complaint about their instructor, they are advised to first address the issue with the instructor. If a student comes to the Chair without speaking with the instructor, the Chair will advise them to approach the instructor, as per university policy. The Chair may also direct the student to the grade challenge policy. If this does not resolve the situation, the Chair may direct the student to the Dean (as per policy) and/or address the concern with the faculty member. In courses taught by a Graduate Teaching Assistant, students are directed to contact the Graduate Teaching Assistant Coordinator. If that does not resolve the issue, the Chair may be involved in the conversation.

### III. FACULTY PROCEDURES

1. **Faculty Meetings.** Meetings are held once a month for tenured/tenure-track faculty members during the academic year when there are items of business to discuss. AP's and temporary faculty are invited as non-voting members but are not required to attend. Meetings are scheduled on **Wednesdays at 3 p.m.** Specific dates will be announced.
2. **Paychecks.** ISU encourages and recommends all employees enroll in direct deposit. Enrolling in or updated a direct deposit is done by visiting MyIllinoisState.edu. Click on the Pay & Benefits tab and select Direct Deposit. If you choose not to have a check direct deposited pick up for a paper check is at the student accounts building.

Faculty and graduate assistants will receive one half of their monthly salary in August and May. Faculty can choose to have their pay distributed over a 12-month period vs. a 9-month period by filling out proper paperwork in Payroll, Uptown Crossing, 239 Suite E, 100 S. Fell Ave., Normal. <https://payroll.illinoisstate.edu/employee-information/twelve-month-plan/>

3. **Departmental Faculty/Staff Address Information Form.** Changes in home address and/or telephone numbers must be submitted to Stacy.

4. **iPeople.** iPeople is the electronic Human Resource/Payroll System where faculty/staff/GAs and students can verify, confirm, and update personal information. Faculty and staff members must report their benefit (sick or vacation) usage on a semi-monthly/or monthly basis. To Sign up for direct deposit or to view/print your pay stub online (Paper copies will no longer be distributed.) Go to MyIllinoisState.edu, login, click on iPeople. Click on the tile you need to update.
5. **Absence Due to Illness.** If you are unable to meet classes due to illness, please notify one of the secretaries. They will post a notice for your students and they will also inform them of assignments or other instructions that you may have.  
  
If the illness will cause you to miss more than one or two classes, you must contact Stacy or the Chair and arrangements for covering your classes will be made.
6. **Absence from Duty Forms.** If a tenured/tenure-track faculty member is going to be off campus for a professional meeting or conference and will not be meeting classes, an Absence from Duty Form must be filled out. The form includes the arrangements you have made for covering your classes during your absence.
7. **Faculty News.** Newsworthy activities or publications should be sent to languages@ilstu.edu for publication on the website and various social media outlets. Please include draft language for the story. Faculty are encouraged to engage in this publicity, as it enhances the reputation of the Department as well as the individual.
8. **ID Cards.** All ISU employees must obtain a picture identification card at the Redbird Card office on the 2<sup>nd</sup> floor of the Bone Student Center. This card will be used for library privileges and discounts at Milner, etc. (Appointments must be in the HR system before a card can be obtained.) The Card office number is 438-2273, office hours are 9-5 Monday through Friday.

### **CIVIL SERVICE STAFF ABBREVIATED JOB DUTIES**

**Stacy Albright**

**slalbri@ilstu.edu**

Administrative Aide

Clerical Support for faculty/administrative duties

In addition to performing confidential secretarial duties in support of the Chair relating to DFSC, personnel, operating, budgetary matters (general revenue, agency account, Foundations), and filing responsibilities, Stacy:

1. Compiles & enters course offerings for the on-line class registration system.
2. Resolves academic classroom/scheduling conflicts.
3. Helps schedule Chair's appointments and maintains Chair's calendar.
4. Serves as secretary for Administrative Advisory and Department meetings.
5. Records faculty sick days.
6. Processes TT faculty travel vouchers for professional travel.
7. Processes all NTT contracts, additional pays, summer salaries
8. Submits and tracks all IC Gen Ed requests (course funding)
9. Coordinates all TT and NTT candidate searches.

10. Maintains a file of both printed and electronic current vitae for TT faculty.
11. Schedules departmental events with the Chair including administrative advisory meetings, department meetings, fall picnic, spring banquet, departmental receptions, Alumni Day, etc.
12. Ensure departmental compliance with Mandated Ethics training and Crime Reporting training.
13. Helps Chair with annual evaluation of AP and NTT faculty, processes annual assignment letters for TT faculty, gathers all Tenure/Promotion materials
14. Helps Chair with the budget narrative and prepares various budget reports for the College.
15. Processes all scholarship awards
16. Uses annual equipment inventory to keep an up-to-date equipment list and helps Chair decide which items need upgrading and re-capped and orders equipment based on available budget. Orders general office supplies as needed.

**Nikki Dalbey**  
***nlhill1@ilstu.edu***  
Office Manager

Clerical Support for student-centered activities

In addition to performing confidential secretarial duties in support of the Undergraduate and Graduate programs in the Department, Nikki:

1. Provides support services to the Director & Coordinator of Teacher Education, and the Academic Advisor.
2. Processes and tracks textbook orders and requests desk copies for instructors.
3. Enters course overrides and changes of majors/minors on mainframe. Processes proficiency examination applications for CAP credit, processes and mails undergraduate student recruitment letters, working closely with section coordinators on the latter project.
4. Schedules exams and serves as primary contact person for proficiency exams.
5. Updates, organizes, and maintains departmental display cases and bulletin boards.
6. Inputs departmental events on the University Calendar system. Posts upcoming Department Seminar flyers.
7. Reports annual equipment inventory.
8. Organizes and maintains course syllabi
9. Reserves classrooms for special occasions and also for 100-level final exams.
10. Reports heating/cooling problems and submits maintenance requests to Facilities Management.
11. Serves as supervisor of student workers with direct supervisory control over the student office workers.
12. Assists Lab Coordinator with staffing and scheduling lab hours.
13. Duplicates and/or oversees faculty work requests.
14. Prepares and processes student evaluation packets for teaching personnel.
15. Serves on Graduate Committee.