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**KENNESAW STATE**  
UNIVERSITY

# **Radow College of Humanities and Social Sciences**

## **Staff Resource Guide**

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# On-Boarding New Faculty and Staff

Please use this checklist as a guide for on-boarding new faculty and staff.

On-Boarding Checklist

# Overview of Academic Staff Duties

- Receptionist duties - first contact with students, faculty, guests. Answering phones, directing calls, and responding to emails.
- Copying and scanning for faculty
- Ordering supplies
- Handling mail
- Textbook orders and desk copies for faculty
- Updating and creating documents for department
- Calendar management for Chair, Asst./Assoc. Chairs and possibly others in department
- DocuSigns to obtain appropriate signatures on various forms
- AIM requests: work orders for various maintenance issues
- Facilitating office moves
- Granting door access
- Taking minutes at meetings
- Qualtrics elections or surveys as needed for department
- Assisting with updates to website
- Marketing material for courses, programs and events
- Posts promotional and informational information to digital signage, social media platforms, and website
- Providing support to events and/or planning events
- Catering requests
- Room reservations for meetings and events
- Logistical support for search committees: setting up meetings, itineraries, and presentations. Assisting with travel arrangements and processing reimbursements for the candidate.
- Onboarding new faculty

- Payroll workbooks
- Process overloads, supplemental pay forms for stipends, partial benefits forms, and payroll amendments
- MSS transactions in OneUSG
- Department Budget
- P-Card
- Procurement through E-Pro
- Reimbursements/payments in OwlPay
- Foundation reimbursements/payments
- Project advance fund requests/KSURSF payments/reimbursements
- Hiring and supervising student assistants (Handshake)
- Coordinating and processing faculty travel and registrations
- Lecture agreements/contracts and arrangements for guest speakers
- Schedule building: initial creation, low cost/no cost textbook designations, ongoing schedule changes throughout the year and classroom assignments
- Tracking DFWI rates, compiling majors/minors and other data using SAS
- Overrides for students
- Assist with makeup exams and advanced standing exams
- Approve major/minor requests
- Provide general advising information to students regarding major requirements
- Department Chair changes in KSU Connect
- Crisis Coordinator for department
- Graduate Program coordination including application process, advertising, recruitment, registration, student advisement, events, faculty graduate status, logistical support for GRAs/GTAs, financial aid and payment issues, study abroad, and assistance with accreditation data collection.
- Special projects as needed
- Other duties as assigned

\*Departments may divide up work among staff in different ways. This may not be a complete list of duties.

# General Resources

- [RCHSS Majors and Academic Programs](#)
- [RCHSS Schools and Departments](#)
- [RCHSS Undergraduate Advising Center](#)
  
- [All KSU Degrees and Programs](#)
- [Campus Directory](#) (need to sign in with NetID to see additional information)
- [Campus Intranet](#)
- [Campus Maps](#)
- [Campus Resources](#)
- [Door Access](#)
- [Institutional Profile](#)
- [KSU Today](#)
- [Records Retention and Management](#)
- [Student Conduct and Academic Integrity](#)
- [Student Disability Services](#)
  
- [Catalogs and Academic Policies](#)
- [Policy Portal](#)
- [USG Policy Portal](#)

# CAMPUS SAFETY RESOURCES



[Campus Safety](#)

[Emergency Quick Reference Guide](#)

[Behavioral Response Team](#)

[Campus Carry](#)

[LiveSafe App](#)

[Campus Advisories – Are We Opened or Closed?](#)

[Crisis Coordinators](#)

[Reporting Concerns](#)

[Environmental Health and Safety](#)



# Resources for Dealing with Students in Conflict

## [BRT 2-Pocket Resource Folder](#)

### **"At Risk" Online Training**

- The training is primarily geared toward faculty and a classroom setting, but the skills are transferrable to other situations. The training takes approximately 45 minutes to complete. To take the course, follow the instructions below:
- Click link: [Kognito](#)
- Click "Access Training"
- Fill out form using enrollment key: kennesaw12
- If you experience technical difficulties, please email [support@kognito.com](mailto:support@kognito.com)

### **Guidebook for Faculty and Staff**

- For in-depth information about recognizing and responding to students in distress, please review the following guidebook: <http://www.campusuicidepreventionva.org/facultyhandbook.pdf>

### **BRT Guide**

- To help faculty and staff assess what options to consider when confronted with a person in distress, please review this [BRT Guide](#). When in doubt, always refer everything to the BRT.

## [Guidance for addressing Disruptive Students](#)

## Resources for Students

Registrar's Office Contact Information and Location:

<https://registrar.kennesaw.edu/contact-us/index.php>

<https://registrar.kennesaw.edu/>

Academic Calendar and Registration/Add/Drop Deadlines:

<https://registrar.kennesaw.edu/academic-calendars/index.php>

Registrar Student Forms and Requests:

<https://registrar.kennesaw.edu/student-resources/student-forms-petitions-requests.php>

Academic records/Transcript Requests/Declaring Majors/Minors:

<https://registrar.kennesaw.edu/student-resources/student-forms-petitions-requests.php>

Complaints and Appeals Information:

<https://www.kennesaw.edu/complaintsappeals.php>

Bursar's Office Contact Information and Location:

<https://fiscalservices.kennesaw.edu/bursar/directions-contact.php>

<https://fiscalservices.kennesaw.edu/bursar/index.php>

<https://fiscalservices.kennesaw.edu/bursar/faqs.php>

Financial Aid Contact Information and Location:

<https://financialaid.kennesaw.edu/contact-us/index.php>

<https://financialaid.kennesaw.edu/>

Commencement Information (tickets/regalia/etc.):

<https://commencement.kennesaw.edu/>



# Dean's Office Procedures

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## **RCHSS Listserv:**

Submit new faculty/staff information in Microsoft Team, Team-RCHSS Staff, in the Listserv Update channel. Please view Files for instructions on how to submit and the Dean's office will add to the appropriate list for college announcements. Please also submit anyone who should be deleted.

## **Meeting requests:**

Meeting requests should be sent to [rchssdean@kennesaw.edu](mailto:rchssdean@kennesaw.edu) or you can call the Dean's office at 470-578-6124.

## **Memorandum of Understanding (MOU) Process for Joint Appointments**

The MOU should be drafted by both departments/schools and the faculty member involved. There are joint appointment templates on our website under the Forms & Procedures on the Faculty & Staff Resources page. These are the same ones that are on the Faculty Affairs website. These templates have already been approved by Contracts. The final draft should be sent as a Word document via email to Dr. Thierry Léger for his review. A Word document is required so he can make edits if needed. Once approved by Dr. Léger, you can start to get signatures via DocuSign. Please follow the [MOU DocuSign Workflow](#) on our website.

## **Bylaws and P&T Guidelines**

The final draft should be sent as a Word document via email to Dr. Thierry Léger for his review. A Word document is required so he can make edits if needed. Once approved by Dr. Léger, you can start to get signatures via DocuSign.

[RCHSS Governance Documents DocuSign Workflow](#)

# Dean's Office Procedures

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## DocuSign:

The Dean's Office will only accept forms for signature through DocuSign. Please **do not** email directly to a dean for signature. Always send it to [rchssdean@kennesaw.edu](mailto:rchssdean@kennesaw.edu) and we will assign the correct dean for signature.

[Specify Recipients Job Aid](#)

<https://uits.kennesaw.edu/docuSign/>

## Creating a Template and a PowerForm

These instructions are specific to the Dean's office and our resource account but you can use it as a guide to create PowerForms from your resource account. You will need to complete the UITS training before you can create a PowerForm.

## Grade Appeals:

The grade appeals policy is found in the [Academic Policies Section](#) of the Undergraduate Catalog – Grading. After a student has discussed their appeal with the faculty member and received a decision from an appeal to the department chair/school director, they can appeal to the dean's office. Students must meet with the department/school before being referred to the Dean's Office.

[RCHSS Dean's Office Grade Appeal/Grievance Form](#)

If the student alleges that the grade was a result of discrimination or retaliation, the student should be referred to the Office of Institutional Equity (OIE).

<https://discrimination.kennesaw.edu/index.php>

# Dean's Office Procedures – Faculty Searches

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Lecturer candidates will interview with one of the Associate Deans for 30 minutes and will need to do a teaching demonstration.

Tenure-track candidates will interview with one of the Associate Deans. In addition to a teaching demonstration, these candidates should also do a research presentation.

Other meetings should include meet and greets with faculty, search committee meetings, meeting with department chair/school director, and other meetings/activities as deemed necessary by search committee.

Send meeting requests to [rchssdean@kennesaw.edu](mailto:rchssdean@kennesaw.edu)

Candidate Meals (TBD when applicable post-COVID)

Candidate Travel Reimbursements (TBD when applicable post-COVID)

## **Resources:**

**Faculty Affairs Guide:**  
**Conducting Faculty Searches**

## **Real Estate Contact for New Hires:**

Amanda McFerrin  
Atlanta Home Brokers  
(770) 262-4165 Cell  
[amanda@atlantahomebrokers.net](mailto:amanda@atlantahomebrokers.net)  
[www.atlantahomebrokers.net](http://www.atlantahomebrokers.net)

# Dean's Office Resources

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## **Forms and Procedures:**

<https://radow.kennesaw.edu/fsr/forms-procedures.php>

## **Structure and Governance:**

<https://radow.kennesaw.edu/fsr/structure-governance.php>

## **Office of the Dean Staff:**

<https://radow.kennesaw.edu/about/office-of-the-dean.php>

## **Dean's Office Emails:**

Both of these emails go to the Dean's Office Admins (not the deans):  
[rchssdean@kennesaw.edu](mailto:rchssdean@kennesaw.edu) (for internal use between departments/schools and dean's office staff)  
\*please use this one

[rchss@kennesaw.edu](mailto:rchss@kennesaw.edu) (posted on website for external contacts and student contacts)

# Space Requests and Events Information

The Dean's office only handles reservation requests for SO 5002, SO 5074, and the Dean's conference room SO 5012. These requests are for simple meetings only (no catering, parking, or other special services). If you would like to request one of these rooms, please email [rchssdean@kennesaw.edu](mailto:rchssdean@kennesaw.edu). If your event requires special services and is not a simple meeting you will need to book the room through University Events.

University Events Reservation Link:  
<https://reservations.kennesaw.edu/>

Event Audio Visual Support for events need to go through University Events reservation system. Catering requests are also done through University Events reservation system.

More information about Catering is below:

<https://catering.kennesaw.edu/index.php>

[KSU Catering Ordering Process](#)

To make a group dining reservation at The Commons, please use this form:

[https://kennesawstateuniversity-vbzux.formstack.com/forms/group\\_reservation\\_request](https://kennesawstateuniversity-vbzux.formstack.com/forms/group_reservation_request)

More information about dining can be found at the link below:

<https://dining.kennesaw.edu/index.php>

Parking vouchers:

Departments may request validation codes for hourly visitor parking by requesting e-coupons from KSU Parking and Transportation.

[https://parking.kennesaw.edu/event\\_requests/ecoupon\\_requests.php](https://parking.kennesaw.edu/event_requests/ecoupon_requests.php)

## **KSU Today – for faculty and staff announcements**

KSU Today is Kennesaw State University's system for posting and viewing campus announcements for faculty and staff every Monday through Friday except on holidays. Using KSU Today, faculty and staff can submit an announcement to be included on the site. All submitted posts are moderated prior to being published.

<https://ksutoday.kennesaw.edu/>

## **Student Inform – for student announcements**

Student Inform is a tool for the campus-wide delivery of announcements/notifications to students. Submitted messages are compiled and delivered in a weekly email Mondays at 8:30 AM. Only faculty and staff can submit messages through Student Inform. All submissions to Student Inform are subject to approval by the Office of Strategic Communications and Marketing based on adherence to specific guidelines.

<https://studentinform.kennesaw.edu/>

## **OwlLife – promote student events**

<https://studentaffairs.kennesaw.edu/assessment/resources/owlife.php>

# Financial Resources

If you are trying to determine if your expense is allowable with a certain type of funding, then please view this matrix from Fiscal Services for more information:

[KSU Allowable Cost Matrix](#)

If you are unsure which method you should use to purchase an item or service, please view this matrix from Fiscal Services:

[Procure to Pay Decision Matrix](#)

**Always reach out to your Business Operations Specialist well in advance of incurring any non-routine expenses.**





# RCHSS Business Operations Team

The Business Operations Team oversees and monitors college and department budget allocations and spending, and approves expenditures via ePro, OwlPay, P-Card and Concur (for Travel) ensuring that the expenditures are within budget AND in accordance with University and State policies.

## Erica Florence – RCHSS Senior Business Manager



### RCHSS Fiscal Resources:

<https://radow.kennesaw.edu/fiscal/>

### RHSS Travel Resources:

<https://radow.kennesaw.edu/travel/>



# Foundation and KSURSF Resources

## **KSU Foundation:**

- <https://foundation.kennesaw.edu/accountspayable/expenditureguidelines.php>
- <https://foundation.kennesaw.edu/forms.php>
- <https://foundation.kennesaw.edu/contact.php>

## **KSU Research and Service Foundation:**

- <https://research.kennesaw.edu/ksursf/policies-procedures/policies.php>
- <https://research.kennesaw.edu/ksursf/forms.php>
- <https://research.kennesaw.edu/ksursf/contact.php>



# RCHSS Office of Communications

The RCHSS OC promotes the impactful and innovative research, teaching and student and alumni success in the college. They are responsible for the following college communications functions: Website building and updates, Printed and online promotional materials, Social media, The Thought Provoking podcast, Story development and public relations\*, Event promotion, Videos, Presentations, Brand development and compliance, Graphic design and Photography coordination.

<https://radow.kennesaw.edu/oc/>

Digital Signage/Owl TV information:

<https://radow.kennesaw.edu/oc/resources/digital-signage.php>

Website updates request form:

<https://radow.kennesaw.edu/oc/web-request.php>

News Story Submission:

<https://radow.kennesaw.edu/oc/news-submission.php>

Adding Events to Calendar (please check off Radow College as well as your department when submitting an event to the calendar):

<http://calendar.kennesaw.edu/help/about>



# KSU Student Email Communication Policy

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At KSU, student email addresses are considered protected information under FERPA. Therefore, we are not allowed to email students about recruitment or solicitation for programs, events, or Registered Student Organizations (RSOs). We can email this information as part of a student newsletter where we share a condensed version of the information with a link to further details. Student emails may only be used for notifying students related to advising, program changes, degree changes, course waitlist, course changes, etc. Students may be notified via email of important changes, deadlines and information related to their enrollment.

If you have information that you would like to go to students in our college, please send that information to [rchssoc@kennesaw.edu](mailto:rchssoc@kennesaw.edu) or our student assistant, Jhordan John, to be included in the biweekly student email. You can post in the KSU Student Inform, put events on the website, and post on social media. The Owl Life platform reaches many students across campus and is a great alternative <https://owllife.kennesaw.edu/>.



# FERPA



The Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the disclosure of student records maintained by an educational institution as well as access to those records.

Name, major, advisor, degree awarded, and dates of enrollment are some examples of directory information that can be shared.

Grades, GPAs, emails, enrollment status, class schedule are some examples of non-directory information that CANNOT be shared.

The list of everything KSU defines as directory information, and examples of some items KSU considers non-directory information are listed on this website:

<https://ferpa.kennesaw.edu/>

If you are ever in doubt, do not release any information until you contact the Office of the Registrar: 470.578.6415 or email [registrar@Kennesaw.edu](mailto:registrar@Kennesaw.edu).

The Office of the Registrar is the only university office authorized to issue official transcripts and certify students' enrollment status. All requests for such documentation must be directed to this office.

## **FERPA Form in Owl Express information for Advisors, Faculty and Staff:**

Students should access the Student Consent to Disclosure Form in Owl Express. Below is information on how advisors, faculty, and staff can check if access to a specific person has been granted:

<https://ferpa.kennesaw.edu/ferpa-consent/faculty-staff-form-information.php>

# Human Resources

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<https://hr.kennesaw.edu/>

**HR Partner:** Raquel Monterroso

[rmonterr@kennesaw.edu](mailto:rmonterr@kennesaw.edu) - 470-578-4837

**HR Generalist:** Lynn Andrade

[landrad5@kennesaw.edu](mailto:landrad5@kennesaw.edu) - 470-578-6528

**Benefits Specialist:** Briseida Cruz

[bcruz3@kennesaw.edu](mailto:bcruz3@kennesaw.edu) - 470-578-4784

**Recruiter:** Allison Durant

[adurant4@kennesaw.edu](mailto:adurant4@kennesaw.edu) - 470-578-6030

## [Employee and Manager Tool Kits](#)

One USG Connect Employee Portal:

<https://oneusgconnect.usg.edu/>



## **HR Quick Guides:**

<https://hr.kennesaw.edu/oneusg/training/quick-guides.php>

## **HR Knowledge Base:**

<https://kennesaw.service-now.com/hr>

## **Careers Job Aids:**

<https://talentacquisition.kennesaw.edu/resources.php>

## **Student Employment:**

<https://studentemployment.kennesaw.edu/index.php>

## **Staff Evaluations:**

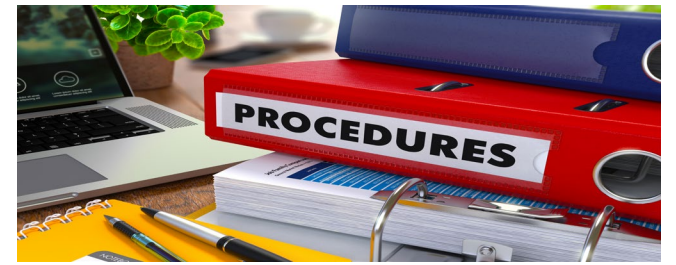
[Performance Evaluations](#)

[Staff Self-Evaluation Guide](#)

[SMART Goals](#)

# Faculty Affairs

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Lauren Booth is the RCHSS Faculty Affairs Coordinator. She is the primary point of contact for any faculty related questions regarding payroll and MSS transactions.

<https://facultyaffairs.kennesaw.edu/index.php>

## **Job Aids for MSS transactions:**

<https://hr.kennesaw.edu/oneusg/training/videos-job-aids.php>

## **Payroll Workbooks:**

Departments need to complete these workbooks before the beginning of each semester. Any additions, deletions, or changes after the initial workbook has been submitted to Payroll need to be submitted using a Payroll Amendment.

## **Payroll Amendments:**

Erica Florence, the RCHSS business operations specialists, and the Dean do not sign instructional payroll amendments. They only need to sign the non-instructional ones, and only if they are funded with RCHSS funds.

Lauren Booth is the AAF Approver for Payroll Amendments.



# University Information Technology Services

UITS provides KSU with the technology necessary for faculty, staff, and students to carry out academic collaboration, research, and innovation.

Faculty and staff can contact UITS Support at: Faculty / Staff: 470–578-6999  
[service@kennesaw.edu](mailto:service@kennesaw.edu) for technical issues.



<https://uits.kennesaw.edu/>

Technology Purchases - <http://uits.kennesaw.edu/techpurchases/>

Documentation Center - [https://apps.kennesaw.edu/portal/prod/app\\_uni\\_cdoc\\_publ/](https://apps.kennesaw.edu/portal/prod/app_uni_cdoc_publ/)

Trainings: <https://uits.kennesaw.edu/support/training.php>

Ask the KSU Service Desk - <https://kennesaw.service-now.com/sp>

Life Cycle Replacement: <https://uits.kennesaw.edu/lcr/index.php>

Teleworking Technical Resources: <https://uits.kennesaw.edu/telework/>

Subscribe to CIO Insight, the UITS Newsletter: Click [here](#) to subscribe.



# Campus

## ▼ Moves and Work Orders

### IT Equipment Move Request:

- Complete when moving computer/phone equipment in

[IT Equipment Move Request Link](#)

- For Moving Furniture and Boxes, use AIM request below.

### AIM requests:

- Submit work order for issues related to cleaning, elevator not working, bathroom plumbing issues, replace light bulbs, replace ceiling tiles, furniture move, surplus, etc.
- <https://aim.kennesaw.edu/>

# Miscellaneous Resources

## **Copy/Print Services and Training:**

[https://copyprint.kennesaw.edu/services/faculty\\_staff.php](https://copyprint.kennesaw.edu/services/faculty_staff.php)

## **RICOH Printer Supply Request Form:**

[https://kennesaw.service-now.com/sp/?id=sc\\_cat\\_item&sys\\_id=88af5aa4dbd7d810f5316a5b8a961935](https://kennesaw.service-now.com/sp/?id=sc_cat_item&sys_id=88af5aa4dbd7d810f5316a5b8a961935)

All Ink and Toner Cartridges are returned through Campus Postal Services. Just put in outgoing mail. Campus Postal will still pick up even if you do not have box or mailing label.

## **Campus Mail:**

Each building has their own mailroom/area where mail is delivered no later than 3:30pm Mon-Fri. Interoffice mail should include the Mail Drop Number. See link below for list of Mail Drop Numbers and additional information:

<https://postalservices.kennesaw.edu/>

## **Bookstore:**

[Faculty and Staff Bookstore Resources](#)

[Textbook Requisitions](#)

[Department Requisitions](#)

## **Fax:**

Any person (faculty or staff) with an individual phone line can submit a request to [service@kennesaw.edu](mailto:service@kennesaw.edu) for a Digital Fax account with no monthly charge. Resource accounts may not be used due to security concerns. You can convert an existing fax number or be assigned a new number. Notifications will be sent via email. You will send and receive faxes through

[OpenScape Xpressions](#)

[Digital Fax Job Aid](#)

## **Phone Guide:**

[https://uits.kennesaw.edu/voip/docs/VoIP\\_Training\\_Handout.pdf](https://uits.kennesaw.edu/voip/docs/VoIP_Training_Handout.pdf)

## **BANNER and Owl Express Access:**

EMS training and access:

Tracy Collerain [tcollera@kennesaw.edu](mailto:tcollera@kennesaw.edu)

FERPA Training is required for Banner/Owl Express/Nolij Access:

<https://uits.kennesaw.edu/banner/forms.php>



BANNER:

[https://uits.kennesaw.edu/banner/docs/new\\_user\\_request\\_for\\_banner\\_admin\\_pages\\_and\\_buckley\\_form.pdf](https://uits.kennesaw.edu/banner/docs/new_user_request_for_banner_admin_pages_and_buckley_form.pdf)

New Class Schedule Builders (access to BANNER admin pages):

[Add Change Request for Schedule Building Class form](#)

Email [schedulebuilder@kennesaw.edu](mailto:schedulebuilder@kennesaw.edu) with questions

Owl Express:

[Link to Owl Express](#)

[https://uits.kennesaw.edu/banner/docs/owl\\_express\\_student\\_info.pdf](https://uits.kennesaw.edu/banner/docs/owl_express_student_info.pdf)

[Approving/Denying Major Requests](#)

# KSU Perks

- [Employee Wellness](#)
- [Fitness Centers](#)
- [Perks and Discounts](#)
- [Perks at Work](#)

- [OneUSG Well-Being](#)

Sign-up each year to earn up to \$100

- [Coursera](#)

Coursera offers online courses taught by instructors from the world's leading universities and organizations. As a university partner of Coursera, KSU has joined the Partner Consortium, which gives students, faculty, and staff access to over 2,000 courses offered by 80+ of Coursera's partners, at no charge.

[Coursera account set-up instructions](#)

- [TAP](#)

Tuition Assistance Program available to help reduce the cost of classes for eligible employees

<https://hr.kennesaw.edu/benefits/tuition-assistance-program.php>

