



California State University Chico
**College of Communication
and Education**

Administrative Support Handbook 2023-2024

The mission of the College of Communication and Education is to prepare our students to be effective, educated, engaged, and ethical leaders in their relationships, communities, and professions.

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WELCOME

Welcome to the CSU Chico, College of Communication and Education (CME). You have been hired in your department in an administrative support role. In that capacity, your work is critical to the well-being of the students, staff, faculty and programs in your department and the smooth-running operation of the College.

This CME Administrative Support Handbook (ASH) is designed to assist you to perform the duties of your position. Because individual departments may vary in their practices, it is important that you consult with your Department Chair about the historical and current practices of your department first and always.

COLLEGE OVERVIEW

You may want to consult our CME department webpage in order to familiarize yourself with our diverse and synergistic [programs and departments in CME](#). Established in 1992, the College has a rich history of excellence and includes seven units: one school, five departments, and a program. Degree options include the Bachelor of Arts, the Bachelor of Science, the Master of Arts and Teaching Credentials. While each unit varies in its particular academic foci, career preparation, and degree option, all are united by the interdependence of communication and education as the two critical processes that make the College of Communication and Education an exemplary learning community that nurtures, embraces, and values students' potential.

COLLEGE WIDE CME CALENDAR

The [CME Calendar](#) is designed to prepare you for upcoming tasks and to provide you with important due dates and deadlines that work hand-in-hand with your department level documents and guides. The calendar is organized chronologically by month. Because individual departments may vary in their practices, it is important that you consult with your department chair, as well as the historical and current practices of your department along with this calendar.

ASC/SUPPORT STAFF ROLE AND EXPECTATIONS

- Each academic department in CME has a department office with one or more administrative staff employees, depending on the size and complexity of the unit. Typically, there will be at least one Administrative Support Coordinator (ASC). Some department office support staff also include Administrative Support Assistants (ASAs) and student workers. Other support positions depend on the nature and kind of work in the unit.
- https://www.calstate.edu/csu-system/careers/compensation/Documents/Admin_Support_Series.pdf
- Positions in this classification are distinguished by the administrative nature and scope of the support work performed, and often, ongoing work coordination and/or lead responsibilities with notable accountability for the work results of other support staff. The administrative work performed is usually operational and procedural in nature. Work is often project oriented involving the full scope of activities and accountability from planning, initiation, execution, and coordination to implementation and evaluation. Interpersonal contacts are varied and often at the higher level and tend to involve a broad range of problem-solving activities.
- Positions classified within the Administrative Support Series have varying levels of direct responsibility for supporting, contributing to, coordinating, and/or leading general clerical, secretarial, and administrative support to an academic program or administrative office that serves students, faculty, staff, and/or other university constituents. Typical work activities within the series fall into the following core functional areas:
 - Office Support
 - Information Gathering and Analysis
 - Communication and Interaction with Others
 - Administrative Support and Office Coordination
 - Academic Program Support
- Staff performance evaluations for permanent employees occur annually ([CBA 10.1](#)). The annual evaluation is determined by their date of hire. Probationary employees will receive 3, 6, and 11-month performance evaluations ([CBA 10.2](#)) which is determined by their date of hire. CME's ASC will email department chairs/supervisors a reminder 2 weeks before the evaluations are due. Department chairs/supervisors will meet with staff employees and talk through their evaluation. Once the meeting is completed, the unsigned form will go to the ASC in the CME office for routing through Adobe Sign to the employee, the reviewer and the administrator with a CC to HR. More information can be found on the [Human Resources website under Performance Management](#).

GUIDING DOCUMENTS

Familiarizing yourself with University documents and CME documents regarding policies and practices will help guide you in making informed decisions. These documents should be read and reviewed regularly.

- Link to CME Handbook - <https://www.csuchico.edu/cme/faculty/college-handbook.shtml>
 - o The CME handbook is designed as a companion piece to the CME Constitution and serves to operationalize various policies and practices described therein. The Handbook introduces faculty to the role of the College office, describes the membership, functions, and procedures of College Level Committees, and provides access to College and University resources for faculty, students, and staff.
- Link to Unit 7 CBA - <https://www2.calstate.edu/csu-system/faculty-staff/labor-and-employee-relations/Pages/unit2-5-7-9-csueu.aspx>
 - o You are represented by the California State University Employees Union, a union of approximately 16,000 employees employed at CSU's 23 campuses, **and the Office of the Chancellor**. As your union, CSUEU negotiates with CSU about your wages, hours of work, and other terms and conditions of employment. Join us as an active member with the right to vote on the collective bargaining agreement and other union issues! To do so, please go to [Join CSUEU webpage \(opens in new window\)](#).
- You will find the CME [Constitution](#) and [Handbook](#) located on the CME Website. There are also many other handy documents at your fingertips on the CME one-stop-shop website when you click on [Faculty and Staff Resources](#). Don't forget to consult this CME Administrative Support Handbook, the accompanying [CME Calendar](#), as well as the [CME Department Chair Handbook](#).

RESPONSIBILITIES

- The responsibilities of your role are determined by your classification and position description. These duties are reviewed annually during your performance evaluation with your supervisor. Typical duties and expectations of the role include administrative support and coordination, budget maintenance and reporting, and class scheduling, maintenance and curriculum.
- **Administrative Support & Coordination**

In your role you will perform various administrative duties in support of your department operations and coordinate work activities including: setting up and maintaining office procedures related to a specific academic program or administrative office; providing lead work direction and coordinating unit work flow; performing administrative duties and/or project work and coordination related to programs, policies, and procedures; organizing and arranging special events; and related activities.

 - **Coordination of Faculty Hiring.** While recruitment review, selection and decisions are the responsibility of the chair and department personnel committee, the ASC handles the role of technical set up and maintenance of the recruitments and lecturer pools in CHRS PageUp.
 - Supporting the department with tenure track searches and recruitment documents. User guides here: <https://www.csuchico.edu/oapl/faculty-hiring/recruitment/chrs-recruiting-faculty.shtml>
 - PT Faculty – creation and maintenance of the yearly department lecturer pool. Guide: <https://csuchico.box.com/s/gfgj0dwqmd0owe28tn73ccy0kj00qle7>
 - **Separations.** When lecturers or T/T faculty leave campus, the department ASC handles the coordination and execution of Separation Process
 - Complete the Notice of Separation and Separation Clearance Form
 - Collect return of University Equipment and Keys
 - R03 Reports (completed each semester for lecturers whose contracts are ending and are not returning).
 - Link to Manager Steps for Separation, NOS, and SCF: <https://www.csuchico.edu/hr/employment/separation/department-responsibility.shtml>
 - Coordinating SFOTs (Student Evaluation of Teaching)
 - After each term, SFOTs are distributed to the department ASC. The department ASC stores them on Box and emails a copy of each faculty member's SFOT to them.
 - Office and new hire set-up
 - E-mail
 - Voicemail
 - Internet
 - Equipment
 - Keys & Building and/or Lab access
 - <https://www.csuchico.edu/fms/services/card-key-access.shtml>
 - Maintaining Department Info in Campus Directory
 - Link for access: <https://support.csuchico.edu/TDCClient/1984/Portal/Requests/ServiceDet?ID=9202>
 - Office space coordination via FacilitiesLink

- <https://www.csuchico.edu/aaspace/facilities-link-login.shtml>
- Property Inventory
 - <https://www.csuchico.edu/pm/information/inventory-reports.shtml>
- Resource on Department and University Policy and Procedures
- Oversee daily operations of department office
- Providing Administrative Support to Chair
 - Schedule appointments
 - Book travel
 - <https://www.csuchico.edu/ap/travel.shtml>
 - Maintain Calendar
- [Classification and Qualifications Standards](#) (p.2) -Office Support.
 - Performing standard clerical and secretarial work such as processing standard and electronic mail; preparing and composing correspondence, reports, and other documents; creating and maintaining standard and electronic records and files and recordkeeping systems; arranging meetings and events; making travel and other arrangements; ordering and maintaining supplies; troubleshooting office technology problems and systems; and performing other general office support and maintenance activities.
- Communication and Interaction with Others
 - Interacting with a variety to campus and community constituents including: working with students, faculty, and staff to assist them or resolve problems; networking to build campus relationships to expedite work and projects; coordinating work and projects; and serving as a primary contact and/or resource to outside parties, such as vendors or governmental agencies, and/or to top level administrators.
- Administrative Support and Office Coordination
 - Performing administrative duties in support of work unit operations and coordinating work activities including: setting up and maintaining office procedures related to a specific academic program or administrative office; developing documents involving the use of software features such as charts, tables and graphics; providing lead work direction and coordinating unit work flow; performing administrative duties and/or project work and coordination related to programs, policies, and procedures; organizing and arranging special events; and related activities.
- **Budget Maintenance & Reporting**
 - Training and Guides: <https://www.csuchico.edu/hr/resources/admin-support/financial.shtml>
 - Track, maintain, and reconcile state and CSE department accounts
 - Develop budget projections
 - Oversee purchase and travel expenditure
 - Analyze and interpret budget data
 - Advise chair on university budget policy and procedure
 - Work with chair on allocation resources and recommendations
 - Coordinate equipment purchases and/or software agreements
 - Information Gathering and Analysis
 - Maintain, gather, and analyze data and information for various purposes including tracking, monitoring, coordinating and/or compiling department activities, programs, or events, budgets, and financial data. Compile and

prepare various reports. Use and maintain office support technology and systems such as word processing, desktop publishing, spreadsheets, and databases to produce results.

- Academic Program Support
 - Track, monitor, coordinate, and/or compile department or program budgets
- **Class Scheduling, Maintenance, & Curriculum**
 - Training and Guides:
 - <https://www.csuchico.edu/hr/resources/admin-support/academic.shtml>
 - Coordinate with chair to build class schedule each semester
 - Process additions and/or changes as needed
 - Utilize PeopleSoft and Astra (*provide links to both*) to maintain class schedule, room assignments, faculty teaching schedule, and faculty workload
 - Prepare and reconcile faculty workload reports
 - Generating AWTU forms
 - Act as resource to chair regarding requirements
 - Work with faculty and chair to provide curriculum procedural information and facilitate curriculum changes
 - Assist with catalog copy changes
 - Assist with preparation of curriculum documentations and track approvals
 - Academic Program Support
 - Provide administrative support to faculty, such as assisting in program development and planning. Respond to and/or direct student inquiries related to academic requirements. Research, troubleshoot, and resolve academic related problems for students and faculty. Develop class and related schedules. Coordinate academic related projects such as program accreditation and grant applications.

MEETINGS

CME ASC Meetings

The CME ASCs meet with the College AA/S periodically to discuss topics covered in the CME Dean and Chairs (DAC) meetings, such as reviewed procedures, new initiatives explored, strategic planning, and other topics covered.

DAC is the leadership team of the college that meets bi-monthly to review procedures, explore new initiatives, and engage in strategic planning. The DAC group includes the College AAS and ASC, the Advancement Director, and the student Success Advisor in addition to the Dean and Department Chairs. The College assists chairs in managing their budgets and provides budget training to Department ASC's. The Dean meets with DAC and with Chairs individually as needed to review FTES targets and budget allocations. The AAS supports all Department ASC's and conducts regular meetings with this administrative support group to review and update processes and procedures (see [CME Calendar](#)).

HR Liaison Meetings

Payroll has scheduled bi-monthly meetings to distribute important information for department/college *Master and Student Attendance Clerks*. *Items discussed generally include:*

- Important deadline dates
- Special pay period processing dates
- New payroll and Human Resources processes
- Special guest speakers and other reminders

Payroll maintains an Outlook distribution list for all Master and Student Attendance Clerks. E-mail reminders will be sent to this group regarding scheduled meetings and agendas. **Master and Student Attendance Clerks** are encouraged to attend these informational meetings regularly.

Financial Services Forums

Each year, Financial Services hosts a series of meetings for campus staff members responsible for facilitating financial processes for their departments. The Financial Services Forum is designed to disseminate important information, answer questions and gather feedback. At these meetings, financial managers will be present to directly respond to questions. Some topics that may be covered at any particular meeting include travel, purchasing, budget transfers, and insight reports. Additional information is available here:

<https://www.csuchico.edu/fin/forum.shtml>

IMPORTANT SUPPORT RESOURCES AND CONTACTS

○ **Administrative Support Resources**

- <https://www.csuchico.edu/hr/resources/admin-support/index.shtml>
- Administrative Support serve a critical component on our campus for Academic, Business and Student Services departments. This site focuses on resource information the Administrative Support (AAS/ASC/ASA) may need to help them to be successful in their position.
- Guides:
 - <https://csuchico.app.box.com/folder/152338154077?v=academic-support-resources>

○ **Office of Academic Personnel (OAPL)**

The Office of Academic Personnel interprets and applies the [Collective Bargaining Agreements](#) for Unit 3 Faculty and Unit 11 [Academic Student Employees](#), and handles grievances filed pursuant to those agreements. OAPL coordinates and manages recruitment, development and advancement for faculty. They offer training sessions and new faculty orientation programs that provide support and resources to faculty as they pursue their missions of research, teaching, and career advancement while maintaining a positive work-life balance.

- www.csuchico.edu/oapl
530-898-5029
academicpersonnel@csuchico.edu

○ **Human Resources (HR)**

- By providing consistent and accurate guidance, HRSC is committed to partnering with the campus community to recruit, retain, and support an inclusive and quality workforce that is invested in the success of our students. HRSC provides valuable employee resources, manager and department resources, assistance with benefits and payroll, and professional development opportunities.

- www.csuchico.edu/hr
Training and Prof Dev Opportunities:
<https://www.csuchico.edu/training/events/index.shtml>
530-898-6771
humanresources@csuchico.edu

○ **Accounts Payable (AP)**

- Accounts Payable (AP) is part of the Financial Accounting and Reporting department within the Division of Business and Finance. AP provides administrative and fiscal support to the campus community and its suppliers. You can find resources and training that will help you with payment of invoices, business related reimbursements (such as employee travel and hospitality), procurement card charge reconciliation and distribution, moving and relocation expense claims, and more.

- www.csuchico.edu/ap
530-898-6426
accountspayable@csuchico.edu
CME AP Specialist
Christine Pico
cpico@csuchico.edu

- **Procurement & Contract Services (PURC)**
 - Procurement & Contract Services provides quality, cost-effective, and timely procurement services to the campus community in support of the educational goals of California State University, Chico. A commitment is made to provide these services in an ethical, courteous, and professional manner, in accordance with external mandates, and in cooperation with campus units.
 - www.csuchico.edu/purc
530-898-5134
procurementandcontractservices@csuchico.edu
CME Buyer
Lupita Arim-Law
garim-law@csuchico.edu

- **Academic Publications and Scheduling Services (APSS)**
 - APSS creates, organizes, and maintains the content for the following online academic publications: the University Catalog, Class Schedule, and Academic Calendar. APSS is also responsible for providing access to the [Directory Maintenance Application](#), [faculty workload reports](#), and providing [in-depth and quick reference guides](#).
 - www.csuchico.edu/apss
530-898-4688
apss@csuchico.edu

- **Chico State Enterprises (CSE)**
 - The purpose of CSE is to help develop and administer those activities that aid and supplement the educational mission of CSU, Chico. As an auxiliary organization of CSU, Chico, CSE provides service functions. As a non-profit corporation, it facilitates the work of campus units and provides alternatives to state procedures. CSE administers hundreds of projects annually with annual revenues of about \$35-\$40 million. CSE employs more than 1,800 employees over the course of the year, in the form of 200 regular employees with full-benefits status, and 450-600 other temporary, part-time, and student employees during any particular pay period throughout the course of the year.
 - www.csuchico.edu/cse
530-898-6811

- **Career Center & Student Employment**
 - The Career Center & Student employment assists students and alumni through all phases of career development to bridge the transition between the academic environment and the world of work. They can assist you in posting student assistant/work-study positions on [Handshake](#).
 - www.csuchico.edu/careers
530-898-5253
careercenter@csuchico.edu

CME DEANS OFFICE:

Dean

Angela Trethewey • Tehama Hall 203 • 530-898-4015 • atrethewey@csuchico.edu

Associate Dean

Deborah Summers • Tehama Hall 279 • 530-898-4570 • dsummers@csuchico.edu

Administrative Analyst/Specialist

Roy Dunlap • Tehama Hall 203 • 530-898-6519 • radunlap@csuchico.edu

Director of Philanthropy

Joe Hefta • KNDL 114 • 530-898-3590 • jhefta@csuchico.edu

Advising and Retention Specialist

Shawn Brackett • Tehama Hall 277 • 530-898-4547 • swbrackett@csuchico.edu

Student Success Advisor

Maria Barriga Villanueva • Tehama Hall 275 • 530-898-6825 • mmbarriga@csuchico.edu

Administrative Support Assistant

Danielle Windom • Tehama Hall 203 • 530-898-4315 • dwindom@csuchico.edu

Communications Specialist (DEV)

Courtney Coleman • Tehama Hall 203 • 530-898-6508 • ccoleman@csuchico.edu

CME Phone Directory

College of Communication and Education (CME)		Ext	Zip
CME Dean Office THMA 203		4015	145
Angela Trethewey	Dean	4015	
Debbie Summers	Associate Dean	4570	
Roy Dunlap	AA/S	6519	
Danielle Windom	ASA	4315	
Courtney Coleman	PA/CS	6508	
Pamela Dunlap	Assessment Analyst	4472	
Communication Arts and Sciences (CMAS) THMA 201		5751	502
David McCoy	Chair	6158	
Peggy Armocido	ASC	5751	
Communication Sciences and Disorders (CMSD) AJH 100		5871	350
Jessika Lawrence	Program Director	4286	
Kenyan Martin	Clinic Director	4277	
Talitha MacDonald	ASC	4379	
Journalism and Public Relations (JOUR) THMA 207		4779	600
Janell Bauer	Chair	4770	
Marielva Medrano	ASC	5550	
Kinesiology (KINE) YOLO 243		6373	330
Melissa Mache	Chair	6373	
Laurie Hansen	ASC	4003	
Danielle Windom	ASA	6374	
Cassie Shelton	ASA	6807	
Liberal Studies (LBST) THMA 211		5802	135
Maris Thompson	Program Coordinator	4196	
Rena Marino	Advisor	4404	
Leanne Woods	Advisor	5859	
Media Arts, Design, and Technology (MADT) THMA 205		4048	504
Josh Moss	Chair	6048	
Marielva Medrano	ASC	6523	
Recreation, Hospitality, and Parks Management (RHPM) YOLO 173		6408	560
Chang Lee	Chair	4855	
Kyleen Bromley	ASC	6409	
School of Education (EDUC) THMA 101		6421	222
Al Schademan	Director	6484	
Jana Ahearn-McQueen	ASC	6485	
JoAnna Murrietta	ASA	6471	
Aurora Ramirez	ASA	6421	
Rosa Rivera	Credential Analyst Trainee	6854	
Morgan Pelam	SSP1A	4520	
Haley Barnhart	ASC I-Intern Practicum Support	6455	

Rachelle Sousa	Credential Analyst		4441	
Megan Mann	Placement Coordinator		6293	
Development (DEV) KNDL 114				
Joe Hefta	Director of Philanthropy		3590	
CME Student Success Team				145
CME Student Success Center		THMA 111	3923	
Shawn Brackett	Advising & Retention Specialist	THMA 277	4547	
Maria Barriga	Student Success Advisor	THMA 275	6825	
Office of Outreach, Research, & Grants THMA 401				465
Kristin Lower	Coordinator		6887	
Anina Brown	Project Assistant		6146	
Rachael Beyers	Senior Recruiter/Assistant		5025	
Bianca Estranda	Project Assistant/Recruiter		5744	
Lexi Kornblum	Project Assistant/Recruiter		3741	
Cheryl Ordorica	Senior Recruitment Coordinator/Advisor		3246	
Bilingual			6421	
Jonni Dungan			4026	