Interfolio FAQs for Applicants and Reviewers

General Information for Faculty Candidates:

* **What kind of files can I upload?** 
  + Interfolio accepts the following file types: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .dot, .odt, .wpd, .rtf, .txt, .html, and .pdf.
  + Interfolio also accepts individual image files such as .png, .jpg, and .jpeg, but recommends that you collect images into a single Word document or .pdf and upload them as a single file.
  + You also have the option to add videos, but Interfolio limits these to YouTube and Vimeo.
  + Be aware that upload errors can occur when documents are larger than 100MB or saved as an unsupported file type.
  + IMPORTANT! See the APSCUF/Administration-developed document [guidelines-for-submitting-materials.pdf (millersville.edu)](https://www.millersville.edu/provost/files/guidelines-for-submitting-materials.pdf) for additional important guidance. For example, APSCUF/Administration require that **no webpage or OneDrive links be uploaded**, even though Interfolio allows such links.
* **Can I submit files after the due dates indicated in Interfolio?**
  + It is strongly recommended not to wait until the last day before your case is due to finalize your uploads and submit the case, in case you have technical questions or issues with Interfolio.
  + From a technical standpoint, it is *possible* to upload documents after any Interfolio due date – Interfolio will not prevent it. Interfolio will date-stamp all of your uploads so reviewers can see when they were made. From a policy standpoint, late uploads may not be acceptable and may make your application ineligible for review. **Check with your chairperson or dean regarding late uploads.**
* For cases that require student evaluations from the prior fall, please note that these evaluations will not be available until after the due dates for promotion and tenure applications. For those cases, there are additional sections of the case with February due dates to allow you to upload.
* It was agreed at Meet & Discuss to use October 1st as a target due date for probationary faculty reappointment cases; however, that date is only a target and you should submit your reappointment materials by the date your department evaluation committee requests.
* **The case is requesting a document as a requirement but I do not have it. What do I do?**
  + From a technical standpoint, a document must be uploaded for the case to move forward. You can upload a blank document or a document that contains an explanation for why the required document is missing. From a policy standpoint, please notify your department evaluation committee, your chair or your dean to find out what to do if you are missing required documents.
  + For documents that are not available due to administrative decisions (e.g., no student evaluations were conducted in spring 2020; student evaluations were invalidated in fall 2021; etc.), upload the appropriate administrative memo that is available on the Provost’s [Information for Faculty](https://www.millersville.edu/provost/information-for-faculty.php) webpage to fulfill the requirement.
* **I submitted my case and now I can’t see it; how do I know that it went to my reviewers?**
  + Applicants lose access to their cases once they are submitted; this is normal. Your case will automatically route to your department evaluation committee.
  + If you aren’t sure, please contact your departmental evaluation committee chair to ask if they have received the email notifying them they have your case.
* **I locked all the sections of my case before submitting it but now they are unlocked. Why is this?** 
  + Sometimes your reviewers think they need to “unlock” the case to read it (which directions tell them not to do).
  + In that case, you are able to see the case again and will need to re-submit it.
  + Don’t worry that this will change your submission date; Interfolio contains a record of activities that will show your original submission date and uploads are all datestamped so reviewers can see no documents were uploaded after the CBA deadline.
* **I submitted my case but now I want to add some documents before the CBA deadine; who can unlock my case?**
* For reappointment and 5-year review cases, you can contact your dean’s office staff to unlock your case.
* For promotion and tenure cases, only the Provost’s Office can unlock your case.
* **How do I move my case forward to the next level for review?** 
  + All slots that indicate uploads are “required” must have an upload or the case won’t move. You’ll get an error message letting you know what must be completed.
  + If there are multiple sections (“sections” show as major headings in your case), you must click “Submit” and “Send Case” for all sections due on the same date in order to move your full case forward. Sections can move separately, although they follow the same review path.
    - For some cases, all sections are due on the same date.
    - For other cases, such as promotion, some sections (e.g., the Supplemental Folder) are intentionally set with separate due dates. You do not need to submit this section until its due date. Such sections are specifically designed to receive materials such as student evaluations that are not available by the due date for other sections.
    - Don’t forget to log back into Interfolio to make any uploads to sections with later due dates, and click “Submit” and “Send Case” for them.
* **By when should I upload materials for my 5 year review?**
  + It was agreed at Meet and Discuss that March 1st is a target due date by when faculty should try to upload their materials, so this is the due date that appears in Interfolio. However, there is no CBA deadline and later submissions are acceptable.

For Reviewers:

* **I’m a reviewer (committee chair, department chair, dean). What do I do to move the faculty member’s case forward on its due date?**
  + Remember only the person designated in Interfolio as the “committee chair” can make an upload.
  + Always click on the Case Details tab to do your upload (uploading to other locations will not fulfill the requirement and the case will not move forward):
  + Graphical user interface, application

    Description automatically generated
  + After you have uploaded the required document, be sure to scroll up to the top of the case to find and click the “Send Case” button.
  + Next you’ll get an opportunity to customize the email the recipient will see – at minimum a subject line is needed. It helps to enter the faculty name and type of case – ex. “Smith Promotion Case.”
  + Once you have successfully sent the case forward, you will no longer see it – this is how Interfolio is designed.
* **I’m a reviewer and I can’t see the case I’m supposed to review on my home screen (“My Tasks”).**
* In the “Tasks” screen, click on “Cases" (in the menu of items down the lefthand side of the screen) instead.
* The case will show up in “My Tasks” only for the person who is the committee chair, since that person is the only one who has an action to take- uploading the recommendation.
* If you do not see the case on the “Cases” screen, check with your college system administrator to see if you were set up as a committee member.
* **How do I see what uploads apply to what category of supporting materials (e.g., in a promotion case which contains many categories)?**
  + Interfolio advises that “when they [reviewers] open the case, they will land on the "Case Materials" page, where they will see all of the documents in the sections that they were uploaded. They can either click on the individual document to view it, or they can click "Read Case" and see the case as a whole.”

For Promotion Cases:

* **Do I have to write narrative for each of the “slots” or categories in the promotion case?** No, your narrative should go in the [promotion application form](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.millersville.edu%2Fprovost%2Fpromotion-application-05-13-111.doc&wdOrigin=BROWSELINK). Applicants should upload their completed application form where indicated. The rest of the "slots" should be used to upload supporting materials.
* **My supporting material applies to several slots; do I need to upload it to all of them?** This is not a technical Interfolio question; it is recommended that you discuss you’re your chair, dean or UPTC chair for guidance on what to upload to best support your application.
* **Where do I upload peer and chair observations?** Upload peer observations and chair observations to the “Peer Evaluations” slot in the promotion case.
* **How will reviewers see which of my uploads apply to what category of supporting materials?** Interfolio advises that “when they [reviewers] open the case, they will land on the ‘Case Materials’ page, where they will see all of the documents in the sections that they were uploaded. They can either click on the individual document to view it, or they can click ‘Read Case’ and see the case as a whole.”