



NEW FULL-TIME FACULTY FREQUENTLY ASKED QUESTIONS (2024)

GENERAL OFFICE PROCEDURES	1
How do I get a faculty ID?.....	1
How do I get help with technology needs?.....	1
How do I set up an email account?.....	1
How do I set up a voice-mail account?.....	1
How do I get a computer?.....	2
How do I access everyday supplies?.....	2
How do I get supplies specific to my course?.....	2
What is the procedure for cancelling classes?.....	2
How do I get my paycheck?.....	2
How do I get a mailbox?.....	3
How do I get a parking permit?.....	3
How do I list my contact information in the online directory?.....	3
Is there an official SUNY Cortland Style Guide or Graphics Standards to reference?.....	4
PROFESSIONAL MATTERS	4
Is there a support system in place to support the professional development of faculty?.....	4
Where do I get information about grants or using human participants in research?.....	4
What are the procedures for travel approval?.....	4
What is the best way to meet other faculty?.....	5
COURSE SUPPORT	5
How do I order textbooks?.....	5
How is photocopying handled?.....	6
What should be included in a course syllabus?.....	7
What is the requirement for office hours?.....	9
How do I use the library?.....	9
How do I get assistance with eLearning, Web support and similar services?.....	10
How do I obtain technology resources for use in my class?.....	10
Do I have to give a final exam?.....	10
How do I submit midterm and final grades?.....	10
ADVISING.....	10
How many students will I advise?.....	10
How are students assigned for advising?.....	10
PERSONAL SUPPORT	10
What kinds of employee support services are available?.....	10
What about Housing?.....	11
OTHER QUESTIONS?.....	11
LINKS TO ADDITIONAL INFORMATION	11

GENERAL OFFICE PROCEDURES

How do I get a faculty ID?

- Go to the Human Resources Office in Miller Building, Room 302, for completion of the I-9 paperwork. Please contact the Human Resources Office at 607-753-2302 for a list of acceptable, unexpired documents that you should bring to establish your identity and employment authorization.
- Upon completion of the I-9 paperwork, human resources will verify your eligibility for employment and assign a Cortland ID number (C#) to you.
- To obtain a SUNY photo ID card at no cost, take the signed verification and a photo ID to SUNY Cortland Auxiliary Services in Neubig Hall. Office hours are Monday through Friday from 8:30 a.m.-4 p.m.
- Note: Your meal purchases are discounted when you use your ID card. Money can be added to your ID card by visiting the [Privileges Account Management Center online](#), or the office in Neubig Hall during business hours. If you have any questions, call 607-753- 2429 to set this up.
- ID cards are required for all faculty, staff, and students.

How do I get help with technology needs?

The [Help Center](#) provides assistance with technology problems and questions about library services. Help is available by telephone at 607-753-2500, in person at the library and by email at THC@cortland.edu.

Note: For campus numbers, dial only the last four digits when calling internally.

How do I set up an email account?

Contact your department administrative assistant for information about setting up your NetID and email account. You will need a Cortland ID number (C#) to obtain an email account, so you will want to do this first.

For additional help with setting up an email account, getting general technology support and accessing [myRedDragon](#), please contact The Help Center at 607-753-2500. The [myRedDragon](#) portal contains exclusive content for SUNY Cortland faculty, staff and students.

How do I set up a voice-mail account?

Your department administrative assistant will have already requested that your phone be set up for voice mail. If voice mail is not working on your phone, request that the department admin open a Help Ticket. You can also request voice mail activation yourself by sending an email to THC@cortland.edu. Include your phone number in the email.

More information on setting up and using your voice mail for the first time is available by logging into [myRedDragon](#), selecting the Tech Help tab, and following the link at Get Started, Faculty/Staff.

How do I get a computer?

Each new full-time faculty member is assigned a new computer. You may choose whether you want a Mac or PC operating platform. If you have specific needs for software, inform your department administrative assistant. Please be aware that not all software is supported at SUNY Cortland. Special requests for software must be cleared through [Information Resources](#).

Department administrative assistants will submit the appropriate hardware and software request through their respective dean's office to the Provost's Office for approval prior to processing in Information Resources. Department administrative assistants will also submit reassigned computer requests for visiting faculty

How do I access everyday supplies?

Ask your department administrative assistant about how to access supplies.

How do I get supplies specific to my course?

You need to make a written request (memo) to the chair of your department for supplies that are course-specific.

What is the procedure for cancelling classes?

Faculty members are obligated to meet their classes during each scheduled class period. In the case of planned absences (such as for conference attendance), a faculty member is expected to arrange for another qualified person to conduct their classes. If a faculty member has to cancel class due to illness or emergency, they should contact both the department chair and the department administrative assistant. ([Chapter 220.02 of the SUNY Cortland Handbook: Responsibility of Faculty](#))

The President's Office will send out an announcement regarding the cancellation of all classes due to severe weather or other campus emergencies via radio and on the SUNY Cortland website. According to the [Emergency Closing Policies, Section 490.01](#) of the *SUNY Cortland Handbook* "cancellation of classes held on campus also applies to online classes (ASYNCH)".

How do I get my paycheck?

Please Note: There is a two-week delay in your pay after the start of your contract date. If you need to borrow funds against future paychecks, a transition allowance is available to you. Please call the Payroll Office for details at 607-753-2405. The goal of the transition allowance is to provide temporary financial assistance to new faculty and professional staff to ease the transition and minimize the impact of the NYS lag payroll system.

- Make sure you have returned your contract and all the necessary paperwork (W-4 and I-9) to human resources.
- Direct Deposit is also available by contacting the Payroll Office. The Payroll Office encourages employees to sign up for direct deposit and opt out of receiving hard copies of paystubs, with the option to view and print the paystubs from the NYS Payroll Online self-service functionality. To opt out, please follow these steps:

- **STEP ONE – Certify with NYS Payroll Online**
 - Simply sign into [myRedDragon](#)
 - Go to the Faculty/Staff tab
 - Select HR Services/TAS in the Important Links channel
 - Please write down/note your NYS ID number (N#) located in the top right corner of the SUNY HR Home Screen – this will be needed to verify your identity in NYS Payroll Online
 - Click on the “NYS Payroll Online” icon, located in Self Service box
 - Complete and submit the initial verification process with the last 4 digits of your SSN and your NYS Employee ID number (N# from the HR Home screen or on your paystub).
 - Click “FINISH” to continue to the NYS Payroll Online Home Page
 - Proceed to Step two

- **STEP TWO – Opt out of receiving a paper statement:**
 - Select Update Pay Statement Option and follow the instructions to opt out.
 - You will then receive a confirmation email

You may contact your department administrative assistant about their practice regarding pickup. However, with most people signing up for the paperless option, employees who prefer paystubs usually pick them up from the [Payroll](#) Office in Miller Building, Room 301.

How do I get a mailbox?

All faculty have mailboxes in their respective departments. The mail is distributed and picked up in the main office every morning.

How do I get a parking permit?

Take your signed employment verification to the Parking Department located on the first floor of Whitaker Hall, Room 110. The annual cost of the parking permit for all faculty or staff represented by a union is \$25. You will need to have your vehicle registration information readily available. You may also register your vehicle and purchase a parking permit [online](#) using instructions on the [Parking Rules and Regulations web page](#).

How do I list my contact information in the online directory?

All SUNY Cortland employees are asked to review and update their information in the online campus directory. Basic information that should be listed includes name, title, department, phone number, office location and email address for each employee.

Please note that the phone number you enter for your directory listing is accessible to the public on the [SUNY Cortland People Search \(Directory\)](#) page. Home addresses, telephone numbers and other personal or academic information can be listed by choice.

State employees should check and update their information as follows:

- a. Log in to [myRedDragon](#).
- b. Select the Faculty/Staff tab
- c. In the About Me box, select Update/Edit your directory
- d. Make the necessary updates on the My Directory screen

Anyone who is unable to access their directory information or [myRedDragon](#) should contact the Help Center at or at 607-753-2500.

Is there an official SUNY Cortland Style Guide or Graphics Standards to reference?

Information about graphic and communication standards can be found in the [Brand Identity Guide](#), which can be accessed from the [Faculty/Staff](#) tab on the university's home page and then by choosing Brand Identity Guide from the right-hand menu. An additional resource is the [Writing Style Guide](#).

PROFESSIONAL MATTERS

Is there a support system in place to support the professional development of faculty?

The [Faculty Development Center](#), located in Cornish Hall, Room 1307, supports the professional development of faculty by organizing activities to improve their teaching and scholarship.

Responsibilities of the Faculty Development Center:

- Promote intellectual activity and interaction on campus
- Pilot new initiatives related to faculty development such as Book Chats and collaborative workshops
- Recognize and promote good teaching
- Offering workshops that provide mentoring and support for new faculty in terms of reappointment/tenure/promotion (portfolio development)
- Provide information and support to faculty related to applying for and carrying out internal grant opportunities including the small grants and teaching innovation grant initiatives
- Provide forum for conversation on issues related to teaching
- Develop a climate for widespread and institutionalized faculty development

Where do I get information about grants or using human participants in research?

Contact Dominick Fantacone, director of Research and Sponsored Programs Office in Miller Building, Room 303, or 607-753-2511. Additional information can be found on the [Research and Sponsored Programs](#) web page.

What are the procedures for travel approval?

Please contact your department administrative assistant for forms to attend conferences, workshops, or personal business. Travel authorization forms must be submitted at least 14 days prior to departure. Funds from the department and the standard travel funds from the dean's office (if presenting and pending funding availability) must be requested and the information submitted with the Travel Authorization Form. Save all receipts and verify registration and attendance. You will need the following travel forms, which are available through your department or can be downloaded from the [Travel Forms](#) web page.

- Travel Authorization Form - Complete the travel authorization form before you travel and

attach supporting documentation (conference registration/invitation/etc.) for all out-of-state travel. Note: A travel authorization is required for any travel related to university business.

- Travel Voucher — (AC-132a) is available through your department or online under Travel Forms. It must be completed and submitted along with supporting documentation for approval.
- Statement of Automobile Travel - If there is a request to reimburse mileage.

Additional information about travel can be found on the [Purchasing and Accounts Payable](#) Web page.

What is the best way to meet other faculty?

Throughout the year, the [Faculty Development Center](#) schedules functions especially for new faculty to meet and connect. Each tenure-track faculty member is assigned a mentor to help with the transition. These arrangements are informal. You and your mentor meet whenever you wish.

COURSE SUPPORT

How do I order textbooks?

The SUNY Cortland Campus Store uses the online course material adoption platform eCampus FAST. ALL faculty members will receive an email with login information and instructions to submit their course material requests, when it is time to submit requests.

Below are the steps to order materials for your course:

- You may login through the MyRedDragon portal ⇒ Academics Tab ⇒ Academic Resources ⇒ eCampus FAST Course Material (textbook)
- A second option is to click on the following link: [eCampus FAST](#)
- Once logged in, you will see your list of your courses to enter/select course materials

If you need assistance, please contact the Campus Bookstore at 607-753-4630, email kimberly.boyce@cortland.edu or contact your department's administrative assistant.

Below are two links to instructional documents about eCampus FAST:

- [Faculty Resource Guide](#)
- <https://simages.ecampus.com/images/fast/documents/2021-HowtoSubmit-FAST-Training-Guide-Updated.pdf>

Important Dates

Summer and Fall requests are due in March/April. Winter and Spring requests are due in early November. The early adoption of course materials gives us the ability to source textbooks at the best prices and pass those savings along to our students!

Current Trends and Options

- E-books have come a long way! The Campus Store works closely with RedShelf and Vital

Source, e-book platform providers, to offer hundreds of e-book titles to Cortland students. The e-reader platform is becoming a more interactive experience. Students today are becoming more accustomed to using e-books. Feel free to check out our list of available titles at vitalsource.com.

- Cengage Unlimited: Subscription model, where students pay one price for access to all of Cengage Learning's digital titles & resources. Students may also elect to purchase printed material for a small nominal fee. Subscription prices start at \$139.99 for 1 semester.
- Rent or Digital Only: Pearson and McGraw Hill Publishers are distributing new editions as rent (hardback and/or paperbacks) or digital version only. Loose leaf version may be available at a higher price.
- OER: Open Educational Resources: Free educational material, usually presented in a digital or online format. The Campus Store is able to produce printed versions of SUNY OER and OpenStax materials for a small fee to the students as an option.
- Inclusive Access/Day One Access:
 - Drastically reduces the price of textbooks and course material.
 - Faculty/department commit to require digital content of course material. Students may additionally elect to purchase printed material for a nominal fee.
 - Faculty requires and uses publisher's digital material, online assignments, video, testing, etc.
 - Students gain immediate access to the material through their Cortland Brightspace account.
 - The store charges the students' SUNY Cortland accounts through the Student Accounts office, prior to the start of classes.
- As the Campus Store receives and reviews the course material requests, a campus or publisher representative will reach out to faculty//and or department, if we feel a course and material is a candidate for Inclusive Access.
- Custom Books or Course Packs: Include lab manuals, an instructor's own writings or notes related to a particular course, selected chapters or anthologies of a current book or out of print book.
- Free educational material, usually presented in a digital or online format. The Campus Store is able to produce printed version of SUNY OER and OpenStax material for a small fee to the students as an option.

If you are interested in any of these current trends and options or have any course material (textbook) questions please contact Kimberly Boyce, assistant manager of retail operations for the College Store, at 607-753-4630 or kimberly.boyce@cortland.edu.

How is photocopying handled?

We have a [central duplicating center](#) in the basement of the Corey Union. Large copying jobs, such as your course syllabus or other classroom materials, should be dropped off or sent via campus mail to [Duplicating](#), Corey Union. You must fill out a duplicating form with specific print information. This can be obtained from your department administrative assistant, or at the Duplicating Center. Materials are usually returned within 48 hours. Deliveries are on Tuesdays and Fridays. If you would like to pick up your materials in person, this will speed up the process even more. Small duplicating jobs of 3-4 pages can be done within your department. Please check with your department administrative assistant for details.

What should be included in a course syllabus?

Syllabi should have a standard format to make your expectations clear to your students. Each syllabus should be given out during the first week of classes and must include all items listed in the five categories outlined below (Chapter 220.02 of the *SUNY Cortland Handbook*)

1. General Information

- Name of the institution (SUNY Cortland)
- Name of the department (lead department if cross-listed)
- Term and year of the course

2. Instructor Information

- Name of instructor(s)
- Office location and hours
- Instructor's SUNY Cortland email address
- Campus telephone number

3. Course Information

- Course prefix, number, title, and credit hours
- Catalog course description/course objectives
- Student learning outcomes
- Required course materials (e.g., Textbooks, journal articles, library and/or online resources)
- Class meeting times
- Description of assignments and approximate dates
- Assessment method and grading policy
- Attendance policy
-

4. Approved Course Attribute Designation

- General Education (GE) category
- Writing Intensive (WI)
- Presentation (PRES)
- Liberal Arts (LASR)
- Department specific course requirements are needed for some programs. Faculty should consult with their respective department guidelines for additional requirements.

5. Required Statements

The statements listed below must be included either as full text in the syllabus, or a link may be provided within the syllabus that directs students to the section of the SUNY Cortland Handbook, in which the statements are provided.

- Academic Integrity Statement
- Disability Statement
- Diversity Statement
- Inclusive Learning Environment Statement
- Title IX Statement

Academic Integrity Statement: Faculty must include in all syllabi a reference to upholding academic integrity and intolerance of academic dishonesty. Suggested wording: All students are expected to uphold academic integrity standards. Plagiarism is defined as taking the ideas of others and using them as one's own without due credit. Students who cheat in examinations, course assignments, or plagiarize in this course may be disciplined in accordance with university rules and regulations. (SUNY Cortland Handbook, Chapter 340)

Disability Statement: Required wording: “As part of SUNY Cortland’s commitment to a diverse, equitable, and inclusive environment, we strive to provide students with equal access to all courses. If you believe you will require accommodations in this course, please place a request with the [Disability Resources Office](mailto:disability.resources@cortland.edu) at disability.resources@cortland.edu or call 607-753-2967. Please note that accommodations are generally not provided retroactively so timely contact with the Disability Resources Office is important. All students should consider meeting with their course instructor who may be helpful in other ways.” (SUNY Cortland Handbook, Chapter 745)

Diversity Statement: Required wording: “SUNY Cortland is dedicated to the premise that every individual is important in a unique way and contributes to the overall quality of the institution. We define diversity broadly to include all aspects of human difference. The College is committed to inclusion, equity, and access and thus committed to creating and sustaining a climate that is equitable, respectful and free from prejudice for students, faculty and staff. We value diversity in the learning environment and know that it enhances our ability to inspire students to learn, lead and serve in a changing world. We are committed to promoting a diverse and inclusive campus through the recruitment and retention of faculty, staff and students. As a community, we hold important the democracy of ideas, tempered by a commitment to free speech and the standards of inquiry and debate. To this end, we are dedicated to developing and sustaining a learning environment where it is safe to explore our differences and celebrate the richness inherent in our pluralistic society.” (SUNY Cortland Handbook, Chapter 130)

Inclusive Learning Environment Statement: Required wording: “SUNY Cortland is committed to a diverse, equitable and inclusive environment. The course instructor honors this commitment and respects and values differences. All students enrolled in this course are expected to be considerate of others, promote a collaborative and supportive educational environment, and demonstrate respect for individuals with regard to ability or disability, age, ethnicity, gender, gender identity/expression, race, religion, sex, sexual orientation, socio-economic status or other aspects of identity. In an environment that fosters inclusion, students have the opportunity to bring their various identities into conversation as they find helpful, but are not expected to represent or speak for an entire group of people who share aspects of an identity. If you have any questions or concerns

about this statement, contact the Institutional Equity and Inclusion Office at 607-753-2263.” (IEIO <http://www2.cortland.edu/about/diversity/>)

Title IX Statement: Required wording: “Title IX, when combined with New York Human Rights Law and the New York Education Law 129-B, prohibits discrimination, harassment and violence based on sex, gender, gender identity/expression, and/or sexual orientation in the education setting. The federal Clery Act and NY Education Law 129-B provide certain rights and responsibilities after an incident of sexual or interpersonal violence. When a violation occurs, victims and survivors are eligible for campus and community resources. Where the College has jurisdiction, it may investigate and take action in accordance with College policy. If you or someone you know wishes to report discrimination based in sex, gender, gender identity/expression, and/or sexual orientation, or wishes to report sexual harassment, sexual violence, stalking or relationship violence, please contact the Title IX Coordinator at 607-753-4550, or visit the Title IX Office webpage to learn about all reporting options and resources. (Updated by SUNY Legal Feb. 1, 2018).” (Title IX <http://www2.cortland.edu/titleix>)

Additional syllabus components (e.g., faculty course description, contract for engagement, faculty cell number, reference to student support services) can be added at the discretion of the faculty member while maintaining program guidelines and department compliance.

It is sometimes helpful to consider your syllabus as a contract between you and your students. The clearer you make your expectations of them — their reading, their absences, their amount of work outside of class that is required — the better your chances of a successful class. The course you are teaching may have a standard course syllabus. Please ask your department administrative assistant or chair if this is the case. If you would like to see some sample syllabi for guidance, contact your department administrative assistant or the director of the Faculty Development Center, at 607-753-4753.

What is the requirement for office hours?

Department chairs may have discipline-specific needs regarding office hours. Please discuss this topic with your chair. According to [Chapter 220.02](#) of the *SUNY Cortland Handbook*, “faculty with a full teaching obligation should be available in their office for at least five hours per week to meet with students. Preferably, the hours should be spread through the week and at different times of the day. Those with part-time teaching assignments should hold proportionate office hours. Department chairs and deans will address any variations in these expectations”. It also states, “within the first two weeks of classes, faculty should post their office hours and submit them to their department chair.”

How do I use the library?

The [Memorial Library](#) provides an array of services to support faculty research and teaching. Services include a strong collection of monographs, print periodicals, online resources, and loan services. Materials are checked out using your SUNY Cortland ID. The library also has a strong library instruction program, research and reference services, and a liaison program for departments. The library provides information via the Web on the Library Tab on [myRedDragon](#), by walk-in and by phone at 607-753-2500.

How do I get assistance with eLearning, Web support and similar services?

The [Design Help](#) Lab, located in Memorial Library, provides an array of support, including instructional design assistance for Brightspace, the campus learning management system, polling and surveying tools, poster templates for scholarly presentations, and SMART Board Training. Each department has an instructional designer assigned as a liaison. You can think of this person as “my designer.” Assistance is available by appointment and by scheduled walk-in sessions. Contact by email at DesignHelp@cortland.edu or by phone at 607-753-2500.

How do I obtain technology resources for use in my class?

Many SUNY Cortland classrooms are “smart” classrooms, which means they are equipped with computer, laptop hook-up, DVD player, projector and Elmo. If you know what room you are teaching in, you may go to [myRedDragon](#) and under the Tech Help tab, go to Technology Classroom information. Click on the room you are teaching in, and you will see what technology is available to you for that space. If you would like additional information or to request one-on-one training in using the technology in these spaces, please contact Campus Technology Services at 607-753-4799.

Do I have to give a final exam?

It is SUNY Cortland’s policy that final exams are given in each course during finals week. Exams may not be given the final two weeks of a course. For classes with projects or papers, it is preferable to make these due during finals week. The full policy on final exams can be found under “Academic Policies” in the [College Catalog](#) and accessed at the following link: [Examination Policy](#).

How do I submit midterm and final grades?

Grades are submitted on the Web. Both mid-semester and final grades must be submitted for all students. Final grades are due 72 hours after your last class. A [midterm estimate tutorial](#) and a final grading tutorial can be found at the following link on the Registrar’s home page: <http://www2.cortland.edu/offices/registrars-office/faculty/faculty-grading.dot#factutorials>.

ADVISING

How many students will I advise?

Please consult your department chair about the requirements specific to your department.

How are students assigned for advising?

The department assigns advisees. [Advisement and Transition](#) offers workshops each year that you are encouraged to attend.

PERSONAL SUPPORT

What kinds of employee support services are available?

- The [Employee Assistance Program \(EAP\)](#) is a referral service to help state employees and

their families. Information about EAP can be obtained from the coordinators, Kharmen Wingard (607-753-2998), Shani McMahon (607-753-4300) or Rick Nauseef (607-543-1751). All inquiries are processed in a confidential manner.

- **Recreational Sports** – According to the Web page, “SUNY Cortland Recreational Sports provides a variety of recreational opportunities that contribute to the physical, emotional and social health of all members of our College community.”

What about Housing?

The best way to find suitable housing in Cortland is through the website for the Cortland **County Board of Realtors**. If buying a house is not an option for you, rentals can be found via realtors or from the advertisements in the *Cortland Standard* newspaper or on the **Live in Cortland** webpage. Additionally, the Human Resources Office sometimes has information on housing opportunities. You may call Marie Nelson at 607-753-5751.

These housing opportunities are in no way screened by or endorsed by SUNY Cortland.

OTHER QUESTIONS?

Please call the Faculty Development Center at 607-753-4753. You may also call Eunice Miller @ 607-753-5421 if you have any questions about this manual.

LINKS TO ADDITIONAL INFORMATION

- **Virtual Tour of SUNY Cortland**
- **Campus Venues**
- **Campus Offices**
- **3-D Campus Map**
- **Faculty/Staff Resources**
- **Provost’s Office Web page**
- **Academic Affairs Organizational Chart**
- **Cortland Business Directory**
- **Local Area Resources**
- **City of Cortland Website**
- **Cortland Regional Medical Center**