SDSU | San Diego State University

SDSU SENATE: Manage Referrals, Action & Reporting

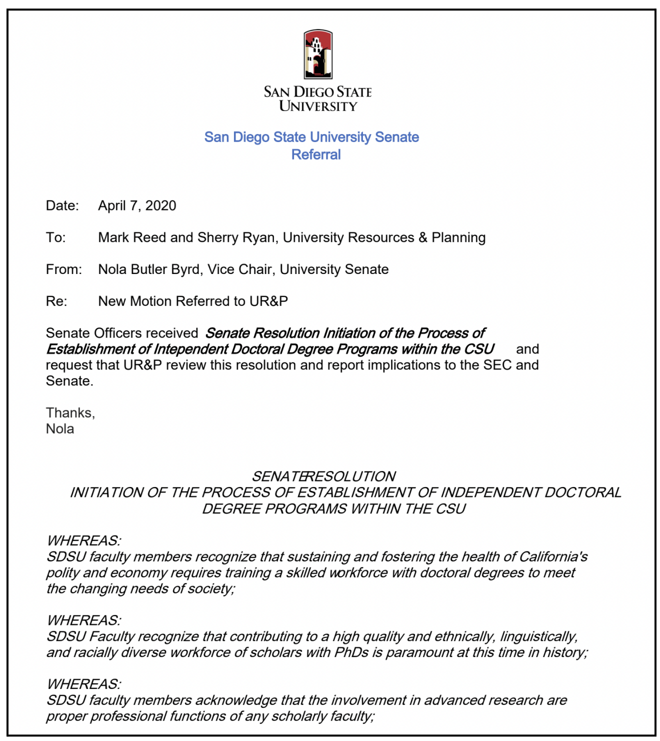
How Do Issues Become Referrals?

Senate business and issues come to the attention of Senate Leaders in a variety of ways, including, but not limited to: a resolution for the Senate to take a specific action, University Administration requests the Senate takes action, Senate Officers find an issue during the course of work, an issue is emailed to one of the officers or to senate@sdsu.edu. **Issues brought to the attention of Senate Officers are documented and reviewed by the leadership collaboratively.** Part of the initial review will include a review of existing referral items already open. if the issue overlaps with an existing referral, the new information may be added to an existing referral. The Senate Chair, while considering the input of the officers, decides which items will become official Senate referrals.

How Are Referrals Created?

Once this decision is made to create an official Senate referral, the Senate Vice Chair will draft an official **Referral Letter** and send it to the appropriate committee. Each Letter has:

- A **Referral Title** (e.g. *21/22_18: Clarification about What Constitutes a College/Major Academic Unit*) that clearly identifies the issue and the academic year the issue was referred.
- **Identification of the Lead Committee**: only one committee will be identified in each referral letter. This committee leads review of the issue, and manages collaboration with other committees, programs, individuals, offices, etc.
- A **Referral Description**: context and suggestions (as appropriate), identification of related documents or links to relevant policy file sections, and identification of any known or recommended collaborators.



SAN DIEGO STATE UNIVERSITY

San Diego State University Senate
Referral

Date: April 7, 2020

To: Mark Reed and Sherry Ryan, University Resources & Planning

From: Nola Butler Byrd, Vice Chair, University Senate

Re: New Motion Referred to UR&P

Senate Officers received ***Senate Resolution Initiation of the Process of Establishment of Independent Doctoral Degree Programs within the CSU*** and request that UR&P review this resolution and report implications to the SEC and Senate.

Thanks,
Nola

SENATE RESOLUTION
INITIATION OF THE PROCESS OF ESTABLISHMENT OF INDEPENDENT DOCTORAL DEGREE PROGRAMS WITHIN THE CSU

WHEREAS:
SDSU faculty members recognize that sustaining and fostering the health of California's polity and economy requires training a skilled workforce with doctoral degrees to meet the changing needs of society;

WHEREAS:
SDSU Faculty recognize that contributing to a high quality and ethnically, linguistically, and racially diverse workforce of scholars with PhDs is paramount at this time in history;

WHEREAS:
SDSU faculty members acknowledge that the involvement in advanced research are proper professional functions of any scholarly faculty;

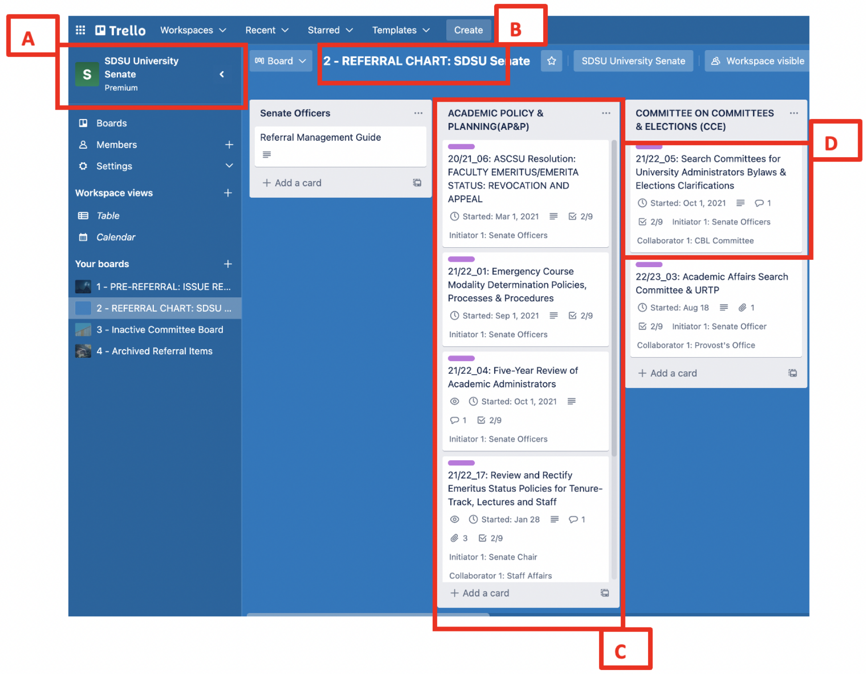
Once the letter is sent, the Senate Vice Chair:

- Creates a **Referral Card** in Trello (web-based collaborative project management tool), which is used to manage Senate Referrals.
- Attaches a copy of the Referral Letter to the card.
- Adds the current Committee Chair to the card.

Trello: Access

At the start of the year, new Committee Chairs or Senate Officers will be sent an invite to join the Referral Chart Board Working Group. If you have not received this email, you can always submit a Senate Help Ticket from the Senate Website. At this time, only Senate Officers and Committee Chairs have access to the Referral Chart in Trello. However, the Vice Chair presents a summary of all active referrals to the Senate at each meeting.

Trello: Terminology & Managing Referral Cards

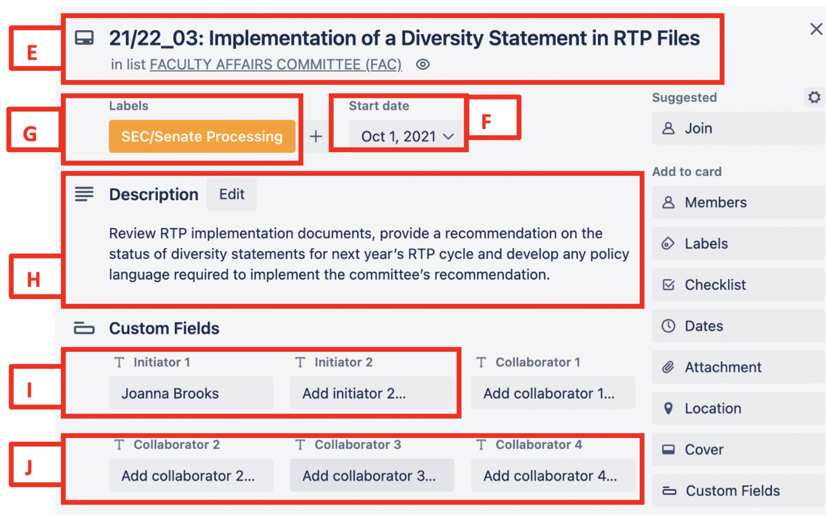


A. **WORKSPACE:** The Workspace we work in is "SDSU University Senate."

B. **BOARD**: There are multiple "boards" in the Senate Workspace. The Senate Officers use these boards to manage the work of the Senate. Board "2 - REFERRAL CHART SDSU Senate" is the board that organizes all of the referrals. When non-officers are invited to work on referrals, they are added to this board only.

C. **LIST:** On the board, each committee has a "List" filled with their referral items. Lists for Standing Committees (titles in ALL CAPS) appear first (alphabetically), and then the Other Committees and Councils (alphabetically).

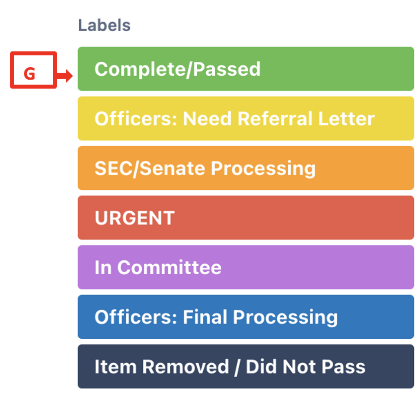
D. **CARD:** One card = one referral.



E. **REFERRAL/CARD TITLE:** On each card there will be a number (e.g. 22/23_05) and then a Title. The number tells us what academic year the referral was issued, and in what order. The title listed on the card should match the title on the Referral Letter sent to the committee.

F. **START DATE:** The date the Referral Letter was issued.

G. **LABEL:** Describes who is responsible for action related to the referral and/or the status of the referral item. See the image for a key for the labels available in the Referral Chart Board. Users can click on the label to expand (display the full label) or click the label to minimize (hide the words to only display the color.



H. **DESCRIPTION:** The description is often the content of the referral letter, but it may include additional references, or details.

I. **INITIATOR**: Describes the persons, offices, committees, etc. that raised the issue that has become a referral.

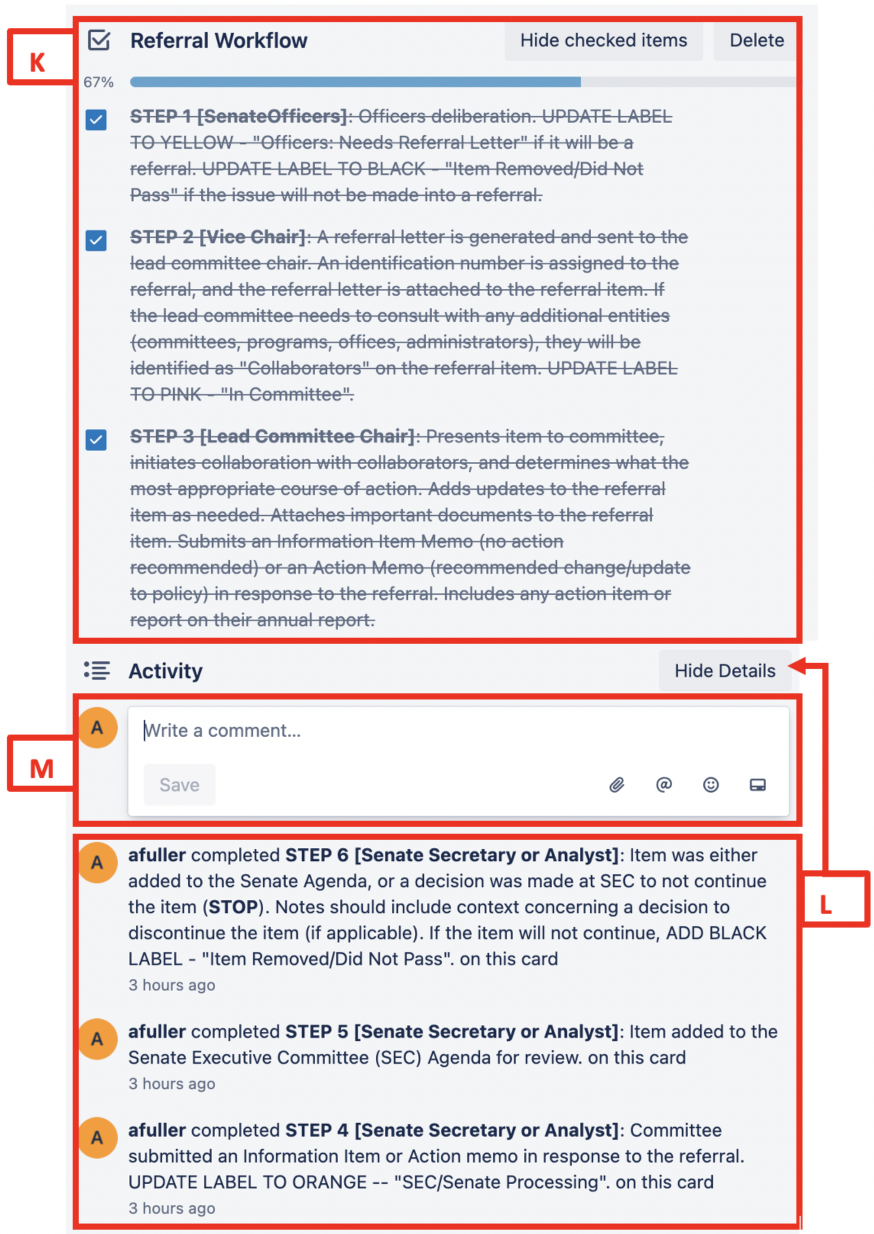
J. **COLLABORATOR:** Describes other committees, programs, offices, administrators, faculty, etc. that the Lead Committee is asked to collaborate with as they address the referral issue.

K. CHECKLIST / WORKFLOW: Each referral card has the same checklist that describes the 9 basic steps in the referral workflow from deliberation > referral letter > committee work > SEC/Senate > Action Memo > Policy File Update. This area also offers a percentage (%) of completion indicator.

L. ACTIVITY: At the bottom of each card is an area that records new comments, and displays all activity made in the card since it was opened. There is a button that says "Show Details" which will show the activity history on the card (it can be a lot). Once you click that button, the language on the button becomes "Hide Details." You can toggle between displays per your preference.

M. COMMENT: The committee chair and Senate Officers use this section to provide updates, add attachments, provide feedback, and more. Only members of the workspace can comment.

NOTE: If a Committee Chair emails a Senate Officer an update on a referral item, the team may add the update, and any materials provided with it, to the Referral Card. Senate Officers might also direct the Committee Chair to update Trello in lieu of an email.



Trello: Monthly Referrals Reporting

During each Senate Executive Committee (SEC) and Senate meeting, the Vice Chair will make available a list of active referrals by committee, including their progress (stage of engagement), and answer any questions from the Senate body in relation to active referrals.

Trello: Archiving Senate Referral Items & Annual Reporting

Once a referral has progressed through the workflow/checklist to a point where the process stops (e.g., item isn't moved forward, item doesn't pass, a final information item or report is provided to Senate related to the item, item is approved by the President and update is made in the policy file), the Vice Chair, Secretary or Analyst will update the labels on the Referral Card and move it to the archive board. At the end of each year, the Senate Leaders will provide a report that summarizes all of the referral activity for the year and a record of that will be preserved in the Senate Record.

Trello: Dos & Donts for Committee Chairs

DOs	***DONTs***
Provide updates and documents related to your work on the referred item as regularly as possible.	Comment on another committee’s card uniess solicited to do so.
When you insert a link to a Google Doc, please make sure what you are linking to has the share setting “Anyone at SDSU can View” or else some may not be able to open the linked document.	Do not add new cards or lists or labels - only Senate Officers do this. If you want to develop a new referral, please email that to the Senate Chair or Secretary or senate@sdsu.edu.
Remove the pink “In Committee” label when the committee has completed its part, or add a red “Urgent” label if appropriate.	Do not add or remove labels except as described in the DOs section.
Tag relevant officers or other committee chairs you’d like to review/comment in the comment section using the “@” symbol.	Do not edit any list title, card titles, description, label descriptions, card descriptions, start date, or initiator(s).
If there is a new collaborator on an issue, feel free to add the name in any empty Collaborator field.	Do not invite other people outside of the Senate Officers or Committee Chairs group to be members or guests in Trello. If you have a critical need, check in with the officers.
Add relevant attachments to the Referral Card.	Do not enter more than one collaborator per field.
Review email notifications from Trello – make sure Trello is not sending messages to your spam folder.	Do not create or add any custom fields.
Click the “Watch” button (to the right of the checklist) to get notified of changes/updates.	Do not delete any attachments or comments or content from the Referral Card.
Be sure to add the incoming chair before you sign off at the end of an academic year.	