

## FREQUENTLY ASKED QUESTIONS

### Technical

**Q: I can't access the FIS, or the FIS never loads.**

A: The FIS requires login via DUO. To get started with DUO, please visit <https://case.edu/utech/duo> or contact the help desk at 368-HELP to have someone walk you through the setup process.

### General

**Q: How are end users engaged in the FIS development process?**

A: In 2021, a Steering Committee was created that includes faculty representatives from each school as well as Faculty Affairs administrators. The Steering Committee helps guide development priorities. All faculty and staff users are invited to provide feedback on the system and submit development requests by emailing [fisfeedback@case.edu](mailto:fisfeedback@case.edu).

**Q: Who has access to the FIS?**

A: All faculty at CWRU have access to the FIS. Staff are granted access by request, and the level of access is determined by the individual's role at the institution.

**Q: What records are included in the FIS?**

A: Active, inactive, and emeriti records are included in the FIS. Active records include Board of Trustee appointed faculty (instructor, senior instructor, assistant, associate, and full professor); tenured and tenure track faculty; non-tenure track faculty; special faculty (e.g., adjunct, clinical, visiting, research, lecturers). Inactive records include faculty who have left CWRU and do not appear in counts of a primary group or on reports for that unit.

**Q: What kind of training and support is available to users?**

A: A series of how-to documents and videos are available on the FIS User Support webpage and are updated as new features are released. The FIS team leads Faculty Activity Reporting training sessions each year for faculty. New user training for staff is managed by each school/college.

**Q: Where is the data sourced from?**

A: The initial data that populated the FIS came from existing school databases and Quickbase, the Provost's Office database. Currently, school administrators manually populate FIS records using information available on appointment forms for new faculty. HCM and SIS are also used to populate some demographic information for paid faculty.

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For some schools, faculty activity information was initially migrated from Digital Measures. Now, faculty have the option to import publication data from external sources including PubMed and Scopus and to upload from Google Scholar.

**Q: What personal information is in the FIS, and how is it kept secure?**

A: The FIS includes details related to faculty appointments, such as rank and tenure status, as well as information about scholarly activity. The FIS includes salary information but does not include Social Security numbers or benefit information. Personal information in the FIS is limited and includes date of birth (used to prevent duplicate records), demographic data, citizenship, degrees, and contact information.

The FIS is accessible only through a secure single sign-on portal that requires CWRU credentials and Duo two-factor authentication.

Access to the FIS is restricted to CWRU faculty and administrative staff who are involved in business processes involving faculty information. Faculty only have access to their own data. Department chairs and division chiefs have access to activity data for their departments or divisions, and deans have access to data for their school or college.

**Q: How can I access faculty information if I don't have access to the FIS?**

A: A faculty search dashboard was created using FIS data for those who do not have access to the more confidential data in the FIS. The faculty search dashboard includes information related to rank, department, administrative role, endowed professorship, work address/phone, and degree. All faculty and staff have access to this dashboard using their CWRU credentials to login and can view it [here](#). Students do not have access to it.

**Q: I have some suggestions for changes to the system. How do I share those?**

Please send your suggestions directly to [fisfeedback@case.edu](mailto:fisfeedback@case.edu).

## Faculty Activity Reporting

**Q: What is Faculty Activity Reporting?**

A: Faculty Activity Reporting is an enterprise-wide electronic system used to track faculty activities related to teaching, research, scholarship, service, and other areas and to populate annual reviews. It is housed within the Faculty Information System (FIS). Beyond the annual review, the data in My Activities will eventually be used to populate web pages, faculty profiles, and customizable templates for grant proposals and other applications. Ultimately, the information on faculty activities will be used to showcase faculty accomplishments to the world, and to facilitate collaboration, networking, and outreach.

**Q: Can I have someone else enter activities on my behalf?**

A: The FIS does have a delegation feature that allows staff members to either enter activities on behalf of faculty and/or populate the annual review (FAR). The decision to allow delegation is left to each school; contact your dean's office for more information. Staff are not permitted to submit the FAR for faculty.

### My Details

**Q: Why can't I edit some of the information in the My Details section?**

A: For CWRU paid faculty, name, date of birth, sex, reported race/ethnicity, address, and phone come from HCM. Changes to these fields must be made by the faculty member either in HCM self-service or by emailing [HRrecords@case.edu](mailto:HRrecords@case.edu).

Some sections, like Administration, Appointments, Citizenship, Degrees, and External, are locked and cannot be edited by a faculty member since these are managed by the dean's offices. To request a change to the information in these sections, please contact your school's dean's office or Faculty Affairs office.

**Q: What if some of the information in the My Details section is incorrect?**

Contact your school's dean's office or Faculty Affairs office to request changes.

### My Activities

**Q: Why are some activities pre-populated? I did not enter them.**

A: Advising and teaching activities are automatically imported from the Student Information System. Course evaluations are automatically imported from the CWRU course evaluation system for the schools that use the university system. Grants are automatically imported from Sparta.

**Q: My entries do not save in the activity sections.**

A: Please contact [farsupport@case.edu](mailto:farsupport@case.edu).

**Q: Who should I contact if the imported activity information is incorrect?**

A: Please contact [farsupport@case.edu](mailto:farsupport@case.edu) to report incorrectly imported information.

**Q: I published an article in another language. Do I need to translate the details for my FAR?**

A: The FAR uses a character set that contains Latin-based characters found in English, French, German, etc. However, it cannot output some non-Latin characters found in, for example, Chinese, Hebrew, Japanese, and Urdu, among others. Please make sure to use standard English transliteration where possible.

**Q: There are some activity sections that don't apply to me or my discipline.**

A: Since the FIS is an enterprise-wide system, the activity sections are universal across all of the schools, so there are some sections that might not apply to your school or discipline. You do not need to add information to these sections unless you choose to do so.

**Q: How do I know what activity sections are required for me to complete?**

A: Your annual review will note which activities are required. Please check the guide for your school (found under Resources on the FIS home page) to see which sections are optional for you.

**Q: Should I enter activities that fall outside the dates of my annual review?**

A: You can add historical activities to the My Activities sections if you wish. Historical activities will become relevant when faculty profiles are developed using information from the FIS.

## Annual Review

**Q: Why are the activities I entered in the activity sections not appearing in my annual review?**

A: The start and end dates for any activity entered in the Activity section must fall within the content period of your annual review. For example, if your annual review is for the calendar year 2023, the activities you entered must fall between January 1, 2023 and December 31, 2023.

**Q: What happens if I start my annual review but want to return to it later? How can I get back to my annual review?**

A: Your responses are automatically saved in each section and will be there when you log in later. Go to [fis.case.edu](https://fis.case.edu) and click on the Annual Review link on the left menu. No one can see your FAR but you until you click the purple "Submit" button.

**Q: Does the annual review save automatically?**

A: Yes, the annual review saves responses automatically in each section. Your responses will not be submitted until you click the "Submit" button.

**Q: Can I preview my annual review before I submit it?**

A: The "Preview" button will create a PDF preview document at any time. (The preview is generated in a new browser window. Your browser's popup and/or ad blocker may prevent the preview window from opening. If you have problems generating a preview, see [here](#).)

**Q: What happens when I submit my annual review?**

A: (1) You will receive an email confirmation that your annual review has been submitted successfully. (2) Your department chair or division chief will also receive an email informing him/her of your submission and will be guided to the FIS website to review your annual review

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and submit comments. (3) After the department chair or division chief submits comments, you will receive an email informing you of this and asking you to login to FIS to review the comments, enter your own comments if you choose to do so, and submit your FAR for a final time.

**Q: I accidentally submitted my annual review before I was done. How can I get my annual review unlocked?**

A: Contact [farsupport@case.edu](mailto:farsupport@case.edu) or your school's Faculty Affairs office.

**Q: I have supporting audio and video files. How can I provide these?**

A: Please upload your media to any cloud service approved by the university and paste the link into the relevant text area on the form or upload it in the Upload Attachments section. Google Drive is the best service for this purpose, but Box, YouTube, Vimeo, and SoundCloud are all good choices as well.

**Q: What do I upload in the Upload Attachments section?**

A: Each school has specific instructions in that section. Required attachments will be noted in the instructions.

**Q: The Save and Preview buttons are not working in the annual review section.**

A: Please contact [farsupport@case.edu](mailto:farsupport@case.edu).

**Q: Will my submitted data carry over to next year so I don't have to type it in again?**

A: Yes!