

# Faculty Services



## Frequently Asked Questions

### **Q. Who approved me for my courses?**

**A.** During the recruiting process with the university, a college administrator, such as the Dean, Associate Dean, or Program Director, reviewed your file and authorized course approvals. At this time, we are not accepting requests for additional course approvals. As courses expire or are inactivated, Faculty Services coordinates with the colleges on behalf of the faculty and updates approvals accordingly. Your course approval list can be found on the MRC ([mrc.gcu.edu](http://mrc.gcu.edu)) site. If an area of need becomes available, Faculty Services will send a notice to eligible faculty members.

### **Q. When will I be scheduled to teach a course again?**

**A.** Faculty Services schedules faculty members for courses based on student enrollment, number of sections, and current course load. We try to ensure that faculty are consistently teaching and suggest a maximum of two courses at a time (unless otherwise needed). We cannot guarantee a specific course load due to the influx of student enrollment and add/drop periods.

### **Q. Why is my class not showing up on my Faculty Portal or in ANGEL?**

**A.** Courses may no longer show on the Faculty Portal or in ANGEL due to a course cancellation or retirement. Please check your GCU email account for a cancellation notice from your scheduler before contacting Faculty Services or Faculty Technical Support.

### **Q. How will I know if I am selected to facilitate a course?**

**A.** Course Solicitations are sent to faculty members' GCU email address. Faculty members must respond within 48 hours in order to accept the course assignment. Once you respond with "I accept," your scheduler will add you to the course schedule, which will upload to your course load. Approximately three weeks prior to your course start, a Course Agreement will be sent to your GCU email address. You must respond to the Course Agreements within 72 hours or the course may be reassigned to another faculty member. We cannot guarantee a specific course load due to the influx of student enrollments and the add/drop periods.

### **Q. How soon can I access my class?**

**A.** Faculty members are granted ANGEL course access five days before the start date. Students are loaded to the course three days before the start date with read only access until the first day of class. For this reason, faculty must have their classes set up with a Welcome Announcement and the Module 1 DQ's no later than three days prior to the class start. Complete set up requirements include: Welcome Announcement, Faculty Contact Information, and Module 1 DQ's.

For undergraduate courses, faculty will have access on Wednesday for classes that start on Monday and are required to setup the course by 12:00 PM (MST), Friday. Faculty Services reserves the right to replace faculty who have not setup their course by this date.

For graduate courses, faculty will have access on Saturday for courses that start on Thursday and are required to be setup by 3:00 PM (MST), Tuesday. Faculty Services reserves the right to replace faculty who have not setup their course by this date.

**Q. When will my payment be mailed and how long does it take to receive my payment if mailed?**

**A.** Payments are mailed and/or direct deposited on the pay date in the pay schedule located in the Faculty Resource Center. If you do not receive your payment via mail within 7-10 business days after the posted pay date, please contact the Payroll Department after the 10<sup>th</sup> business day at [payroll@gcu.edu](mailto:payroll@gcu.edu). For questions regarding pay amount, please contact Faculty Services at [facultyservices@gcu.edu](mailto:facultyservices@gcu.edu) or 800-800-9776 x7005.

**Q. Where can I locate the pay dates and amounts?**

**A.** Pay dates and amounts are located in the Faculty Resource Center. Faculty Services will email an addendum your GCU email account each pay period. Addendums are sent the third week of class and are adjusted based on final student count. Prior to contacting Faculty Services, please check your GCU issued email account for an addendum. For specific questions, or to request a copy, please contact Faculty Services at [facultyservices@gcu.edu](mailto:facultyservices@gcu.edu) or 800-800-9776 x7005.

**Q. Can I have my checks Direct Deposited?**

**A.** Direct deposit can be setup in MRC ([mrc.gcu.edu](http://mrc.gcu.edu)) or by contacting GCU Human Resources at [HR@gcu.edu](mailto:HR@gcu.edu) or 602-639-6549. Faculty Services is not responsible for direct deposits or bank changes. GCU processes payroll based on the banking information in MRC, so it is important to keep your information current. Initial direct deposits may take up to two pay periods to process. A live check will be mailed to the address on file until direct deposit is verified.

**Q. How do I ensure that my address and phone number are correct? How do I update my address and phone number?**

**A.** All contact information, including address and phone numbers, is located in MRC ([mrc.gcu.edu](http://mrc.gcu.edu)) as the source of record. Faculty Services cannot update this information on your behalf, so please check your information annually. You can make changes to your contact information by contacting GCU Human Resources at [HR@gcu.edu](mailto:HR@gcu.edu) or 602-639-6549. Please note that address changes may take up to 10 days to process.

**Q. How do I know if my class has an eBook or hard copy?**

**A.** Ebooks are updated weekly in the Learning Management System. To verify if your course has an

ebook or print text, visit myfaculty.gcu.edu. Then, click on “Additional Resources” in the center of the page select “Canyon Connect.” Once there, you can view the book listings by college.

If this is your first course and a print text is required, Faculty Services will ship you a student copy textbook within three weeks of the course start date. Course materials cannot be shipped overnight to an Arizona address, and books cannot be sent earlier than three weeks of the start date.

**Q. How do I obtain a copy of the faculty solutions answer key and/or desk copy?**

**A.** Answer keys and/or desk copies are not provided by GCU. If the course requires a print text, a student version is sent free of charge to faculty. If a course contains an ebook, faculty can request a desk copy by contacting the publisher directly. You can obtain the publisher information in the syllabus, on the ebook, or by contacting a Faculty Scheduler. If required, Faculty Services will coordinate with the publisher to verify employment and scheduled courses. Please allow up to four weeks to receive a desk copy from the publisher.

**Q. When will I be scheduled to teach after successfully completing training?**

**A.** Once Faculty Services receives notice from the Online Faculty Training department that you have passed initial training; a scheduler will contact you to set up your mentorship class. Please allow two weeks from completion of training for your scheduler to contact you.

Feel free to give us a call if you have any other questions to better serve you! 800-800-9776 x7005

Online Scheduling Team		Phone	Work Hours
<b>Garrit Ross</b>	<i>Online Scheduling Manager</i>	x6397960	8:00-5:00
Darlene Kweder	KBCOB Online Scheduler	x6396642	7:00-4:00
Kelly Obregon	CAS (COHS) Online Scheduler	x6396334	7:00-4:00
Kendall Hunt	COE Online Scheduler	x6397125	8:00-5:00
Camellia Gibson	CAS (COLA) Online Scheduler	x6397156	8:00-5:00
Melissa Woodruff	COE Online Scheduler	x6397943	7:00-4:00
Karin Fedorsha	OFTF Scheduler	x6396557	8:00-5:00
Kyle Dosil	CON & CODS Online Scheduler	x6396592	7:00-4:00