**Back up responsibilities for Graduate Admissions**

When Graduate Program Admissions Coordinator (GPAC) is out of the office:

* Out sick or unplanned day off (one day or two days)
* Planned vacation (one week or two weeks)
* Extended planned absence (one month or more)
* Unplanned extended absence (one month or more)

Before leaving on planned vacation/extended absence, GPAC will do the following:

1. check if proposed days off will be a burden to back up staff, graduate programs staff, CRM Manager, prospective applicants, UG Admissions staff and other stakeholders
2. coordinate needs with stakeholders and develop plan for absence
3. prepare list of expected items needing attention during absence
4. prepare list of contacts for completion of items to complete during absence
5. train on where to find resources to troubleshoot issues that may arise during absence
6. share contact information for GPAC in case urgent questions arise (w/ guidelines on when to contact) – back-up, supervisor, CRM manager, UG Admissions (if needed), etc.
7. set out of office message on personal email account (directing questions to Academic Deans front desk) and graduate admissions email account (if required/requested)
8. set out of office message on Graduate Admissions office voicemail (if required/requested)
9. update Graduate Admissions Handbook and other reference materials - leave clearly available and marked on desk

While GPAC is out of the office, GPAC back up will do best to provide the following support:

1. Check Grad Admissions email inbox:
* Forward any program specific messages to graduate program assistant/associate director
* Urgent questions
* Application questions
* Admission acceptance
* Admission decline
* General questions
* Programs offered
* Forward other messages to appropriate point of contact (see “frequent contact list”)
1. Check Grad Admissions voicemail box for messages
2. Prior to 9 am, review Radius for submitted application, submitted Letters of Recommendation, other urgent issues
3. Prior to 9:30 am, check UG Admissions office for mail left in GRAD Admissions inbox (in Leona’s office)
4. As needed, check UG Admissions transcript drawer for transcripts for graduate applicants/inquiries
5. Process submitted applications in Radius (prior to 9:30 am), process submitted applications in Banner (prior to 12:00pm), create physical applicant file (prior to 9:30 am), collect all applicant documents (prior to 9:30 am)
6. Help steward application process for future, current and past applicants
7. Process received supporting documents:
	1. Transcripts
	2. Letters of recommendations
	3. Test scores
	4. Other documents
8. Other?