

Managing Service Expectations

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Presentation builds upon previous presentations by
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References

Faculty Life: Scholarly Service.

<http://teachingcommons.cdl.edu/cdip/facultyservice/index.html>

Preston, Camille, 2014, Why saying no gets you ahead. Fortune, August 19, 2014. <http://fortune.com/2014/08/19/why-saying-no-gets-you-ahead/>

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<http://files.eric.ed.gov/fulltext/ED476222.pdf>

What are 3 questions that you have about service?

What constitutes faculty service?

Activities in which faculty contribute professional knowledge, skills, organization, and advice to their communities

- Department
- University
- Profession
- Public



Examples of Service: Department

- Member of departmental committee
 - Admissions
 - Search
- Mentoring students
- Seminar or colloquium coordinator
- Writing letters of recommendation
- Chair of departmental committee
- Department Chair
- Graduate or undergraduate director
- Others?

Early Career



Middle/Late Career



Examples of Service: University

- Member of University committee
- Advisor for student organization
- Chair of University committee
- Involvement in Administration
- Others?

Early Career



Middle/Late Career

Examples of Service: Professional

- Reviewer for journal
- Reviewer/panelist for funding agency
- Convener of sessions at conferences
- Editorial board for journal
- Committee/board member for organization
- President or chair of organization
- Others?

Early Career



Middle/Late Career

Why do service?

- **Contribute to community and share expertise**
- **Professional development**
 - Learn about Grant-funding / Publishing / University processes
 - Practice communication & leadership skills
 - Stretch beyond your comfort zone
- **Networking**
 - Be visible in the community
 - Meet people who may be future research or teaching collaborators
 - Enjoy the collegiality

Why might you decline a service request?

- Time restrictions
- Not aligned with your professional goals or personal interests
- Not a good match for your expertise

Some questions to consider

- What are the responsibilities?
- How long is the commitment? How much time per week/month?
- Does it fit your professional goals or personal interests?
- Might it expand your opportunities in research/teaching/the community?
- What are the implications if you say **yes**?
- What are the implications if you say **no**?

How to say “No”



- Be respectful and polite in your “No”.
- Help the requestor find an alternative
 - Recommend other reviewers with a brief explanation of their expertise
 - Suggest individuals who might be looking for service activities
- Stand firm. They are asking for you and your time.
 - If you feel uncomfortable, ask a mentor or third party individual for assistance.

Ways to say “No”

Thank you for considering me. I have decided to decline, because I already am committed to

I am reviewing 2 other manuscripts and will not be able to provide a thorough review of this manuscript.

This proposal is not my expertise. I suggest that you might ask for a review.

Thank you for this opportunity. I'm fully booked for this term. I do hope you will consider me in the future.

Thinking about your service

- What are a couple of your professional goals? What type of service might align with these goals?
- What service do you anticipate that you might be asked to do in the next 6 months? How will these fit with your existing commitments (research, teaching, health, family...)? If you need to say no, how will you do it?