

THE HUGH DOWNS SCHOOL OF HUMAN COMMUNICATION
OFFICE PROCEDURES INFORMATION
Office Hours: 8am – 5pm, M-F

APPOINTMENTS WITH DIRECTOR

--You may leave a message for Dr. Lederman, or request an appointment to meet with her by sending an e-mail to linda.lederman@asu.edu. Please cc Misa Pham.

COMPUTER & AV EQUIPMENT

--Cody Bales is in charge of the computer equipment. Please create your service request by following the steps below:

Please report an Incident in Service Now. This can be quickly done in the MyASU Service tab, <https://webapp4.asu.edu/myasu/staff/service>

1. Click **Report an Incident**,
2. Choose your **Category**,
3. Fill in the **Short Description** and
4. In the **Details** field, start with “**FOR CLAS UTO:**” to make sure it gets directly to us.
5. When done click on **Submit**.

--Any computer problems should be reported by following the steps below:

Please create a request in Service Now. Requests can be quickly created in the MyASU Service tab, <https://webapp4.asu.edu/myasu/staff/service>

1. Click **Submit a Request**,
2. Choose **UTO Deskside Consulting**,
3. Select your **Request type** and
4. Select your **building**
5. In the **Additional details** field, start your request with “**FOR CLAS UTO:**” to make sure it gets directly to us, and then enter your request description.
6. When done click on **Order Now**.

--Any mediated classroom issues should be reported to Classroom Support at 480-965-3342.

--Video cameras may be checked out in the main office.

E-MAIL/WEB INFORMATION

--Use e-mail whenever possible to make requests and leave messages for faculty, staff, and graduate students. The listserv to send a message to **ALL** faculty, staff, and graduate students is cominfo@asu.edu. You may post announcements to this list, but keep in mind that the ENTIRE unit will receive the message. The listserv exclusively for tenured or tenure-track faculty is comdept@asu.edu, the listserv exclusively for graduate students is commgrad@asu.edu, and the listserv exclusively for the office staff is comstaff@asu.edu.

--You may also use the following distribution lists in outlook:
dl.org.la.hdshc (all employees of the HDS) dl.org.la.hdshc.fac
(lists faculty and lecturers only) dl.org.la.hdshc.gs (lists
graduate students only) dl.org.la.hdshc.staff (lists staff only)
dl.org.la.hdshc.inst (lists Instructors only)

--For assistance for most of your administrative needs please use our
website <https://humancommunication.clas.asu.edu/>. Please click on the Internal Resources link at the bottom
of any page. Please bookmark this page and refer to it before contacting a staff member. This will really help
us out and enable you to receive an answer promptly.

GRADES

--In order to find class rosters and submit grades you will need to go to your “My ASU” page, under “My
Classes,” choose the “class tools” icon, and then choose “view class roster.” At the end of the semester an email
will be sent with instructions on how to record your grades. Rosemary and Heather are the roster contacts for
the school.

KEYS

--Rosemary issues keys and keypad codes. Please remember to return your keys when you have completed
your work in the school.
--If you ever need to use the master key, you need to sign it out from the front desk and return it immediately.

KITCHEN RULES

--A refrigerator and microwave are available for your use in the main office and the graduate student lounge. --
If you use either kitchen area, please clean up after yourself.
--Please remember that there is limited space available in the refrigerators. Don’t bring more than a couple of
days of food and don’t leave food in the refrigerator to spoil.
--Anything remaining in the main office refrigerator for an extended period of time will be tossed out, dishes
and all.
--Graduate students are responsible for cleaning and maintaining the refrigerator in the graduate student lounge.

MAILROOM

--Try to refrain from visiting in the entrance to the mailroom as the noise level makes it difficult for the person
answering the phones to hear the person calling.
--Mailboxes are alphabetical within groupings.
--Those graduate students with assistantships are on the EAST wall of the mailroom and the others are located
in folders on the WEST wall.
--Mail is picked up and received once a day between 8:30 and 9:00 a.m. and then distributed.
--There are baskets for outgoing mail and campus mail.

GENERAL OFFICE INFORMATION

--If students need to reach you, they should be encouraged to send email.
--Please do not ask the office staff to receive or distribute papers **from your class**. This should be handled
during your regular classroom or office hours.
--An occasional student may turn in papers to the front desk. Please inform your students that we do not date
stamp or initial the receipt of the papers, however there is a log the student can sign.
--Any mail being sent FedEx should be left in the errands basket in the mailroom before 1:00 p.m. for the
afternoon deliveries to the FedEx mailbox. Please leave the top copy of the Air Bill in Sue’s mailbox. It

is a violation of university policy to send personal FedEx mail or unposted regular mail through the school.

OFFICE EQUIPMENT

- The equipment in the main office is off limits.
- Computers and a laser printer are available in the graduate student computer lab, Stauffer A306.

PAYCHECKS

- Paychecks are distributed every other Friday beginning August 22nd and will be put in your mailbox. If you have automatic deposit you can view your paystub online at “My ASU.”
- The beginning and end dates for the 2016-2017 academic year pay periods are as follows:
 - Fall Semester – August 1st – December 18th
- Direct Deposit is available through MyASU.
- Questions about pay amounts and dates should be directed to Misa or Sue.
- Questions about your individual benefits and deductions should be directed to Human Resources or Benefits (480-965-2701).

ROOM SCHEDULING

- See Heather to schedule rooms for make-up exams, meetings, classes, etc.

SCANTRON FORMS

- The Scantron machine is located in the copy room.
- Key – make sure to mark the box at the top and have no extraneous marks in the margin.
- Run the item analysis forms at the end to pick up all of the data.
- You can also use testing services – make sure you use the correct forms—they are NOT Scantron forms. These are then sent to testing services and the results usually take about a day, depending on their workload.

SUPPLY CABINET

- Envelopes and stationary are available from the front office staff.
- Supplies can be requested from Rosemary. Any staff member can show you what is available and where the supplies are located so you can obtain them in the future.

COPY MACHINE

- The school will not reimburse individuals for copies made at copy centers or off-campus locations unless prior approval has been obtained from the School’s Assistant Director.**
- The “small” copy machine is available for **small** projects totaling less than 50 copies.
- Your ID number to use the copy machine is assigned by Heather. This ID number keeps track of the number of copies made per person and helps us to monitor excessive use of the copy machine.
- Graduate Students may use the “large” copy machine as a fax machine. Large projects must go through the student worker.** If you have a large copy request, please complete the blue copy request form for the student worker and allow **1-2 days** for them to complete the project. These work requests should be placed in the basket located in the copy room. Completed work will be placed in your mailbox. Please keep in mind the obvious “rush periods” (prior to semester opening, mid-semester, and final exam time) when submitting your requests.
- Carefully consider whether your class handouts constitute a packet and should be made available for purchase at a nearby copy shop. The school does not produce these packets.
- We are allowed to make only ONE copy of copyrighted materials. This copy can then be put on reserve at the library for your students.**

- Please ask a staff member to assist when loading paper or clearing paper jams.
- Please notify a staff member when the machine is not working properly so it can be called in immediately for repair.
- The copy machines are available for TA's to make copies for classroom teaching.
- If you request that your tests be placed on colored paper we will only copy the top sheet in the color of your choice. In order to save costs the remainder of each test will be copied on white paper. We encourage you to make your requests double sided (duplex) when at all possible.
- Personal copying should be kept to a minimum, but if you need to make personal copies, you may pay Sue at a rate of \$.05 per copy. We prefer you do not use these machines for personal use as the machines are used for high volume copying in the school.
- Please do not send your students to the front office to make copies for your class.
- Please plan ahead and don't wait until just before class to complete your materials.** If you are running behind, you can bet Murphy's Law will be in effect: The copier may be down, a staff member may not be available, and you may not be the only person with a crisis at that moment. Everything seems to go wrong when you are rushed.