HOW DO I?
Frequently Asked Questions & Answers for HASS Faculty and Staff

CONTENTS

1) General
Contact a departmental or program administrative assistant?
Call an office on campus?
Look up a faculty or staff office / phone number?
Get help if I am late for, or unable to attend work / teach my class?
Access first aid supplies or drugstore items?
Get immediate help with a building or maintenance problem?
Get emergency help on campus?
Find out if campus is closed or classes are delayed due to weather or an emergency?

2) Keys / Card Access
Get a key to my office or classroom?
Get card access to a key card-controlled space for myself or my students?
Get help if I'm locked out of my office or a classroom?

3) Parking
Open a parking gate (Temporary – for a delivery, etc.)?
Obtain a guest parking permit?

4) Office
Report a maintenance problem in my office or building?
Get help with my computer?
Report a problem with my phone?
Report a problem with a copier, printer, fax machine or phone?
Order or modify furniture for my office?
Have my office cleaned?
Request that an item in my office be moved or removed?
Request painting or carpeting for my office?

5) Mail & Copies
Send out items by US Mail, FedEx, or UPS?
Copy, scan or fax documents?
Print out documents in color?
Print out oversize documents?
Report a problem with a copier, printer, fax machine or phone?

6) Classroom
Get access to a classroom if I'm locked out?
Access audio-visual or computer equipment?
Report a problem with the air conditioning, audio-visual equipment, or cleaning and maintenance in a classroom?
Report theft or vandalism?

7) Books & Supplies
Order books for my class or research?
Obtain or order office supplies?
Order business cards?
Take out or return items from the library?

8) Tasks
Complete Digital Measures?
Get reimbursed for approved work-related expenses?
Place publicity items on the HASS website?
Change or delete information on RPInfo, HASSInfo, or the HASS website?
Add or delete a person to/from an email list? (contact tech team)
Send an announcement to the HASS-All mailing list?

9) Reserve a Room or Schedule an Event
HASS Policy on Off-Campus Meetings and Events
Find information on available HASS meeting spaces?
Schedule a room for a class, final exam, meeting or event?
Request a classroom change?
Schedule the Dean's Conference Room?
Order food for a meeting or event?
Use a laptop or audio-visual equipment?
Use a meeting-room phone for a conference call?
Use Skype in a meeting room?
Report a problem with the air conditioning, audio-visual equipment, or cleaning and maintenance in a meeting room?
Report theft or vandalism?

10) Request a Meeting
Schedule a meeting with a Department Head?
Schedule a meeting with an Associate Dean?
Schedule a meeting with the Dean of HASS?

11) Miscellaneous
Obtain access to pianos
Sign up for gallery space (West Hall, Dean's Lounge)

HOW DO I…

1) GENERAL

Contact a departmental or program administrative assistant?
Call or email during regular business hours, Monday–Friday, 8:30 a.m.–5 p.m.
- **Arts:**
  Beth Dennis, West Hall 107
  ext. 4778 (518-276-4778) / dennib@rpi.edu
- **Associate Deans:**
  Anne Borrero, Sage Labs 3502
  ext. 6413 (518-276-6413) / borrea2@rpi.edu
- **Cognitive Science:**
  Paula Monahan, Carnegie 312
  ext. 6472 (518-276-6472) / monahp@rpi.edu
- **Communications & Media:**
  Betty Jean Kaufmann, Sage Labs 3508
  ext. 6387 (518-276-6387) / kaufmb@rpi.edu
- **Economics:**
  Betty Jean Kaufmann, Sage Labs 3508
  ext. 6387 (518-276-6387) / kaufmb@rpi.edu
- **GSAS:**
  Betty Jean Kaufmann, Sage Labs 3508
  ext. 6387 (518-276-6387) / kaufmb@rpi.edu
- **Science & Technology Studies:**
  Betty Jean Kaufmann, Sage Labs 3508
  ext. 6387 (518-276-6387) / kaufmb@rpi.edu

Contact the HASS Dean's Office?
Call or email during regular business hours, Monday–Friday, 8:30 a.m.–5 p.m.
Emily Moorefield, Administrative Assistant / Scheduling
Sage Labs 5304, ext. 6575 (518-276-6575) / mooree3@rpi.edu
Kimberley Osburn, Executive Assistant
Sage Labs 5302, ext. 6576 (518-276-6576) / osburk@rpi.edu

Look up a faculty or staff office / phone number?
- **HASS only:** hassinfo.rpi.edu / Administrative Services / HASS Contact List
(Downloadable directory of all HASS faculty and staff offices, phone numbers and emails.)
- **Any RPI employee or student:** RPInfo (www.rpinfo.edu) / Directories

Make local or long-distance calls?
LOCAL:
- **On campus** (including the Tech Park and Pat's Barn) from an RPI campus phone:
Dial just the last four numbers (extension) of the person's campus phone number.
- **Local (518 area code) calls** from an RPI campus phone:
Dial 9 (for an outside line), then the 7-digit number. No need to dial area code (518) for local calls.
Continued—

• **Cell phone to a campus phone**, dial 518-276- and the extension.
LONG-DISTANCE from an RPI campus phone**:**
Dial 9, 1, and the full number (including area code); when you hear the 3 fast beeps, enter your long-distance code followed by #

Notify someone if I am late for or unable to attend work / teach my class?
• **Faculty:** Call your department administrative assistant or the HASS Dean's Office (see above)
• **Staff:** Please notify Kim Osburn (osburk@rpi.edu / 518-276-6576) and contact your designated backup person:

> Arts - Dean's Office 6575
> Associate Deans - Betty Jean Kaufmann 6387
> Cognitive Science - Dean's Office 6575
> C&M/Econ/STS - Anne Borrero 6413
> Dean's Office - Anne Borrero 6413

Get help with a building or maintenance problem?
• Faculty: Contact your department admin assistant (see above)
• Staff: Environmental Services/FIXX – 518-276-2000 / email: fixx.rpi.edu

Access First Aid supplies or drugstore items?
• **HASS Dean's Office** (Sage Labs 5304) keeps a simple first aid kit (band-aids, ice packs, etc.) and a small supply of aspirin, Tylenol, etc.
• **The RPI Bookstore** in the Student Union (518-276-6555 / http://bookstore.rpi.edu) carries drugstore items such as allergy and cold medications. Usually open 8:30 a.m.– 5:30 p.m., but hours change on holidays and during exams – call or check website.

Get emergency help on campus?
• RPI Dept. of Public Safety - 518-276-6611 (www.rpi.edu/dept/public_safety/)
• Troy Police Department - 518-270-4411
• Troy Fire Department - 518-270-4471
OR DIAL 911
NOTE: If you dial 911 from a CELL PHONE, immediately tell the operator what **city** you are calling from, and what **type of emergency** you have.

Find out if campus is closed or classes are delayed due to weather or an emergency?
Go to: http://www.rpi.edu/dept/public_safety/campus/weather.html
You may also subscribe to RPI Alert: http://alert.rpi.edu/

2) KEYS / CARD ACCESS

Get a key to my office or classroom?
See Betty Jean Kaufmann, Sage Labs 3508 / ext. 6387 (518-276-6387) / kaufmb@rpi.edu
Please allow several days for new keys to be issued.

Continued—

Get card access to a key card-controlled space?
Fill out the attached Card Access Request Form (writeable PDF—just download, fill in and email to Betty Jean Kaufmann, kaufmb@rpi.edu. Please make sure all columns (except Key Code) are completed for all requestees.
Please allow several days for new access to be set up.

Get help if I'm locked out of my office or a classroom?
Contact Betty Jean Kaufmann, ext. 6387 (518-276-6387), or Anne Borrero, ext. 6413 (518-276-6413) in Sage Labs room 3508.

3) PARKING

Open a parking gate (Temporary – for a delivery, etc.)?
Contact Greg Palmer (518-276-2788 / Sage Labs 2406), Ethan Coppenrath (2814 / Sage Labs 2408), or Betty Jean Kaufmann (6387) for use of a transponder ("wand") that can be used to open certain parking gates.

Obtain a guest parking permit?
Please note: Guest parking permits require five (5) business days notice for the request to be processed with the Parking and Transportation office.
Email the request to Betty Jean Kaufmann (kaufmb@rpi.edu) or Anne Borrero (borrea2@rpi.edu).

4) OFFICE

Report a maintenance problem in my office or building?
• Faculty: Contact your department admin assistant (see above)
• Staff: Environmental Services/FIXX – 518-276-2000 / email: fixx.rpi.edu

Get help with my computer?
Contact Information Services (IT):
• Mark Maiellero (Sage Labs 2402 / x 3729 / maielm@rpi.edu)
• Ethan Coppenrath (Sage Labs 2408 / x 2814 / coppee@rpi.edu)
• Jay McGlothlin (Sage Labs 2404 / 2737 / mcglow@rpi.edu)
Continued—

Report a problem with a phone?
Contact Ethan Coppenrath (Sage Labs 2408 / 2814 / coppee@rpi.edu)

Report a problem with a copier, printer, or fax machine?
• Mark Maiellero (Sage Labs 2402 / x 3729 / maielm@rpi.edu)
• Ethan Coppenrath (Sage Labs 2408 / x 2814 / coppee@rpi.edu)

Continued—

Order or modify furniture for my office?
Many items can be replaced with furniture already on hand. Requests for new office furniture purchases require prior budget approval from the HASS Business Office.
• Check first with your department administrative assistant (faculty) or administrative supervisor (staff) regarding existing stock of furniture.
• Contact the HASS Business Office to request new furniture:
     - Tim Austin (austint@rpi.edu)
     - Beckie Galick (Manager / galicr@rpi.edu)

Have my office cleaned?
Offices are normally cleaned every weekday. If your office is not being cleaned properly, please contact Environmental Services/FIXX (518-276-2000 / email: fixx.rpi.edu) or Emily Moorefield, HASS Dean's Office (mooree3@rpi.edu / ext. 6575).

Request that an item in my office be moved or removed?
Moves require five (5) business days advance notice. Please contact your departmental admin assistant (faculty) or your administrative supervisor (staff).

Request painting or carpeting for my office? (budget first)
Requests for office painting and/or new carpeting require prior budget approval from the HASS Business Office, and may take 3–5 weeks to schedule and complete.
• Contact the HASS Business Office for budget approval:
     - Tim Austin (austint@rpi.edu)
     - Beckie Galick (Manager / galicr@rpi.edu)
• Once approved, contact your department administrative assistant (faculty) or administrative supervisor (staff) to schedule painting/carpet replacement.

5) MAIL & COPIES

Send out regular US Mail?
Work-related first class mail may be sent via RPI meter stamp.
• CARNEGIE, place item(s) to be mailed under faculty mailboxes.
• SAGE LABS, bring item(s) to be mailed to Room 3508 / Betty Jean Kaufmann.
• WEST HALL, bring item(s) to be mailed to Room 107 / Beth Dennis. **After business hours**, place addressed items in West Hall 101, mailbox labeled, "Beth Dennis/ Main Office."

Send items via Federal Express (FedEx) or United Parcel Service (UPS)?
Fedex: If you have FedEx envelope or box and shipping form (airbill), pack item and fill out airbill. Leave account number area blank. If you do NOT have an airbill, contact your department Admin Assistant (see list in Section 1, "General").

UPS: Pack item and fill out UPS form if you have it, or attach complete, legible TO/FROM address information.

Continued—

- **CARNEGIE**, bring item to Room 312 / Paula Monahan.
- **SAGE LABS**, bring item to Room 3508 / Betty Jean Kaufmann.
- **WEST HALL**, bring item to Room 107 / Beth Dennis. **After business hours**, leave item with address info in West Hall 101, mailbox labeled "Beth Dennis/ Main Office."

Copy, scan or fax documents?
Faculty, please note: Large copying jobs for classes are the responsibility of each faculty member. If you need admin help with a large copy job, you MUST give your department admin at least two (2) business days notice. **Large copy jobs cannot and will not be done on short notice by administrative assistants.**

- **CARNEGIE** – Copy machines, which can also scan, are in Carnegie 311A; also Sage 2300A. General fax is located on the third floor. For confidential fax, please see Paula Monahan in Carnegie 312.
- **SAGE** – Copy machines, which can also scan, are on the 2nd floor, Sage 2300A; or see Betty Jean Kaufmann, room 3508. Fax machine is in Betty Jean's office, Sage Labs room 3508.
- **WEST** – During office hours, bring documents with printing instructions to the Arts Main Office, West Hall 107, or email to Beth Dennis, dennib@rpi.edu. After hours, leave documents and instructions in Beth Dennis' mailbox, West Hall 101.

All copy jobs must include: Title of work, name of instructor, number of pages to be copied, number of copies, specify double or single sided, and page size if different from 8.5 x 11.

Fax machine is located in the Arts Main Office, West Hall 107. Instructions on how to fax are posted next to the machine.

Scanning – For black & white scans, use Ricoh machine in West Hall 101. Instructions for scanning are posted next to the machine.   For color, provide scanning instructions with scanning materials to Beth Dennis.

Print out documents in color?
- **CARNEGIE** – Color Printer is located in Carnegie 311A.
- **SAGE** – Color printer is on the 2nd floor, Sage 2300A; see Information Services, Mark Maiellero (Sage 2402) or Jay McGlothlin (Sage 2404), for access to or assistance with the color copier.
- **WEST** – During office hours, bring documents with printing instructions to the Arts Main Office, West Hall 107, or email to Beth Dennis, dennib@rpi.edu. After hours, leave documents and instructions in Beth Dennis' mailbox location in West Hall 101.

Print out oversize documents?
For large-scale printing in color or black and white, contact Graphic Design Assistant Brian Mertik, West Hall 415, mertib@rpi.edu.

Report a problem with a copier, printer, fax machine or phone?
Contact Information Services, Sage Labs 2nd floor—Mark Maiellero (Sage 2402), Jay McGlothlin (Sage 2404), or Ethan Coppenrath (Sage 2408).

Continued—

6) CLASSROOM

Get access to a classroom if I'm locked out?
Contact your department administrative assistant or the HASS Dean's Office.

Access audio-visual or computer equipment?
     • CARNEGIE, SAGE: Contact Information Services, Sage Labs 2nd floor, Mark Maiellero (Sage 2402), Greg Palmer (Sage 2406), or Ethan Coppenrath (Sage 2408).
     • WEST: Contact Information Services, John Grady (West G12A).

Report a problem with the air conditioning, audio-visual equipment, or cleaning and maintenance in a classroom?
Contact your department administrative assistant or the HASS Dean's Office (Sage Labs 5304 / x 6575).

Report theft or vandalism?
Contact the HASS Dean's Office (Sage Labs 5304 / x 6575), your department head, and your departmental administrative assistant as soon as possible.

7) BOOKS & SUPPLIES

Order books for my class or research?
• **Faculty:** For desk/exam copy, please provide the ISBN number, title/author of book, and FOAPAL (business office charge code) if applicable to your department admin assistant.
• **Staff:** Books can be ordered using OSCAR, via Complete Book with approval from Tim Austin (austint@rpi.edu) or Beckie Galick (galicr@rpi.edu) in the HASS Business Office.

Obtain or order office supplies?
Contact your department admin assistant with your specific needs; most supplies are already on hand, special items may need to be ordered.

Order business cards?
Please contact your department admin assistant.

Take out or return items from the library?
Faculty are generally responsible for borrowing and return of their own library materials, but your department admin assistant may be able to help if you are pressed for time.

8) TASKS
Complete Digital Measures?
Please contact Anne Borrero, Sage Labs 3508 (x 6423 / borrea2@rpi.edu) for help with Digital Measures.
Continued—

Get reimbursed for approved work-related expenses?
Faculty MUST provide itemized, dated receipts for all work-related expenses, including travel, hotel stays, etc. Per the RPI Office of Finance and the HASS Business Office, NO REIMBUIRSEMENT can be made without proper receipts. Receipts must be submitted to the HASS Business Office. If you need help with reimbursement requests, please see your department admin assistant.

Place publicity items on the HASS website?
Please see "Submitting News and Event Requests" on the HASS Info page, **http://hassinfo.rpi.edu**. If you need assistance or experience technical problems please contact **hasshelp@rpi.edu**.

Change faculty bio information or photo on the HASS website?
Please contact Dean Button (x 6928 / button@rpi.edu).

Add or delete a person to/from an email list?
Contact Jay McGlothlin, Information Services (Sage Labs 2404 /x 2737 / mcglow@rpi.edu).

Send an announcement to the HASS-All mailing list?
All email sent to HASS-All (hass-all@rpi.edu) is directed to Kim Osburn, who will review, approve, and send the email, usually the same day. Please note that HASS-All goes only to HASS faculty and staff, not students.

9) Reserve a Room or Schedule an Event
HASS Policy on Off-Campus Meetings and Events
Find information on available HASS meeting spaces?
Schedule a room for a class, final exam, meeting or event?
Request a classroom change?
Schedule the Dean's Conference Room?
Order food for a meeting or event?
Use a laptop or audio-visual equipment?
Use a meeting-room phone for a conference call?
Use Skype in a meeting room?
Report a problem with the air conditioning, audio-visual equipment, or cleaning and maintenance in a meeting room?
Report theft or vandalism?

10) Request a Meeting
Schedule a meeting with a Department Head?
Schedule a meeting with an Associate Dean?
Schedule a meeting with the Dean of HASS?

11) Miscellaneous
Obtain access to pianos
Sign up for gallery space (West Hall, Dean's Lounge)