# HOW DO I?

## A Quick Guide to Getting Things Done in HASS

For HASS forms, policies, etc., please visit:  **hassinfo.rpi.edu**

HASS website -  www.hass.rpi.edu
Facebook -  School of Humanities, Arts, and Social Sciences at Rensselaer
Twitter -  @RPI_HASS

## Emergency Numbers

**To call off-campus from a campus phone, dial 9 first (for outside line)**

**RPI Public Safety -  x 6611 for Emergencies
or  6656 non emergencies**
(518.276.6611 or  518.276.6656)

Troy Police Department -  518.270.4411
Troy Fire Department -  518.270.4471

**OR DIAL 911 (9–911 FROM CAMPUS PHONE)**

**NOTE:  If you call 911 from a CELL PHONE,
immediately tell the operator where (what city) you are
calling from and what type of emergency you have.**

**Campus Maintenance (Business Hours)**
FIXX  -  x 2000  (518.276.2000)
**For building or facilities emergencies after hours, call
Public Safety or 911**

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# HOW DO I?

## 1) GENERAL

**Contact a departmental or program Administrative Coordinator**
Call or email during business hours (Monday–Friday, 8:30 a.m.–5:00 p.m.)
- **Arts, GSAS, CDL**
  Zoe Evans, West Hall 107
  x4778 (518-276-4778) / evansz@rpi.edu
- **Communications & Media, Science & Technology Studies**
  Anne Borrero, Sage Labs 5205
  x6390 (518-276-6390) / borrea2@rpi.edu
- **Cognitive Science, Economics,**
  Emily Burns, Carnegie 312
  x6472 (518-276-6472) / burnse@rpi.edu
- **Dean's Office**
  Judi Reeves, Sage Labs 5304
  X6575 (518-276-6575) / reevej3@rpi.edu

**Look up any RPI employee's campus phone number**
  RPInfo (www.rpinfo.edu, Campus Directory link)

**Schedule a meeting with an Associate Dean**
Contact the HASS Associate Deans directly via email:
- Undergraduate Affairs: Brett Fajen / fajenb@rpi.edu
- Graduate Studies: Ken Simons / simonk@rpi.edu

**Schedule a meeting with the Dean of HASS**
Email Judi Reeves, reevej3@rpi.edu

**Get immediate help with a building or maintenance problem**
Contact Environmental Services / FIXX  2000 (518-276-2000) / fixx@rpi.edu
For non-emergency or routine repairs, please contact your department Administrative Coordinator.

**Get emergency or after-hours help on campus**
• Public Safety X6611 EMERGENCY or X6656 non-emergency (518-276-6611 or 6656)
• Troy Police Department – (518) 270-4411
• Troy Fire Department – (518) 270-4471 OR DIAL 911 (dial 9 first from campus phone)
**NOTE:  If you call 911 from a CELL PHONE, immediately tell the operator where (what city) you are calling from, and what type of emergency you have.**

**Access first aid supplies or drugstore items**
      • HASS Dean's Office (Sage Labs 5304) has Band-Aids, alcohol wipes, and a small supply of aspirin, Tylenol, Advil, and Aleve.
      • The Bookstore in the Student Union also carries some drugstore items such as allergy  and cold medications.

**Notify someone if you are late for or unable to attend work / teach**
      • **Faculty:** Contact your department Administrative Coordinator
      • **Staff:**  Notify your Staff Manger

**Find out if campus is closed or classes are delayed due to weather or an emergency**: Please subscribe to **RPI Alert:  http://alert.rpi.edu/**

## 2)  KEYS / CARD ACCESS

**Get a key to an office or classroom**
See Administrative Coordinator. Allow several days for new keys to be issued.

**Get card access to a card-controlled space (faculty or students)**
See Administrative Coordinator. Allow several days for new access to be set up.

**Get help if you're locked out of an office or a classroom**
Contact your department Administrative Coordinator or the Dean's Office.

## 3)  PARKING

**Open a parking gate (Temporary – for a delivery, etc.)**
Contact Mike Rosado x6652, rosadm@rpi.edu Sage 1st Floor to borrow a transponder ("wand") that can be used to open certain parking gates.

**Obtain a guest parking permit**

To request a guest parking permit please email Aaron Kemp kempa@rpi.edu and specify the date(s) needed for the pass and an email address for the guest to accept the permit invitation. Once submitted the guest will receive an auto generated email like below with further instructions:

*** *This is an automatically generated email, please do not reply.* ***
*You have been sent a guest parking permit invite. To claim this invite, click the link below.*

*Permit Type: DAILY VENDOR/VISITOR*
*Active Date: 08/30/2023*
*Expiration Date: 08/30/2023*
*Access Key: 00E1JECJNW*
*Paid By: Paid by sender*

*Message/Instructions from sender: Please click the link below to complete your parking permit registration:*
*https://rpi.aimsparking.com/api/permits/index.php?cmd=claim_access_key&access_key=00E1JECJNW*

For emergency requests, contact Judi Reeves (reevej3@rpi.edu / x6575).

# 4)  OFFICE

**Report a maintenance problem in an office or building**

Requests for services such as lightbulb replacement, heat, or A/C problems, etc., should be submitted using the FIXX online request form - https://info.rpi.edu/facilities-management/fixx.  For immediate assistance, contact FIXX at x2000 (518-276-2000) or fixx@rpi.edu

**Get help with a computer**

Go to HASS Information Services (IT): https://itssc.rpi.edu and submit a request. They will contact you with assistance.

**Report a problem with a phone:** Your department's Administrative Coordinator

**Report a problem with a copier, printer, fax machine, or access code:** Your department's Administrative Coordinator

**Order or modify furniture for an office or workspace:**

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 with your department Administrative Coordinator (for faculty) or administrative

supervisor (for staff) regarding existing stock of furniture. If nothing is in stock, the departmental Administrative Coordinator will contact the HASS Business Office to request new furniture.

**Have an office or workspace cleaned:**
Trash is emptied from offices every weekday. It is helpful to put your garbage pail outside your office. If a space needs additional or special cleaning, please contact Environmental Services at fixx.rpi.edu or x2000 or contact your department's Administrative Coordinator.

**Request that an item in an office or workspace be moved or removed:**
Moves require ten (10) business days advance notice.  Please contact your department's Administrative Coordinator.

**Request painting or carpeting for an office**
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. First contact Anthia St.Aimee-George, Manager of Administrative Services (staima@rpi.edu). Also contact the HASS Business Office for budget approval.

Once approved, contact your department's Administrative Coordinator to schedule painting or purchase carpet replacement.


# 5)  MAIL & COPIES

**RPI POLICY ON MAIL TO FOREIGN DESTINATIONS**
For ALL items being mailed or shipped to non-US addresses, regardless of carrier, sender must fill out Office of Export Control (ECO) form and email this form, along with a copy of the shipping label showing sender and recipient address, to the Office of Export Control:  exportcontrol@rpi.edu.

The Export Control form is available on HASSInfo.rpi.edu, under Documents >Forms >Export Control Office Foreign Mail form, or from your department Administrative Coordinator.

Please be aware that the sender is legally responsible for the contents of all mail sent to foreign destinations under his/her name, even if packed by someone else. Verify the contents of any and all packages being sent out under your name if prepared by anyone else.

## Send out items by US Mail

Work-related first-class mail may be sent using RPI meter stamp; bring item to your Administrative Coordinator.

- CARNEGIE, for now bring item(s) to be mailed to Room 5205/Anne Borrero
- SAGE LABS, bring item(s) to be mailed to Room 5205/Anne Borrero
- WEST HALL, bring item(s) to be mailed to Room 107/Zoe Evans;
    - After business hours, place addressed items in West Hall 101, mailbox labeled, "Zoe Evans / Main Office."

## Send out items by FedEx, UPS or DHL

FedEx: If you have FedEx packaging (envelope or box) and shipping form (air bill), pack item and fill out air bill. Leave account number area blank and bring to your Administrative Coordinator. If you do NOT have FedEx packaging/air bill, contact your department Administrative Coordinator.

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

- CARNEGIE, for now, bring item(s) to be mailed to Room 5205 / Anne Borrero.
- SAGE LABS, bring item(s) to be mailed to Room 5205 / Anne Borrero
- WEST HALL, bring item(s) to be mailed to Room 107 / Zoe Evans; After business hours, place addressed items in West Hall 101, mailbox labeled, "Zoe Evans / Main Office."

## Copy, scan or fax documents

Copying materials for classes is the responsibility of each faculty member. If you need help with a large copy job, you MUST give your department Administrative Coordinator at least two (2) business days' notice.

- 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 Emily Burns x6472.
- SAGE – Copy machines, which can also scan, are on the 2nd floor, Sage 2300A, 3rd floor, room 3504, 4th floor, room 4518, 5th floor, room 5203. Fax machine is in Sage 3504.
- WEST HALL – During office hours, bring documents with printing instructions to the Arts Main Office, West Hall 107, or email to Zoe Evans, evans@rpi.edu. After hours, leave documents and instructions in Zoe Evans' 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.

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 Zoe Evans.

**Print out documents in color:**  most, if not all, printers make color copies, please see your Administrative Coordinator for assistance if needed.
• CARNEGIE – Printer is located in Carnegie 311A.
• SAGE – All printers are color (see machines above)
• WEST – During office hours, bring documents with printing instructions to the Arts Main Office, West Hall 107, or email to Zoe Evans, evansz@rpi.edu. After hours, leave documents and instructions in Zoe Evans' mailbox location in West Hall 101.

**Print out oversize or large-format documents or images**
For large-scale printing in color or black and white, contact Kathleen Helman (x6865) helmak@rpi.edu.

**Report a problem with a copier, printer, or fax machine**
See Administrative Coordinator

# 6) CLASSROOM

**Request a specific room for a class, or a classroom change**
Go to hassinfo.rpi.edu  >Administrative Services  >Classroom Requirement Form. This takes you to an Excel spreadsheet.  Download and Save-As with your name and the semester for which you are requesting a room (i.e., Lee Adams, Fall 2017).  When completed, return the form to Brian Woods woodsb3@rpi.edu.  If you have questions about how to complete this form, please contact Brian Woods woodsb3@rpi.edu.

**PLEASE NOTE:  Faculty must submit this form before the start of each new semester if requesting a specific classroom.**

**Get access to a classroom if you are locked out**
Contact your department Administrative Coordinator or the HASS Dean's Office (Sage 5304 / x 6575).  **If the room is a Registrar's Office (RO) room**, follow the instructions for access on the sign inside the room, or outside the classroom door.

**Request specific IT assistance for a class**

IT requests for HASS-owned classrooms should be sent two (2) weeks in advance of the start of the new semester to dotcio@rpi.edu. Please be sure to include your course name, number and section and send your request.

Typical IT requests include:
· Student access to printing resources (graphics courses)
· HASS file server class shares (lab/studio courses)

Rensselaer LMS course sites must be requested specifically through their website at http://webforms.rpi.edu/lms-course-request.

For non-HASS (Registrar's Office/RO rooms), requests for classroom audio/visual resources are placed through MultiMedia Services by visiting http://mms.rpi.edu/.

If you are not sure whether your classroom is HASS- or RO-owned, please contact Anne Borrero (x6390/borrea2@rpi.edu)

**Access, borrow, or get help with audio-visual or computer equipment**
Contact Information Services, Sage Labs 1st floor, – Jackie Smith gradyj3@rpi.edu (Sage 1112)

**Report a problem with the heat, A/C, or cleaning and maintenance in a classroom**
Contact your department Administrative Coordinator or the HASS Dean's Office (Sage 5304 / x 6575).

**Report theft or vandalism**
Immediately contact Anthia St. Aimee-George in the HASS Dean's Office (x 6576 / staima@rpi.edu ). If after hours, please call Public Safety (x 6611 Emergency, x 6656 Non-emergency, 24 hours), and email Anthia St. Aimee-George.


# 7)  BOOKS & SUPPLIES

**Order books for a 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 Administrative Coordinator.

Course Material requests for class:  Textbook orders can be submitted by replying to this email (1461txt@follett.com) or through Follett Discover. The Follett Discover modules located within the Learning Management System (LMS). A course shell is not required to use the Follett Discover module. You can use the Follett Discover module to

submit course material requests even if you are not actively using the LMS for your course(s).

Please see the Faculty Resources section https://www.bkstr.com/rpistore/home for additional faculty support.

• Administrative Coordinator: Books can be ordered using OSCAR, via Complete Book with approval from HASS Business Office.

## Obtain or order office supplies
Most office supplies are already on hand; contact your department Administrative Coordinator. For special items, provide your dept Administrative Coordinator with the **Office Depot item #, quantity and price**. Administrative Coordinator must also verify with the HASS Business Office that departmental budget supports the purchase.

## Order business cards
Please see your Administrative Coordinator

# 8) TASKS

## Travel to book work-related travel
**All work-related travel and hotel arrangements must be made through RPI's travel agency**, Direct Travel – 1-866-492-9839 or cttravel@dt.com.

## Get reimbursed for approved work-related expenses
**BEFORE PURCHASING** per the RPI Office of Finance and the HASS Business Office: faculty and/or staff MUST submit a **Marketplace Exception in Oscar** to begin the approval process. **The submission of the OSCAR form is the first step in seeking personal reimbursement of a purchase outside standard Procurement channels.  It is strongly recommended that you discuss your request with your financial manager/approver before submitting a Marketplace Exception Request Form.** Please include a quote for each item to be purchased.  *You must not purchase until you have an approval for purchase.*  NO REIMBUIRSEMENT will be made without prior approval from Procurement (see Administrative Coordinator) and proper receipts. Reimbursement approvals may take 5 business days. **Before making any purchase**, verify approval and budget with your department head.

For cash reimbursement of non-travel related minor purchases less than $35.00, submit a cash reimbursement request at the HASS Business Office.
https://info.rpi.edu/controller/accounts-payable
For help with Concur or reimbursement, please contact the HASS Business Office.

**Reconcile work-related expenses in Concur**

Most work-related expenses are submitted for payment via the Concur online system. You must attach a scan/pdf of the receipt for each expense.

For a Concur tutorial, please visit the RPI website, www.rpi.edu, under Finance >Forms and Policies >Training Presentations >Concur Training Demonstrations.

**Change faculty bio information or photo on the HASS website**

Faculty can login at faculty.rpi.edu/cas with their RCS id and password. When they get to their profile page, there will be an edit button at the top. Adding or editing content is self-explanatory.

**Send an announcement to the HASS-All@lists.rpi.edu email list**

Please use for all HASS faculty and staff, it will be reviewed, approved, and distributed usually the same day. Please note that **HASS-All@lists.rpi.edu** goes only to HASS faculty and staff, not students.

**Access to pianos**

Arts department degree majors, Music minors, and others taking related classes or private lessons, may access pianos for practice with the permission of the Arts Department. For more information please see the Piano Access Policy on
https://hassinfo.rpi.edu/piano-access-policy/

# 9) MEETINGS AND EVENTS

Per Rensselaer policy, there is no reimbursement of expenses for events (including class meetings) held off-campus.

The legal drinking age in New York State is 21. Alcohol may not be served on or off campus to anyone under 21. Alcohol may not be served at any RPI event where 20% or more of the attendees are under age 21. An event (on- or off-campus) is defined as any gathering for a specific purpose where there are more than six (6) people in attendance and alcohol is present. It is expected that all Rensselaer faculty, staff, and students will comply with State laws related to alcohol.

**Schedule / Organize a HASS Event**

Please submit a HASS Event Request Form **at least two weeks before it is scheduled** for it to be properly advertised:
 https://webforms.rpi.edu/hass-event-request-form

You will need to login using your RCS username and password to be taken to a web-based form that will ask you for relevant event information. Once completed click on "Submit."

The information you provide will be vetted and then shared with the appropriate HASS faculty and staff to get it listed on the **HASS Events Calendar** as well as the **Institute Events Calendar** and **Morning Mail**.

If you encounter problems, please email Kathleen Helman helmak@rpi.edu .

**Reserve a room for a meeting or event**
Contact Anne Borrero borrea2@rpi.edu or Zoe Evans evansz@rpi.edu.
Across campus:  The Rensselaer Online Guide for Events, Rooms and Service
https://info.rpi.edu/room-reservations provides information on all available public spaces on campus.

**Reserve the 5th floor Dean's Lounge for an event:**
Contact Judi Reeves (6575 / reevej3@rpi.edu)

**Union Room Reservations**: unionrooms@rpi.edu

**Order food for a meeting or event:** First, check with your department head (faculty) or administrative supervisor (staff) with the estimated cost to confirm that there is funding to cover food for your event.

To order from Sodexo (official RPI catering service), review the menu options online at: https://rpicatering.catertrax.com (Flavours by Sodexo at Rensselaer).
Once you have made your choices, please see your department Administrative Coordinator to place the order.

If you prefer to use a different caterer other than Sodexo, please ask your department Administrative Coordinator for options and help with ordering. **Orders placed with non-approved vendors may not be reimbursable**, so be sure to check with your department Administrative Coordinator before placing any orders.

**Obtain audio-visual equipment or a laptop for a meeting:** Contact Information Services, Mike Rosado rosadm@rpi.edu (x6652) with the time, date, and location of your meeting and the equipment you will need.