



*DEPARTMENT OF COMMUNICATION
UNIVERSITY OF
MASSACHUSETTS/AMHERST*

DATE: AUGUST 26, 2008
TO: FACULTY, STAFF, AND GRAD STUDENTS
FROM: JAN SERVAES, CHAIR
SUBJECT: DEPARTMENTAL SUPPORT SERVICE

📌 POLICIES & PROCEDURES FOR FALL 2008

Welcome back! Best wishes for the new academic year!

This memo provides information on our staff and support services, as well as reminders about our everyday policies for mail, copying, keys, and the scheduling of space.

The staff will always do their best to help out in an emergency, but the more closely these policies are followed, the more smoothly everything will run for everyone. If you have a question about any of our procedures, just ask.

STAFF

This is the department's staff, their primary assignments, and their regular hours:

Kevin Teres	-	Business Manager	- M-F 8:00-4:00
Susan Dreyer	-	Main Office Receptionist	- M-F 9:00-5:00
Debra Madigan	-	Office Manager	- M-F 8:00-4:00
David Maxcy	-	TV Studio Director	- M-F 9:00-5:00
Barbara McGlynn	-	Journalism Advisor (Bartlett Hall)	
James Plaza	-	Audio/Visual Equip Technician II	- M-F 8:00-4:00
Kathleen Ready	-	Secretary to the Graduate Program	- M-F 9:00-5:00
April Tidlund	-	Secretary to the Undergraduate Program & Schedule Officer	- M-F 8:00-4:00

The Main Office is open from 8:00 a.m. until 5:00 p.m. daily, **AND CLOSED BETWEEN 12:00 noon and 1:00 pm.** Please honor the staff lunch break from 12:00 to 1:00 pm daily.

MAIL

According to University policy, this format should be used for incoming or outgoing mail:

YOUR NAME
DEPARTMENT OF COMMUNICATION
MACHMER HALL
UNIVERSITY OF MASSACHUSETTS
240 HICKS WAY
AMHERST, MA 01003-9278

Our account number is **A105189**. This number **must** be used on all outgoing mail. Mailings should be limited to professional activities (convention papers, journal submissions, etc.). Please put your name on all outgoing mail. *Staff will not process any mail that does not have a name on the return address.*

There are wooden bins for "**Outgoing Mail**" and "**Campus Mail**" in the Mailroom (Machmer 404). The new mailboxes are smaller than what we had before, please don't let mail accumulate. (There are plastic bins underneath for overflow and packages.)

COPYING

You are assigned your own **copy account number**. You may do your own copying for your teaching and research using this account number on the copier in the mailroom, if it is not too large a job. The copier should not be used for "big jobs" or for your personal copying.

Other materials or large jobs to be copied should be left in the Mailroom, 406 Machmer, in the box marked "COPYING".

NOTE: Exams to be copied should be given directly to SUSAN and should not be left in the "Copy" box.

All copying submitted **MUST** be accompanied by a "Copy Request" form. Please fill these forms out completely, and fill out one form for each copy job (i.e., five different articles will require five different forms). *Please allow at least 3 working days for material to be copied.*

Instead of having the department copy large quantities of material for your course, please make up course packets for students to purchase at any one of the many duplicating facilities in the area, or else place these materials on-line.

KEY REQUESTS

*IF YOU LOSE YOUR KEY(S), **you** must report the loss to the UMass Police Department. It will be up to the Police Department and Physical Plant to decide whether or not they will issue new keys. If you lose your keys and a room must be re-keyed for security reasons, **YOU ARE RESPONSIBLE FOR THE COST**. This may include the cost of every key issued for that room. The department has no funds for key replacement or changes in locks. All keys are now the Department's responsibility. Keys for offices and A/V cabinets in Thompson and Herter must be picked up from and returned to Susan in the Main Office (Machmer 417).*

SCHEDULING THE USE OF DEPARTMENTAL FACILITIES

1. CONFERENCE ROOM: Is currently under construction (Machmer E31). We hope to have this room available for use in October, 2008. This room is to be used for committee meetings, colloquia, and other special purposes. A calendar will be placed in the mail room once it is available.

**The department will have access to a conference room located in 224 Middlesex House. This room must be signed out with Susan in Machmer 417. Susan will sign out keys as needed.

2. MACHMER 313: No longer available as our Conference Room.

3. MACHMER 413: This is not a departmental room and therefore cannot be scheduled by us. However, if you are teaching a class in this room, you can use the cart with the VCR and monitor that is stored in Machmer 417.

4. COMPUTER LAB: Is currently under construction. Please plan to use the computers in the Library until renovations are complete.

5. When scheduling a University classroom for an exam, review session, guest lecture, film screening, and so on, you must allow at least ONE WEEK'S NOTICE. The Scheduling Office requires all requests in writing from our Scheduling Representative, April Tidlund. If you want to be assured a room for your activity or event, please **PLAN AHEAD**.

6. If you are giving a makeup exam for one or two students you are responsible for finding a place for them to take it. The secretarial staff may offer suggestions but they will NOT be responsible for finding a room or for proctoring students.

7. If you use audio-visual equipment in your classroom, you should learn how to set it up and operate it yourself. Jim Plaza and Dave Maxcy will be glad to teach you, but they cannot be expected to set it up each time you want to use it.

8. VIDEO/DVD COLLECTION. The department's video tape/DVD collection is kept in the Main Office (Machmer 417). See Susan Dreyer in the Main Office to sign out tapes or DVDs.

9. OTHER EQUIPMENT: The Department has various other pieces of equipment – one laptop, 2 LCD projectors, audio transcription machines, a digital video camcorder, a CD player, digital audio recorders, and more – that are available on a first-come, first-served basis. Please see Debbie Madigan if you wish to borrow any of these for your research or teaching needs.

10. The journalism program is equipped with a **mobile newsroom** (with state-of-the art MacBooks). For more information, contact Steve Fox or Barbara McGlynn.

11. We have been promised the **TV-STUDIO** in Herter and hope to transfer during the fall. For more details, ask David Maxcy or Jim Plaza

PLEASE NOTE: The department is understaffed, and every staff member has full-time responsibilities. They will always do their best to help you, but please remember that they have a great deal of work to do and are usually working against tight deadlines.

The bottom line for using our services and support is: **DON'T WAIT UNTIL THE LAST MINUTE!** Allow yourself enough lead time so that your material will be copied, or your rooms or equipment will be reserved, at the time you need it. Please do your part by helping to prevent last-minute emergencies.

DEPARTMENTAL SUPPORT SUMMARY

For:

Contact:

Office & Classroom Keys	Susan
Copying Exams	Susan
Computer lab support	Software: Debbie - Hardware: Jim
Other scheduling	April
Video/DVD Signout	Susan
Other Equipment	Debbie

STAFF



Kevin Teres	-	5 - 2220	kteres@comm.umass.edu
Susan Dreyer	-	5 - 1311	dreyer@comm.umass.edu
Debra Madigan	-	5 - 4314	dmadigan@comm.umass.edu
David Maxcy	-	5 - 0992	djmaxcy@comm.umass.edu
Barbara McGlynn	-	5 - 5931	bmcglynn@journ.umass.edu
James Plaza	-	5 - 6337	plaza@comm.umass.edu
Kathleen Ready	-	5 - 2795	kmready@comm.umass.edu
April Tidlund	-	5 - 3539	aprilt@comm.umass.edu