

**Secretarial Services Policy**  
**August 2007**  
**General Guidelines**

1. Christy Titus serves as the receptionist for the Department. She also performs typing and copying for faculty.
2. Sue Myers is the Administrative Assistant. She is responsible for overall operations in the Department Office, maintaining budget records, conducting Department procedures, supervising other office staff, managing student workers, assisting the Department Head, and performing other important tasks too numerous to list. Under most circumstances during the Fall and Spring semesters, Sue should not be asked to type for faculty members or make copies.
3. "Work Request" forms are in the Department Office and Copy Room, and should be used when submitting work for copying or scanning. These forms must be used with all requests submitted as hard-copy. Hard-copy requests can be left in either the basket in the Department Office or Copy Room. You also may submit requests as an e-mail message with attachment if your job can be completed on the Toshiba Printer/Copier/Scanner. Please be specific as to form, quantity, timeframe, and any special instructions.
4. Allow a minimum of 3 working days for most typing projects. Please avoid last minute "emergencies." Syllabi, exams, and course materials have priority; manuscripts and other "special projects" have less priority and may take longer. If your typing job is needed in less than three days, you should not plan on Office Staff being available.
5. Allow 1 working day for all copies (including transparencies and scans) and please avoid last minute "emergencies."

**TESTS WILL BE LEFT IN THE STORAGE CLOSET IN THE DEPARTMENT OFFICE. IT IS YOUR RESPONSIBILITY TO PICK THEM UP. AT THE END OF THE DAY THEY WILL BE SECURED. IF YOU NEED EXAMS FOR AN EVENING CLASS, BE SURE TO PICK THEM UP BEFORE 5:00 PM.**

6. It is the responsibility of the faculty member to administer make-up quizzes and tests. Secretarial staff is not available for these tasks. If a faculty member is not able to proctor an exam, arrangements need to be made with a colleague. The main Department Office is not available for students to take make-up exams; however, you may use the large table in the Work (mail) Room. Please remember we can not guarantee absolute silence for students taking make-up exams. The Conference Room is available by reservation only. See Christy if you want to reserve the Conference Room.
7. Mail is distributed between 11:30 a.m. and 1:30 p.m. (Monday through Friday) and will be in your mailboxes in the Department Work Room shortly thereafter. All outgoing mail should be left in STRO 451 or the basket in the Department Copy Room.
8. Supplies are kept in the cabinet in the Department Work Room and we will attempt to keep a supply of the "most common" items in the Copy Room,

especially over weekends. If you need something that isn't available, let Sue know and she will order it for you. ***Please do not leave whiteboard markers in classrooms.*** They are expensive for the Department to replace.

9. We have a "secure trash can" in the Work Room. You can use this receptacle to dispose of exams, student papers, and other "confidential material." The disposal company empties this unit every so often and securely handles the materials.
10. The Department office opens at 8:00 AM and closes at 5:00 PM, Monday through Friday. Under most circumstances you will have access to the office over the noon hour during the academic school year. We will make every attempt to alert faculty of temporary changes in this routine.