ABC’s of being a Psych Office Assistant

Assisting the professors is our #1 priority. This can mean:
• Photocopying
• Researching articles
• Running errands
• Scanning
• Picking up items at library – proxy cards are located in drawer

Budget Department codes – 5357 for Psych and 5517 for Cognitive Science. You’ll need to know these when photocopying and when picking things up from the bookstore and print services. At the bookstore, remember to tell cashier it’s a department charge before they ring anything up.

COLLAB is the server where documents that office assistants work on are located.

Daily duties include:
• checks of all printer paper trays
• check to see if paper shredder needs emptying

E-mail Etiquette is required when e-mailing students on a professor’s behalf to remind them about advising sign-ups, deadlines, etc. State in the beginning of the e-mail that you are contacting them on behalf of the professor/department and use a professional tone in the e-mail.

FERPA laws restrict you from
• Grading papers with names on (may be asked to do this if only the student ID is on it)
• Having any kind of access to student majors file cabinet
• Dealing with materials that have personal information about a student
• Picking up anything from the Phaser 6350 as this is the printer professors use for confidential material. If you’ve been requested to print something in color ask the Admin Asst or a professor to retrieve it from this printer for you.

Grab notices and flyers off both bulletin boards that are out of date once a week.

Hours worked need to be logged in the HUB by Friday of each week. And you need to electronically sign it. If you forget you will get a reminder, but not much warning and if you don’t sign it, you won’t get paid.

ILLIAD requests must be logged on orange sheets.
Jugs of Culligan water should be replaced when empty. Delivery is on a set schedule so no need to call to place an order for more jugs.

Keep all work areas neat and clean, including Olin 125.

Locations and hours of faculty are posted on bulletin board. We get many questions as to when a professor may be available. Do NOT give out professors’ personal telephone numbers unless instructed to do so by the professor or the Admin Asst.

Make sure you call or e-mail if you are going to be late and note that on your timecard. Chronic lateness causes inconvenience to others and will be reflected on your review.

Notes are necessary
  • Leave a note for the office assistant that follows you about the progress of a project that needs completing
  • Leave a note for Admin Asst if you need to leave on an errand and she is not present

On-Campus Mail services requires:
  • Materials to be folded, addressed and alphabetized
  • Use One-Stop codes

Paper can be ordered on-line from printing services. Use 5357 budget code. Paper can no longer be ordered by phone.

Quick turn-around times for photocopying are appreciated.

Rapid Response (ext. 5999) will come to the rescue for problems with computers or printers.

Scanning from books and over-sized magazines to PDF can be tricky, so always send it to yourself to make sure it’s all straight on the page and then send it to the requesting professor.

The places we go:
  Bookstore – Sayles
  Business Office – Leighton basement
  Dean’s Office – Laird/1st floor
  Facilities – building behind Sayles
  Geology Department – to copy books
ITS/Rapid Response – Weitz Center
Library
PEPS – Weitz Center
Post Office – Sayles
Printing & Mailing Services – Leighton basement
Publications – Leighton/4th floor
Registrar – Laird basement
Telecommunications – Laird basement
Wellness Center – Davis – ground floor

Unplugged at the end of the day – coffee pots in lounge, paper shredder & fan.

Visiting with friends needs to happen outside of work hours.

WorkCenter 4150 is where the action is! This is where we do professors’ photocopying, PDF’ing and faxing. Computers in Olin 115 and Olin 110 print here as well. This machine prints only in black & white, but it can collate, staple and double-side copies. When photocopying for professors, you need to
  • Press A
  • Slide card
  • Punch in appropriate budget code
  • Choose needed options that are marked on the Print Request Slip – if unsure do a sample copy to make sure it looks like it’s supposed to and then continue

X-tra toner, print cartridges, supplies should always be on hand. Let Admin Asst know when we are getting low on something.

You are a reflection of the department. For visitors, you may be the first point of contact with the college. Smile, be friendly and be helpful.

ZERO TOLERANCE for an office assistant that eats the last piece of candy from the dish and doesn’t let the Admin Asst know to refill it!!!