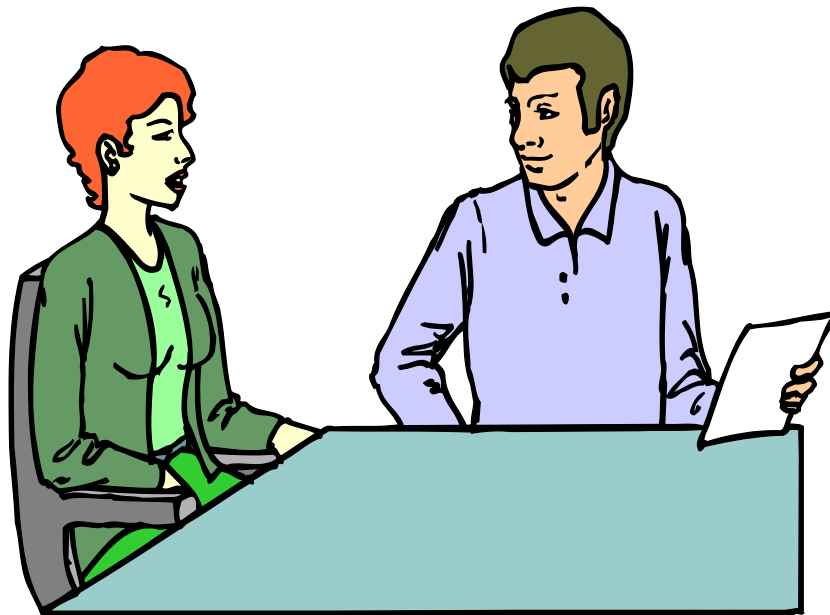


Faculty of Social Sciences

Procedures Manual



Last Updated: August 29, 2005

Mission Statement:

**It is the mission of the support staff in the
Faculty of Social Sciences at
Mount Allison University
to provide a comfortable, efficient, and
friendly work environment for
faculty, students and the public to
enable them to achieve their
teaching, learning, and research goals.**

Introduction

In the Fall of 2003 I completed a Certificate in Supervision training programme which was coordinated by the Mount Allison Human Resources Department and presented in partnership with Dalhousie University's Human Resource Development Office. In order to complete the programme I had to submit a project designed to identify a concern, and work towards a solution with my support staff. Alison and I met and determined that an everyday problem that could be addressed was daily interruption with questions about everyday procedures. The difficulty we face is that because we support such a large number of faculty we tend to spend much of our time repeating ourselves instead of doing our jobs effectively. I decided that it might be in our best interest to build on the procedures hand-out that Dean Summerby-Murray circulated to faculty in September, 2003.

In the following pages you will find an alphabetical Table of Contents that will guide you through some everyday procedures. This is considered a "living document" and I'd appreciate any input from faculty as to what type of information should be added. It is our intent to update this handout when deemed necessary.

The Faculty of Social Sciences Procedures Manual is not intended to cut off contact with faculty. It is intended to be a resource document that will serve to provide both the support staff and faculty with more time to effectively do our jobs.

**Darlene Estabrooks
Office Supervisor
Faculty of Social Sciences**

September, 2005

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Casual Fridays

Fridays will be casual day in the Faculty of Social Sciences. A tin will be placed on the counter in which any member who would like to can contribute \$1. All money collected will be sent to the IWK Health Centre at the end of each academic year.

Coffee Fund

Coffee, tea and hot chocolate are available in the kitchen (3/\$1.10). A list is kept in the kitchen on which you can keep track of your consumption. It is up to individuals to keep track of what you owe and pay the Office Supervisor. If you take the last cup of coffee please be courteous and make another pot (9 scoops coffee = 12 cups H₂O).

Computing Services

If you experience computer problems please contact the Helpdesk - 364-2473 or helpdesk@mta.ca.

For technical help in the classroom contact the Helpdesk.

If you require audiovisual equipment (laptops, projectors, etc.) please fill out the electronic form on the Computing Services webpage. The Secretary will send requests on your behalf.

Course Evaluations

Faculty of Social Sciences Course Evaluations are available from the Secretary and are useful to receive feedback from your students. Please bring course evaluations and an envelope, with your name and course number provided, to class. Designate a student in the room to collect all evaluations, place them in the envelope, and return them directly to the Secretary. The evaluations will remain sealed and in a locked drawer until your final marks are submitted to Student Services. Once you have submitted your final marks the evaluations will be returned to you.

Note: At your request the Secretary will summarize results and type comments provided by students. This will be considered a low priority and will be done as time is available.

Equipment

The Faculty of Social Sciences has bookable equipment that can be signed out by faculty members. The equipment will be booked on a “first come - first served” basis. Any equipment booked must be signed out in the Sign-out Binder located in the support services area.

Data Projector - We have one bookable data projector.

Laptops - We currently have five bookable laptops. Between September and

April, the priority use of these machines is for teaching. From May to August they can be booked for research.

Slide Projectors- We have two slide projectors.

VGA Cables - We have two VGA cables.

Video Camera - We have one Video camera.

Note: If students need equipment for class presentations please book it on their behalf. **Support staff will not be able to accept requests for equipment from students.**

Note: **Faculty and staff are advised that AV equipment is made available for teaching and research purposes on campus only. Equipment is not to be removed from campus except under exceptional circumstances approved by the Dean.**

Examinations

The Secretary is available for typing and duplicating final examinations. All examinations to be written in the Gym will be wrapped and delivered to Student Services where they will be locked in the safe until they are to be written. Student Services will ensure that exams are delivered to the Gym at the date and time required. They will provide examination booklets. If your examination is to be written at a different location your exam can be delivered to Student Services for safekeeping or you can choose to keep them with you. If you choose the latter please tell the Secretary and he/she will contact Student Services to let them know and to order examination booklets and an exam register for student signatures.

It is requested that examinations be delivered to Student Services at least 48 hours before they are to be written. It is desirable to send examinations for copying at least three days before so expect some gentle prodding from the Secretary.

Financial Services

All faculty should have on-line access to their accounts. This should be set up automatically by Financial Services. To check your accounts go to the Mt. A. homepage, on the Quick Links to the right of the page click on Financial Services, click on the link for Online Account Access, provide your Mt. A. username and password. If you are not able to view your accounts please contact Cindy Allan (callan@mta.ca) and request that she set you up.

The Office Supervisor is responsible for monitoring each Departmental Budget. He/she will monitor monthly expenditures and provide updates to Departmental Heads from time to time. In order to keep accurate records **please** provide to him/her copies of any purchase orders, cheque requisitions, petty cash reimbursements, etc. that have been authorized for your department. Forms are

available on-line on the Financial Services website. Forms can be completed on-line and then printed for signature. Information on the most common forms follow:

Petty Cash Reimbursement (less than \$50.) - This form is used to reimburse individuals for out-of-pocket expenses. Examples are instructional supplies, office supplies, mileage, etc. that total less than \$50. Receipts must be provided.

Local Purchase Orders (LPO's) (up to \$500.) - These are available from the Office Supervisor. They can be used for the purchase of goods that do not exceed the amount of \$500. LPO's are presented to the Vendor who will fill in the information, request your signature, and provide you with an invoice. Please return your copies of the LPO and invoice to the Office Supervisor. He/she will record an account number, get necessary signatures, and forward it to Financial Services.

Cheque Requisitions - These are used to pay honorariums for visiting speakers, book purchases, conference registrations, subscriptions, etc. They must be accompanied with proof of purchases or necessary forms.

Purchase Order Requisitions - These forms are most often used to purchase instructional supplies, computer equipment, etc.

Gift Fund

Each fall the Office Supervisor will send an e-mail to members of the Faculty of Social Sciences to collect for the Gift Fund. This fund is used to mark happy and not-so-happy events in members of the Faculty of Social Sciences' lives. We ask that each member donate \$10 to the fund which generally lasts for the year.

Grades

Academic Regulation 6.11.7 Reporting of Grades

“Results are reported to students following each examination period, but grades are not released until all accounts with the University have been paid. “Posting” of student grades is prohibited.”

Support Staff have been instructed to remove any grades they see posted on Departmental bulletin boards, outside office doors, etc. If you are interested in advising your students of their standing throughout the term it is suggested that you use WebCT. For more information on this please check out the Computing Services website. Please do not release final grades to students.

Hand-in Boxes

Student hand-in boxes are located in the corridor outside the support staff area. Faculty are asked to encourage their students to use these hand-in boxes when

assignments are due. The hand-in boxes will be emptied twice daily: 8:00 a.m. and 4:20 p.m., or upon the request of a faculty member. Please advise students to ensure that their **name, course number, and professor's name** is on the cover page.

Please note that because the office closes at 4:30 p.m. we ask that your deadline for papers be earlier (eg. 4:15 p.m.). This will allow Support Staff time to empty the box before the end of their work day.

Please don't ask your students to have their papers dated and timed by the Support Staff. This creates extra and unnecessary work for them. Please note that each time the hand-in box is emptied a tag indicating the time it is removed will be attached to the papers.

Keys

The Office Supervisor will order all keys from Facilities Management. Each faculty member will be issued keys to their office, the external doors, the storage closets, and the main office area (Rm 216).

Classrooms will be opened during the school year by the custodians in the morning.

If you are leaving the University at the end of the school year and will not be returning in the Fall, we ask that you return your keys to the Office Supervisor. This is for security reasons and also cuts down on the need to have other keys cut.

You are responsible for your keys. Please don't give/loan them to anyone.

Mail/Courier/Parcels

Mail - There are two mail deliveries each day (11:30 a.m. and 2:00 p.m.). If you have outgoing mail please place it in the basket located on the Secretary's desk in the support staff area. Faculty mail boxes are located in Room 217.

Courier - If you have packages to be sent by Courier please provide name, street address, postal code, and telephone number on the envelope. Courier labels are located by the mail boxes. Please place a red label on your package if you require overnight delivery. Blue labels can be used for less urgent packages. Please provide an account number if necessary.

Parcels - Parcels are delivered from Support Services once daily in the afternoon. If you receive a package it will be placed on the table below the mail boxes and a green "package" card will be placed in your mailbox.

Meeting Room

Bookable space for Departmental Meetings, etc. may be arranged through Facilities Management. To book a room please e-mail bookit@mta.ca. Please indicate: name/department, date, start time, end time, and room number.

Facilities Management will get back to you on the availability of the room.

Money Collection (field trips, retreats, etc.)

The Support Staff are not responsible for collecting money from students for field trips, retreats, etc. If you need to collect money from students please make arrangements with Financial Services. They will assist you with setting up necessary accounts, issuing receipts, etc.

Office Hours

The office will open at 8:15 a.m. and remain open until 4:30 p.m. daily.

Occasionally the office will close over the lunch period to provide Support Staff time to attend meetings. Faculty will be notified by e-mail when this is to occur.

Summer Hours: The University operates on Summer Hours from Victoria Day to Labour Day. During summer hours the office will be open from 8:30 a.m. to 4:00 p.m. - closed from 12:00 to 1:00 p.m. for lunch.

Parking (especially important for Visiting Speakers)

The Mount Allison Campus is a pedestrian campus. Any area that is not clearly marked as a parking area should be considered no parking. Vehicles should not be driven on campus except under circumstances laid out in the OFFICIAL PARKING POLICY (www.mta.ca/administration/facilities/parking.html).

General parking for all employees, students and visitors is available off King Street, behind Thornton House, and behind Bermuda House. These areas are available 24 hours per day and no car sticker designation is required.

Day time general parking is available at Rectory Lane, Convocation Hall, and between Harper and Facilities Management only in the clearly marked parking areas. These areas are available from 7:00 a.m. until 12:00 p.m. NO OVERNIGHT PARKING.

Staff, students and visitors may park in front of Avard-Dixon, the Swan Pond and Music Conservatory but these areas are the Town of Sackville's and follow their bylaws.

Any person violating these policies may be towed at the owner's expense.

Payroll/Student Assistants

Student Assistants will be paid bi-weekly. The Office Supervisor will send an e-mail to Social Sciences to remind faculty to submit student hours each time they are due. Faculty will submit hours to the Office Supervisor and he/she will prepare Payment Advice Forms and have them delivered to the Financial Services Office. In order to be paid Student Assistants **must** be registered with Payroll. They can do so by seeing Betty Hunter-Brayley. She is located on the 3rd floor, Centennial Hall.

Printing/Photocopying

Photocopying is done by the Secretary. Anything over 20 copies will be sent to Departmental Support Services (DSS). The Secretary will complete a Copy Requisition Form and send the original for copying. The original and copies will be returned by interoffice mail. Turn around is quick - items sent in the morning mail are usually returned in the afternoon mail run. **Please don't print multiple copies of documents on the printer.** If multiple copies are needed the Secretary will forward it to DSS.

Special requests: colored copies, stock paper, binding, cover pages, etc. will be sent to DSS and will be charged to your departmental budget.

New employees will be assigned a photocopy ID code and password. You will enter these numbers when you are printing or making a small number of copies on the departmental printers/photocopiers.

Tests and Exams to be copied at DSS are delivered in a secure sealed blue bag. They are given priority and are locked in transit.

We **do not** offer photocopying service to students. If students need copies of booklets, transparencies, projects, reports, etc. they must use photocopiers on campus designated for students (Library) or visit DSS.

Please Note: We pay about 10¢/copy for photocopies done in our department. Jobs sent to DSS cost 4¢-6¢ per copy depending on the number of copies needed. Using the photocopying facilities at DSS has a significant cost-saving effect for our budget!

Research Ethics Board

For procedures and forms please see the Research Ethics Board (REB) website: <http://www.mta.ca/Research/com/>.

Room Bookings

If you need to book a room outside of your regular class time please provide the following information to the Secretary: date, time (start & end), building preference, room preference, # of persons attending, and reason for the booking (ex. visiting speaker, review session, etc.). The Secretary will then send an e-mail to Facilities Management (bookit@mta.ca). Deanne Ward of Facilities Management will check her bookings to ensure that the room you request is available and respond to the Secretary.

Keys for classrooms must be picked up at Facilities Management for any activities that occur outside normal classroom times or during the summer months. It is possible to make arrangements to have classrooms opened, however, Facilities Management need to know about events in order to ensure that doors are locked at the end of the evening.

Conferences must be co-ordinated with Facilities Management with regard to

booking requests, food, beverages, equipment, table set-up, chairs, etc.

Security

When entering the building after hours your key will open right-hinged exterior doors with a turn to the left. To ensure that the door remains locked after you have opened it, please remember to then turn the key fully to the right before removing it. Your key will open left-hinged exterior doors with a turn to the right. To ensure that the door remains locked after you have opened it, please remember to then turn the key fully to the left before removing it. Please also ensure that you check the doors are locked as you exit. Mount Allison Security will check doors during the evenings, but we all must share in the responsibility of ensuring our building is secure. If you experience a problem with locking the doors, please contact Security (364-2228).

Support Staff Duties

A clear definition of responsibilities of the support staff has been determined below.

All e-mails sent by faculty should be addressed to both Alison and Darlene, aestabrooks@mta.ca and dmestabrooks@mta.ca, to ensure that it is received and is dealt with accordingly. An example of this is if you aren't going to be in the office and need notices posted it would be desirable to send a message to both support staff in case one is absent.

If you require assistance after regular office hours PLEASE DO NOT call Support Staff at home. Please call Robert Summerby-Murray for all after hour emergencies.

Co-ordinator (Raine Phythian):

- Works directly with Dean and Department Heads
- Help arrange visits of Guest Speakers
- Orient new faculty to the University
- Help maintain contact with graduating students and alumni
- Preparation of timetables for classes
- Works with students prior to programme advising at departmental level
- Institutional research at the direction of the Dean and Department Heads
- Enrollment information
- Transfer Credits for students
- Yearly budget proposals

- Departmental awards, bursaries, scholarships
- Liaison person between faculty and students.

Office Supervisor (Darlene Estabrooks):

- Liaison person for the Faculty of Social Sciences with other Departments, Student Services, Facilities Management, Dean's Office.
- Student Payroll
- Preparation of Minutes of Departmental Heads meetings
- Tracking budget expenditures, providing Monthly Budget reports to the Dean of Social Sciences
- Purchase Orders
- Ordering Office Supplies
- Manage Departmental Bulletin Boards
- Ordering and logging keys distribution and other building issues
- Create and Maintain Departmental Web Pages
- Tracking and logging of educational videos
- Maintains coffee and water funds for Faculty

Secretary (Alison Estabrooks):

- Receptionist
- Preparation of documents, typing, word processing, faxing, photocopying.
- Filing
- Incoming & Outgoing mail
- Copying and Organizing exams and ensure delivery of exams to Student Services in a timely manner.
- Organize meetings between students and Department Heads
- Maintain coffee room and coffee supplies.
- Respond to inquiries from students, visitors, staff as well as phone, fax and e-mail requests.
- Directing e-mails for Faculty members to their classes
- Printing information for Faculty
- Sending documents for photocopying to DSS
- Distributing exams to students

Social Sciences Technician (Christina Tardif):

- Supports technical aspects of research and teaching in the Social Sciences and research in the Spatial Econometrics Lab
- Particular expertise in data analysis, statistics and geo-spatial information.
- reports to Dr. Craig Brett (Spatial Econometrics) and the Dean

Social Sciences Seminars

Social Science Seminars take place on Fridays throughout the academic year at the University Club. Notices will be posted. Faculty are invited to make presentations regarding a topic of interest of their choice in a relaxed setting. The co-ordinator for 2005-06 is Carla VanBeselaere, Economics Department, 364-2278.

Telephones

If you experience difficulties with your telephone or voice mail please contact Libby Napper-Nye - 364-2473 or helpdesk@mta.ca

Testing Room / Part-time Faculty Office

The Social Sciences Testing Room is located in A-D 218. Booking procedures are as follows:

- Please indicate date and time by filling in the appropriate block of the timetable with your name, reason for booking (test, work, etc.), and # of persons using the room.
- Please indicate special circumstances (eg. student must be alone, etc.). If there are no special circumstances listed and space allows other people may book the room.
- Please let Support Staff know you have booked the room. They will record it in the Sign-out Binder.

NOTE: Please book a time that you are available to monitor your student or if you require assistance from Support Staff please ask - do not assume Support Staff will be available.

NOTE: Due to limited office space available in Avard-Dixon part-time faculty will work out of the Testing Room. They will follow the booking procedures above to indicate times that they will be using the room.

Videos

The Faculty of Social Sciences has a large educational video collection which is located in the locked storage room. Videos can be signed out in the Sign-out Binder located in the support staff area. It is requested that videos be signed out by faculty only. If, for any reason, a student needs to borrow a video please have them see the Secretary or Office Supervisor. They will make arrangements for the student to view the video in Avard-Dixon during regular office hours.

Warning: Do not copy videos. Some have built-in mechanisms which are designed to erase the video if it is copied.

Water Fund

Please let the Office Supervisor know if you would like to be added to the water fund. The cost is \$12 quarterly and the Office Supervisor will e-mail reminders

to water drinkers when it is necessary to collect for the fund. If you empty the cooler please change the water bottle. Leaving the cooler empty of water may damage the machine. **If you are not a paying member of the Water Fund please refrain from using it as it is not fair to those who pay.**

Web

Departmental Web Pages - The Office Supervisor has access to Social Science web pages. He/she will update and make necessary changes to Departmental web pages. Each faculty member is eligible to have a link from Departmental pages to their personal pages. The Office Manager will offer support to those who request it.

Web Committee - There is a Web Committee at the University consisting of members from administration, faculty, staff, and students. There are two representatives from the Social Sciences. They are Nauman Farooqi, Department of Commerce, and Darlene Estabrooks, Office Supervisor.

Web Page Policies - For an outline of Web Page Policies please see http://www.mta.ca/administration/vp/policies/7005_revised.htm.

