

MEMORANDUM

TO: Members of Our Adjunct Faculty

FROM: Mary Ann James

DATE: Fall 2009

SUBJECT: Support Services for Faculty

The following is a general outline of support services that we provide for our faculty at the College of Law.

ADMINISTRATIVE SUPPORT SERVICES

Support services for members of our full-time and adjunct faculty are provided by the staff of the Faculty Services Office (Suite 356, Taylor Law Building, 974-6816), who include Office Manager Cindy Farabow (974-6815, cfarabow@utk.edu); and Administrative Support Assistants Beth Ford (974-6803, bford14@utk.edu); Sean Gunter (974-6801, sgunter@utk.edu); and Tammy Neff (974-9691, tneff@utk.edu). If you have special requests, please direct them to Cindy Farabow at 974-6815 or to me in the Dean's Office (Suite 278, 974-2521, mjames1@utk.edu).

Most word processing and other assignments can be taken directly to Cindy Farabow, who will coordinate the departmental workload to ensure that your assignment is completed by your indicated deadline. The Faculty Services staff may occasionally be able to provide some low-volume duplication services; however, most large duplication projects should be sent to Jill Norton (974-6779) in the Mail & Copy Center, located in Room 34 on the ground floor of the Library/Classroom Wing. Duplication requests may be taken directly to the Copy Center; or if it is more convenient for you, you may ask the Faculty Services staff to coordinate the project for you.

BULLETIN BOARDS

Limited bulletin board space is available for adjunct faculty who wish to post syllabi and class assignments for their students. Faculty bulletin boards are located along the gallery on the 2nd floor. **If you would like bulletin board space, please complete the request form and fax it to the Faculty Services Office at 974-0681.** If you have class assignments to be posted, you may fax them or send them in electronic format to Cindy Farabow (974-6815, Fax 974-0681, cfarabow@utk.edu).

MAILBOXES

Adjunct faculty also may request a mailbox in the third-floor mail room, located in Room 350, near the Faculty Services Office. **If you would like a faculty mailbox, please also indicate that on the request form.**

MAIL AND DUPLICATION SERVICES AND OFFICE SUPPLIES

Mail and duplication services for faculty and administrative offices are coordinated by Jill Norton (974-6779) in the Mail & Copy Center, located in Room 34 on the ground floor of the Library/Classroom Wing. In her absence, the student assistants in the Dean's Office provide back-up services.

Mail Services

Faculty may take outgoing mail to the Faculty Services Office, Suite 356, and the staff will ensure that it is picked up, or you may take it directly to the Mail/Copy Center on the ground floor.

Campus Mail Services delivers incoming mail and also picks up outgoing mail, each day between 8:00 and 10:00 a.m. Jill Norton sorts incoming mail and prepares it for delivery. Mail for faculty with mailboxes on the third floor is delivered and distributed, and is generally available for pick-up between NOON and 1:00 p.m. Campus Mail Services also does a second pick-up of outgoing mail in the afternoon around 2:00 p.m.

It is important to let the Faculty Services staff know where you prefer to pick up your mail, i.e. whether it is more convenient for you to pick up mail from the Mail/Copy Center on the ground floor, or whether you would like a mailbox in the third floor mail room. Again, if you would like to have a mailbox on the third floor, please indicate that on the request form and fax it to the Faculty Services Office at 974-0681.

If you prefer to pick up mail in the Mail/Copy Center (particularly if you teach an evening class and would more likely be in the building after-hours) you should request a key to that office from the Business Office (974-4263, Suite 265 Taylor Law Building). The Mail/Copy Center is locked after-hours to ensure the security of equipment, packages, supplies, etc. As a general rule, Jill Norton will routinely forward any mail that you haven't picked up (usually on Mondays) to your local address, or to wherever you prefer, to ensure timely receipt.

Overnight Mail Services

Jill Norton in the Mail/Copy Center (974-6779, Rm. 34, Ground Floor) processes outgoing overnight mail. You may either take overnight mail directly to Jill, or you may ask the Faculty Services staff to expedite the process for you. The College of Law uses Federal Express, which has the University contract and is less expensive. Arrangements will be made to have a student assistant take your overnight mail package to the campus drop box. The Federal Express drop box is located across the street outside the side entrance to the University Center on Phillip Fulmer Way (formerly Stadium Drive). If you have a special shipment, on-site pick-up can be arranged with Federal Express with one day's notice; however, there is an additional charge for that service.

Duplication Services

A low-volume copier for walk-in use by faculty is located in the Faculty Services Office, Suite 356. You can gain immediate access to that copier, without walking through the main administrative area, by entering through the back entrance of the suite.

High-volume duplication requests should be directed to Jill Norton in the Mail/Copy Center (Room 34 on the ground floor of the Library/Classroom Wing). It is appropriate to take copy projects directly to Jill, or you may ask the Faculty Services staff to coordinate the assignment for you, if that is more convenient. It is very important that you provide clear instructions (either typed or handwritten) for duplication projects that will be sent to Jill. It is particularly important that you include a specific (and accurate) date and time when you need the project completed, so that Jill can more efficiently prioritize her assignments. (Please note: "ASAP" does not provide enough information, and can easily be misinterpreted.) If you coordinate your duplication request directly with Jill, please be sure to make arrangements with her regarding pick-up, i.e. should she put the materials in your mail box, or will you pick them up at the Copy Center.

Again, please note: In some instances, the support staff may be able to do a few small duplication projects for you on the copier in the Faculty Services Office, if workloads permit; however, most duplication requests will be routed to Jill Norton to ensure appropriate workload distribution and to prevent overloads in the Faculty Services Office.

Office Supplies

Most office supplies are available from Jill Norton in the Mail/Copy Center, Room 34. Computer supplies, i.e. floppy disks, CD's, printer cartridges, and video and audio cassettes, are available from the Business Office, Suite 265 of the Taylor Wing. The Faculty Services Office maintains a limited inventory of supplies. If the supplies you need are not available in Faculty Services, the staff can arrange to get them for you.

PHONE MESSAGES

Generally, messages for adjunct faculty with offices on the third floor may be left with the Faculty Services staff, and they will place them in the appropriate mailboxes in the third-floor mail room (Room 350). **Again, if you would like a faculty mailbox on the third floor, please indicate that on the request form and fax it to the Faculty Services Office at 974-0681.** If you prefer that students and other persons contact you at another number other than at the law school, please be sure to give that telephone number to the Faculty Services staff, so they can refer callers appropriately.

GETTING MESSAGES TO AND FROM STUDENTS

Student mailboxes are located on the first floor of the Taylor Wing, across from the Student Records Office, Suite 166. If you have messages, class handouts, etc. to be distributed in student mailboxes, please take them to the Faculty Services staff, and they will arrange distribution. You may also distribute them yourself, if you prefer. (Note: Please do not send materials to the Student Records Office for distribution; they simply do not have the staff available to distribute them.)

We are including an announcement in the first fall issue of our in-house newsletter, *The Informant*, letting students know how to get messages to faculty members. Generally, messages for adjunct faculty with offices on the third floor may be left with the Faculty Services staff, and they will place them in the appropriate mailboxes in the third-floor mail room. If you prefer that students contact you at a number other than your office number at the law school, please be sure to make an announcement in your class, and also give that information to the Faculty Services staff. It is very important that you let the staff know how you would like them to handle messages, so they can provide appropriate direction to your students.

PREPARATION AND DUPLICATION OF EXAMS

The Faculty Services staff also are responsible for typing and coordinating the duplication of exams. Needless to say, strict measures are taken to maintain security and confidentiality. Ideally, you should allow a minimum of five days lead time for your exam to be typed and copied. After your exam is duplicated, it will be hand-delivered to the Student Records Office for safekeeping until the time it is to be administered.

FAX MACHINES

The College of Law has eight fax machines. Their locations and numbers are as follows:

| <u>Office</u> | <u>Room #</u> | <u>Fax #</u> |
|------------------------------|----------------------|---------------------|
| Faculty Services Office | 356 | (865) 974-0681 |
| Business Office | 265 | (865) 974-8439 |
| Development & Alumni Affairs | 157 | (865) 974-3997 |
| Entrepreneurial Law Center | 202 | (865) 974-9921 |
| Dean's Office | 278 | (865) 974-6595 |
| Law Library | | (865) 974-6571 |
| Legal Clinic | 83 | (865) 974-6782 |
| Student Records | 166 | (865) 974-1572 |

COMPUTER/ NETWORK SERVICES & REPORTING COMPUTER PROBLEMS

The Faculty Services staff may be able to provide assistance with problems relating to software applications. If you are experiencing equipment and network problems, you should contact the staff in Computer and Network Services.

The best and most efficient way to report computer problems is to e-mail the Computer Help Desk at lawhelp@utk.edu. If you need immediate assistance, you may contact Bill Hodges, Manager of Computer and Network Services (hodges@tennessee.edu, 974-2547), Daniel Freeman (freeman@utk.edu, 974-0614) or Joe Gray (jcgray@utk.edu, 974-6859), or alternatively you may contact the staff in the Faculty Services Office. (Note: When there are problems with our network, our e-mail system may not be accessible, and you must contact them by phone.) As a suggestion, it is a good idea to always alert the Faculty Services staff when you've reported a computer problem, so they are aware of the problem in the event you are unavailable when help arrives.

ERRANDS

Errands are coordinated through the Business Office, located on the second floor of the Taylor Wing in Suite 265. If you have something to be hand delivered or picked up on campus, the Faculty Services staff will take it to the Business Office, or you may drop it off yourself if you prefer. The errand schedule may vary from one semester to another, depending on the class/work schedules of our student assistants; however, as a general rule, errands are run in the late afternoon, usually between 3:00 pm and 4:00 pm. Please check with the Faculty Services Office or the Business Office for the current day's schedule.

NOTARY SERVICES

The College of Law has two notaries public: Carol Armstrong in the Legal Clinic, Room 83, 974-2331 and Sheryl Branson in the Student Records Office, Room 166, 974-6791.

This is an overview of the services that we provide. If you have any questions or need additional information, please feel free to contact me at 974-2521.

Thank you.