TABLE OF CONTENTS

Page 1
Administrative Office Hours
Bookstore
Classroom Maintenance and Set-up
Computer Accounts, Equipment and Labs
Copying
Courier Service

Page 2
Desktop Technical Support
Emergency Procedures & Telephone Numbers
Event Publicity, Promotion and Signage

Page 3
Faculty Secretaries
Guest Parking Permits
Information Resource Management (IRM)
Keys
Library

Page 4
Library Copyright Policies
Mail and Messages
Mail and Mail Vouchers

Page 5
Office and Teaching Supplies
Parking
Police – Security
Registrar’s Office
Room Reservations

Page 6
Secretarial Services
Students with Disabilities
Telephone Access
Travel Reimbursement

Page 7
Tutoring / Writing Center
Vehicle Reservations
Web Site

Page 8
Webviewer Calendar

For more complete information, consult the Faculty Handbook available online at: www.fau.edu/provost/facultyinfo.php
Revision Date: August 2010


**ADMINISTRATIVE OFFICE HOURS**

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Office Location</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Offices (AD 223-232)</td>
<td>AD 223 - 232</td>
<td>Monday – Friday, 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Faculty Support Staff –</td>
<td>AD 223 - 232</td>
<td>Mon. – Thurs., 9 a.m. – 6 p.m.; Friday, 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Arts &amp; Letters, Design &amp; Social Inquiry, Science (SR 226)</td>
<td>AD 223 - 232</td>
<td>Mon. – Thurs., 9 a.m. – 6 p.m.; Friday, 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>College of Education (EC 202)</td>
<td>AD 223 - 232</td>
<td>Monday – Friday, 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Honors College (HC 131)</td>
<td>AD 223 - 232</td>
<td>Monday – Friday, 8:30 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Cashier’s Office (SR 125)</td>
<td>SR 125</td>
<td>Mon., 8:30 a.m. – 6:30 p.m.; Tues. – Fri., 8:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Student Services (SR 139)</td>
<td>SR 139</td>
<td>Mon., Thurs., 8 a.m. – 7 p.m.; Tues., Wed., Fri., 8 a.m. – 5 p.m.</td>
</tr>
</tbody>
</table>

**BOOKSTORE**

The bookstore at the John D. MacArthur Campus is located in The Burrow, SR 146. It is open from 10 a.m. to 6 p.m. Monday through Thursday and closed on Friday, Saturday and Sunday. Hours are extended at the beginning of each term. Call 6-8538 for detailed information.

**CLASSROOM MAINTENANCE AND SET-UP**

Maintenance and repair of classrooms and offices is arranged by processing an electronic work order at [http://www.uavp.fau.edu/workcontrol/](http://www.uavp.fau.edu/workcontrol/). An individual faculty member or a faculty secretary may complete the on-line request.

The maximum capacity of each classroom is posted, and the number of desks and the number of students enrolled should not exceed this capacity. If the actual number of desks is less than the stated capacity, please call Ext. 6-8549 to report it. During the semester, chairs are not to be removed from the classrooms or placed in hallways, as this constitutes a violation of the fire codes. The majority of classrooms are arranged in a lecture-style format. If you or your students rearrange the desks in the classroom, as a courtesy to the next class, please return the room to its original set-up. Maintenance staff is unable to rearrange classrooms between classes.

**COMPUTER ACCOUNTS, EQUIPMENT, AND LABS**

For the most current information, refer to the IRM home page: [http://www.fau.edu/irm/](http://www.fau.edu/irm/).

**COPYING**

For photocopying, complete a “Work Order” form and submit it to the faculty secretary. Allow a five-day lead-time for all copying. Last minute copy jobs may not be possible. Faculty members are urged to submit all copying for classes prior to the beginning of the semester to the faculty secretaries. A maximum of ten transparencies can be copied per request. Copyrighted material cannot be photocopied. (Refer to Library Copyright Policies section of this Resource Handbook.)

**COURIER SERVICE**

The courier travels to the Boca Raton Campus daily from the John D. MacArthur Campus. Departure from the MacArthur Campus is usually between 10 and 10:30 a.m. Interoffice mail is delivered to the Boca mail room for distribution. In rare instances, if you have a need for special delivery to a department or a pick-up location, please call Ext. 6-8549 to coordinate.
from a department, please complete a special delivery form available from faculty support staff. If you have boxes being delivered to another campus, please do not over pack boxes. It is easier for the courier to lift numerous lighter boxes than one heavy one.

A courier from the Treasure Coast Campus makes a daily delivery and pick-up at the MacArthur Campus every week day at 9:45 a.m.

**DESKTOP TECHNICAL SUPPORT**

When you have questions or problems or need help with your desktop or laptop computer, please submit all requests, questions and technical support issues to FAU’s Help Desk. Once a support ticket is issued, our local group (NCS Consulting) will be assigned most requests. FAU has a 24/7 Help Desk, with many features. Along with telephone based technical support, you will be able to submit your own ticket, see where your request is in the queue, and chat online with a service representative. The telephone number is 7-3999 or toll free at (866) 885-8325.

To make an online request, visit the Help Desk website at [http://www.fau.edu/helpdesk](http://www.fau.edu/helpdesk), select “Request Support” Tab, and then click on “Submit Ticket”. Log in and enter your request. Your username is your FAU email address, and your password is your first name. Change your password the first time you login. If there is a problem entering the ticket, please contact the NCS Consulting Group and someone on staff will help you through it. The NCS web address is: [http://www.fau.edu/irm/northern/](http://www.fau.edu/irm/northern/).

**EMERGENCY PROCEDURES & TELEPHONE NUMBERS**

Each building has a building safety supervisor who is the emergency coordinator for that building. The building safety supervisor is responsible for ensuring the safety of the building occupants during an emergency. If it is necessary to leave the building or the campus because of a hurricane or other emergency, individual faculty members are responsible for preparing their offices and equipment in accordance with emergency procedures.

**HOTLINE NUMBERS**

A University-wide, toll-free hotline at: **1-888-8FAUOWL (832-8695)** has been instituted to offer callers important information about the status of the University during emergency situations, including approaching hurricanes. This number is in addition to the campus hotlines listed below:

- Jupiter Campus Emergency Hotline (561) 799-8020
- Boca Raton Campus Emergency Hotline (561) 297-2020
- Broward Campuses Emergency Hotline (954) 236-1800
- Port St. Lucie Campus Emergency Hotline (772) 873-3330

**MEDICAL / FIRE / POLICE**

In case of medical, fire, or police emergencies **call 911**, then call Campus Police (339-0015) so emergency service personnel and vehicles can be properly directed.

If a student is involved in an accident or incident, he or she should be referred to the Administrative Offices of the campus to complete an “Accident/Incident Report” form. If a faculty or staff member is involved in an accident or emergency, he or she should obtain a “First Report of Injury or Illness” form from the faculty secretaries.

**EVENT PUBLICITY, PROMOTION & SIGNAGE**

If you would like an event publicized in the media, submit a [Request for Publicity](#) form at least 3 to 4 weeks prior to the event to Terry Gearing (gearing@fau.edu).
To have an event included in the weekly announcements, sent to all Jupiter campus faculty and staff each Monday, email Katherine Yates (kyates3@fau.edu) no later than noon on the previous Friday. Please advise if you wish the announcement to also go to Jupiter students.

For signage to assist participants and visitors find your event, complete the Temporary Ground Sign Request Form at least 2 weeks in advance to Beverly Sargent (bsargent@fau.edu).

FACULTY SECRETARIES

Suzanne Deffendall (6-8608) Arts & Letters, Design & Social Inquiry, Science
Aniela Aponte (6-8638) Education
Donna Lauzon (6-8135) Education
TBA (6-8103) Honors College

GUEST PARKING PERMITS

Guest parking permits must have a two-week lead time for processing and be requested through Boca Traffic and Parking.

Faculty Secretaries can assist by requesting the guest decals for you, but must have the following information at least two weeks in advance:

1. Exact date of your event
2. Name of event itself (guest lecturer for XYZ 3456 class, etc.)
3. Number of guest parking permits requested
4. Names of those people who will be using the guest parking permits

The cost for a guest parking permit may be up to $2.00 each.

For more information you may visit Traffic and Parking’s Guest Parking webpage at: http://www.fau.edu/parking/vis_form.php.

INFORMATION RESOURCE MANAGEMENT (IRM)

The most current information regarding Information Resource Management can be found on the IRM Home page, http://www.fau.edu/irm/.

KEYS

Faculty office keys are issued by Campus Services, AD1226, upon receipt of a signed key authorization form. Faculty secretaries will have the appropriate individual sign the authorization and return it to you for submission to Campus Services. Students may not be issued keys to your office or any lab unless they are graduate assistants on the University payroll system. Upon reassignment to another campus or termination, all keys must be returned to Campus Services by the last day of service.

LIBRARY

MacArthur Campus Library Hours:

Fall and Spring Terms
Monday – Thursday 8:30 a.m. – 11 p.m.
Friday 8:30 a.m. – 6 p.m.
Saturday 12 noon – 6 p.m
Sunday 12:30 p.m. – 11 p.m.
Summer Terms
The computer lab has 24 computers with access to the Internet, library databases, IRM and Microsoft Office applications. This is an open lab for students. Faculty may request use of the Lab for instruction on an occasional basis. The library requests 7-day advance notice for scheduling purposes. There are also 16 computers outside the computer lab, including one with assistive software.

With Owl Card ID, faculty members are able to access over 300 databases and more than 19,000 online journals off campus using EZproxy. Interlibrary loan requests for materials not available from FAU Libraries may be requested through ILLiad. Faculty due dates for books owned by the FAU libraries are always December 30 and June 30.

The library is wireless and has an all-night study area. Course Reserve materials may be placed in the library or online. There are online forms for print, online and media reserves. Faculty members are encouraged to participate in collection development. Please speak to any of the librarians to become involved in this vital process. Library orientations or database instruction is encouraged for instructors assigning research to students. Contact either of the librarians to arrange instruction. Detailed information on library services and resources can be found at http://libguides.fau.edu/newfaculty_jup.

The Library phone is Ext. 6-8530 / (561) 799-8530
Dean of University Libraries: Dr. William Miller (Boca Raton), 7-3717
MacArthur Campus Library Director: Ethan Allen, 6-8030

LIBRARY COPYRIGHT POLICIES

Consult the text of the law and the Congressional guidelines, as well as the American Library Association's Model Policy Concerning College and University Photocopying for Classroom, Research, and Library Use. For complete information on FAU Libraries copyright policies go to www.library.fau.edu/policies/pubpol/copyright.htm.

MAIL AND MESSAGES

Please check your mailbox for mail and packages or your voice mail for phone messages. Mailboxes for faculty in the Colleges of Arts & Letters, Design & Social Inquiry, and Science are located on the second floor in the Student Resources/Classroom Building (SR).

The Honors College faculty mailboxes are located in Harriet L. Wilkes Honors College, HC 110, the Hibel Fine Arts Building, HA 129, and on the second floor of the Wilkes Building.

The College of Education faculty mailboxes are in the Education/Classroom Building, EC 206.

MAIL AND MAIL VOUCHERS

The campus Mail Center is located in AD 124 and operates on the following schedule:

8:30 a.m. Open Monday - Friday
9:15 a.m. Delivery and pick-up of campus mail
10 - 10:30 a.m. Courier leaves to deliver mail to Boca Campus
12 - 2 p.m. US Post Office daily pick-up
3 p.m. Delivery and pick-up of campus mail
5 p.m. Closed

The Mail Center distributes mail and packages received from the U.S. post office and other carriers to the areas indicated above. Packages that use a tracking system will require your signature when delivered by the Mail Center to your unit. If you are unavailable, faculty secretaries may sign for the package and place it in
The Mail Center will accept stamped personal mail and packages that are pre-paid for pick up by USPS, UPS and Fed Ex. You may also use the Fed Ex container located on the east side of the RF Building. Your name and return address must appear on all packages, and we ask that when you order items that will be delivered to campus you request that the vendor specify your name on the package.

You must complete a mail voucher for any mail that requires postage. Mail vouchers are available from faculty secretaries. On the voucher, fill in your budget account number, the number of pieces that require postage, and the method of delivery requested, and sign the voucher. Your department will be charged back on a monthly basis.

**OFFICE AND TEACHING SUPPLIES**

General office and teaching supplies (pens, pencils, board erasers, file folders, etc.) are available through the faculty secretaries. Large quantities of items must be requested early. Special items may also be ordered through the secretaries.

**PARKING**

Parking decals are required of faculty, staff and students at all FAU campuses. Decals can be purchased online through payroll deduction. To obtain your decal please go to the Traffic and Parking website [http://www.fau.edu/parking](http://www.fau.edu/parking). You may have your decal mailed to the address you provide. If you prefer to pay by check or credit card the instructions will also be available on the Traffic and Parking website.

Visitor parking is located on the Parkside circle and in the LLS parking area. The parking rate is $1 per hour. A parking kiosk is available at both locations. The kiosk accepts cash or credit cards, but does not make change. For more information, go to [http://wise.fau.edu/parking/meters_faq.php](http://wise.fau.edu/parking/meters_faq.php).

**POLICE - SECURITY**

The FAU Police Department on the MacArthur Campus has a 24 hour presence provided by eight full time officers. Their offices are located next to the Bookstore on the first floor of the Student Resources/Classroom Building (SR), Room 150. The officer on duty can be contacted by dialing 339-0015 or 6-8700.

[http://police.fau.edu/jupiter/default.asp](http://police.fau.edu/jupiter/default.asp)

**REGISTRAR’S OFFICE**

The Campus Registrar is responsible for providing campus record and registration services, which include scheduling classrooms, conducting registration, processing transcript requests, enrollment verifications services, reserving classrooms for meetings, computer lab reservations and a variety of other services. For information about these services, please call Ext. 6-8698.

**ROOM RESERVATIONS**

Special room assignments for regularly scheduled classes are requested during course scheduling through your department. However, classrooms and the auditorium may also be available for faculty or departmental meetings and for University-sponsored events. To request a room or to check availability, please go to [http://r25.fau.edu](http://r25.fau.edu), the R25 Webviewer system. If you do not have a user ID, click on the email address indicated at this web site and request one so that you can complete the electronic room reservation request form. Faculty secretaries may also process room reservation requests. For more information, call the Campus Registrar’s office at Ext. 6-8698.

Faculty should not book rooms for students or student organizations. These requests should be handled by Student Life and Recreation.
The AD auditorium has a smart podium that may be used by faculty members who have been trained to use it. Use of the smart podium must be requested on the room reservation form.

**SECRETARIAL SERVICES**

To request clerical services (copying, typing, mailings, etc.), individual faculty should complete a “Work Order” form. Place all requests in the box marked “Work Orders” located in the secretarial area on the second floor in the SR Building. Honors College faculty should see the faculty secretary, and College of Education faculty should see Aniela Aponte or Donna Lauzon for secretarial services.

**For security reasons, exams should be given directly to a staff member.** Please allow a minimum of five business days for completion. NOTE: Staff can copy a maximum of ten transparencies per request. Larger orders will be sent to the Copy Center at the Boca Raton campus for processing. The turn-around time is approximately ten days. Work orders are generally completed in the order submitted. DO NOT GIVE WORK ORDERS TO STUDENT WORKERS. Submit all work requests to the secretaries; they will assign work to students as appropriate.

**STUDENTS WITH DISABILITIES**

FAU is committed to making University facilities and services accessible and useful to students with disabilities and to fostering independence in these students. The University is required to make appropriate, reasonable accommodations necessary to ensure the student's independence. To be eligible for the accommodations, each student must register with the Office of Students with Disabilities, which is under the Office of Diversity Services on the Jupiter Campus, and provide proper documentation verifying the disability.

The faculty should consult with the OSD staff with any particular concerns regarding a student’s accommodations.

If you have questions, contact the Assistant Director of Diversity Services, in SR 117, at 6-8585.

**TELEPHONE ACCESS**

Press 6 before the number for any campus except Boca when dialing internal FAU extension numbers. For Boca, press 7. (Example: 6-8655 to contact the MacArthur Campus Registrar and 7-2429 for the University Registrar in Boca.)

**TRAVEL REIMBURSEMENT**

Full-time faculty members who teach a class at another campus are eligible for travel reimbursement. Limited funds may be available through the colleges for conference travel. As soon as you know your travel plans, see a faculty secretary for the proper paperwork, which includes a travel authorization request (TAR).

The secretary will need to know (a) dates when you will be traveling, (b) your destination, (c) method of transportation and (d) expected expenses. If you are attending a conference, the secretary will also need a copy of the conference agenda as well as information about whether meals will be provided.

Upon your return, see the faculty secretary again with original receipts from your travel. You will be asked to sign a voucher for expenses that may include (a) mileage at 44.5 cents per mile; (b) tolls (receipts needed); (c) per diem meals (reimbursed with certain time restrictions at $6 for breakfast, $11 for lunch, and $19 for dinner); (d) airline tickets if paid by personal credit card; (e) conference registration if not paid by purchase order; and (f) hotel expenses.
TUTORING / WRITING CENTER

The University Center for Excellence in Writing in Jupiter is devoted to the support and promotion of writing for all members of the FAU community-undergraduate and graduate students, staff, faculty, and visiting scholars. Our Center provides a range of free support services, including informed and sensitive readers who help writers become more reflective readers and more self-sufficient crafters of their written work. We will help at any point in the writing process (i.e. brainstorming, drafting, revision) with papers for courses, senior or master theses, dissertations, job applications, applications for graduate school, articles for publication, grant proposals, and other documents.

Faculty members may refer students to the Center by having them make an appointment on-line at www.fau.edu/UCEW. The UCEW in Jupiter is located in the Student Resources/Classroom (SR) Building, Room 110 on the first floor. Phone: 6-8561.

VEHICLE RESERVATIONS

A limited number of University cars are available for faculty and staff traveling to other campuses and attending meetings within FAU’s district. Campus vehicles may not be taken overnight or outside the State of Florida.

Vehicles are available on a first-come, first-serve basis at the Jupiter Campus upon completion and presentation of a Campus Vehicle Reservation form to Campus Services, AD 126. Requests for specific model cars cannot be accommodated. All campus vehicle users must have a TAR number, which must be provided on the request form prior to reservation confirmation. Your department will be charged back on a monthly basis at 44.5 cents per mile. Forms are available from faculty secretaries and should be submitted to Campus Services at least 24 hours in advance. All users must have a copy of their most recent driver’s license on file with Campus Services.

Keys may be picked up between 8 a.m. – 5 p.m., Monday through Friday. Special arrangements must be made if earlier key pick-up is desired.

The Honors College faculty will need to contact the faculty secretary (6-8103) to reserve an Honors College vehicle.

For state auditing purposes and because departments are charged back for gas and mileage, it is important to log in/out mileage clearly and provide Campus Services with readable gas receipts upon return of the vehicle. After their use, please make sure that the credit cards are placed in the card insert provided.

Cars are to be returned to the campus parking lot and the keys returned to the Campus Services Office, AD126, immediately upon return to campus. If the office is not open when the vehicle is returned, place the vehicle key in the box outside the office. If the AD Building is locked, call the University Police and leave the vehicle key with the officer on duty. As a courtesy to the next person, please leave the car free from trash and with at least a half tank of gas. A credit card is available for gasoline purchases.

WEB SITE

The John D. MacArthur Campus has its own website at http://www.fau.edu/jupiter/. The website provides direct links to various campus resources such as library services, academic computing, room reservations, calendar of campus events, registration, etc. Visit our web site and learn more about MacArthur Campus and the University.

Contact Terry Gearing, gearing@fau.edu, if you would like material posted on the Jupiter website.
WEBVIEWER CALENDAR

You may view campus or university-wide events by going to the Webviewer calendar at http://r25.fau.edu. You may check events and contact information regarding these events or check for room availability for meetings and other events. Please call the campus registrar at Ext. 6-8549 for a demonstration.

Disclaimer
Information contained in this publication is subject to change by action of the University Administration. Every effort is made to ensure that information contained herein is accurate.