


TOP TEN UNIVERSITY CONTACTS

1. **Office Telephone** – In order to place a call from an office telephone, remember the following:
 - The University exchange system requires you to dial 6 + the last four digits of a 696 extension, and 1 + the last four digits of a 691 extension.
 - If you have a problem with your phone, dial the Computing Services Help Desk 6-3200.
2. **Facility Problems**
 - Work order** can be placed at x6-6681, or online at <http://www.marshall.edu/physplant/work%20order%20form.htm>
Print a copy of the online form for your records before hitting “submit.” You will not receive a receipt or other follow-up.
 - Office or other light bulbs** are replaced by custodians; leave a note on your door if you need a bulb changed.
3. **Locked out of your office?**
 - During regular working hours: Physical Plant 304-696-6680.
 - After hours: Marshall University Police Dept. 304-696-4357.
4. **Human Resources**
 - Training Site** (<http://www.marshall.edu/human-resources/td/CalTop.asp>) includes links to training on Banner, the university’s data system for grades, transcripts, etc., as well as external links to sign up for consultations with TIAA-CREF representatives when they are on campus.
 - Payroll** –Susan Lewis at x6-2209 or lewiss@marshall.edu (for questions that your department cannot answer)
 - Benefits** –Lisa Henry at 6-6240, x6-6455 or henry29@marshall.edu (health, TIAA-CREF withholdings, etc.)
5. **Marshall University Library** (<http://www.marshall.edu/library>)
 - Drinko Library Reference Desk x6-2334 or <http://www.marshall.edu/library/drinko/default.asp>
 - Health Science Library Reference Desk x6-1752 or <http://musom.marshall.edu/library/>
 - IDS Express (Information Delivery Services) is a web service that lets MU students, faculty, and staff submit interlibrary loan requests, track the status of their requests, and get articles/book chapters delivered electronically. Contact: x6-4011, x6-6379, or libserv@marshall.edu; <http://206.212.0.150/Logon.html>.

Top Ten Lists provided by MU-ADVANCE (www.marshall.edu/mu-advance), a National Science Foundation- supported program working toward increasing diversity on campus.

MU-ADVANCE
Marshall University

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6. **University Computing Services (UCS)**; 4th floor of Drinko Library.
 - Help desk** at x6-3200 or helpdesk@marshall.edu.
 - Grading of scantron exam sheets** -4th floor of Drinko Library.
 - UCS's Facilities Scheduling** at <http://www.marshall.edu/ucs/compfacs/scheduling.asp> links to an online reservation request form to reserve a campus computer lab or Drinko Library room (team room, collaboration room, presentation room, or auditorium).
 - List of IT services and some instruction** – <http://www.marshall.edu/ucs/fac&staff.asp>
 - Medical School IT** at x1-1748 or musomhelpdesk@marshall.edu
 - The College of Science IT Center** at x6-3176 or <http://www.marshall.edu/cositc/directory.asp>
 7. **BERT –Banner Extraction/Reporting Tool** (<http://mubert.marshall.edu/>) is a user-friendly way to access much of the data stored in the Banner system. Through BERT, you can request access to a variety of “report,” including course enrollment and contact and transcript information for students in your department. BERT also allows you to send an email to all students in your class at once.
 8. **Facilities Scheduling:**
 - Room availability** at x6-3125 or online at http://www.marshall.edu/msc/Facilities_Scheduling/facilities_scheduling.html. Lists of rooms available to schedule for meetings or conferences, and discusses the services available, policies, etc.
 - Room reservation form** at <http://www.marshall.edu/msc/reservation/reservation.asp>. Use this form to request a reservation of a particular classroom, etc. for events where you want to be sure the room is available, whether for student club meetings, guest speakers, etc.
 9. **Marshall University Police Dept./Campus Security:** x6-HELP (4357) or <http://www.marshall.edu/mupd/>. In the event of an emergency or any criminal activity, contact MUPD. There are emergency phones located around campus (large green poles with “EMERGENCY” on the sides) that can be used to report an emergency that requires an immediate response.
 10. **University Safety Committee:** To report a safety or health issue, use the online form at <http://www.marshall.edu/safety/safety-input.asp>. The form offers anonymity if you do not want to be associated with the report.