

DEPARTMENT OF  
**SOCIAL WORK**

# DSW OFFICE PROCEDURES MANUAL FOR FACULTY

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## Work-study Request Procedure

Work-study students are assigned office tasks. If there is time, a work-study student may be able to assist faculty with small office tasks, such as reserving parking passes and ordering supplies, or with short-term projects related to the Departments' teaching mission. Please do not ask work-study students to perform long-term projects related to your research. Work-study students cannot assist with a faculty member's independent research.

When you need assistance from a work-study student, please follow the steps listed below:

1. Go to the NCSU Social Work Website and navigate to the Faculty & Staff page.
2. Click the red "resources" button at the lower right of the screen.
3. Go to the Work-study Requests section and click on the "Work-study Request form."
4. Completely fill out the form with the details of your request and submit electronically.
5. Any electronic documents necessary for completing task can be submitted to the email: [deptswoffice@ncsu.edu](mailto:deptswoffice@ncsu.edu)
6. Any paper documents can be placed in the Work-study mailbox located in 205F.

## Website Articles

If there is an article that you would like to post to the Department of Social Work website, please follow the procedure listed below.

1. Submit a work-study request using the above steps.
2. Create a 200-500 word blurb about the topic.
3. Have a picture.
4. If the article is connected to a current article, please provide a link.
5. Determine whether this article should be submitted under 'Student Success' or 'Research & Engagement' and include this in the email.

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6. Put all of the previously mentioned information from steps 2-5 into an email and send to [deptswoffice@ncsu.edu](mailto:deptswoffice@ncsu.edu) and include in the subject line your choice of step 4 (Student Success or Faculty Research/Engagement) and the words “Website Article.”

## **Parking Permit Request**

When requesting a parking permit for a guest to come to a scheduled event, please use the above work-study request procedure to submit the request. Please keep in mind that requests should be limited to passes for four or fewer guests. Please note that if there is a need for five or more parking permits for guests for one event, the request must be approved by Executive Assistant to ensure the funds are available for the request.

## **Supply Request**

Please use the work-study request procedure listed above to request a supply order. Any supplies that are needed by the faculty or staff and are not available in the office supplies in stock should be submitted through the work-study procedure steps stated above. Please note that supplies are only ordered when the total cost of the order is over \$50 and must go through an approval process. Supplies will be ordered once a month, unless there is an urgent need. When the order is placed through the vendor, the delivery usually arrives within a few days. When the delivered items are received in the office, you will be notified of their arrival via email or in person. You can pick the item(s) up from the office (suite 205) if they are not delivered to you by the office staff.

## **Mail Procedures**

Campus/Off Campus Mail - Please place any outgoing mail into the drop box located on either front office desk in Suite 205.

FedEx Mail - Please write on a post-it note or a blank sheet of paper (paper-clipped to the envelope or taped to box) that includes the return address and

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the receiver address and attach to mail. Please also indicate if a signature is required.

## Departmental Room Reservation Procedures

Please use the following procedures listed to reserve rooms available through the Department of Social Work.

### Room 126/127 and 138 Reservations

Room 126/127 and Room 138 can be reserved using the calendar located on the NCSU Department of Social Work website. Please use the steps listed below to reserve the room.

1. Go to <http://socialwork.chass.ncsu.edu/>
2. On left side of screen, click on the 1911- Room Reservation Calendar.
3. Check availability of the room by selecting which room you wish to reserve. Use the drop down section to choose either room, use the date section to choose the date, and use the time section to choose the time you will need the room. Green indicates availability, red indicates a current reservation for the time slot.
4. Once you have completed the above step, click the 'continue' button.
5. Complete the online form by entering your information into the required boxes and then click continue again.
6. Confirm your registration by checking the details and then click on 'Book'.
7. You will receive a confirmation email.
8. On your scheduled day for the reserved room, please come to the Department of Social Work office (suite 205) and sign-out the key to the room. Please return the key when finished and sign it back in.
9. To cancel your reservation, simply click on the link located within the email to cancel. If you need further assistance with a cancellation, you may email the office staff at [deptswoffice@ncsu.edu](mailto:deptswoffice@ncsu.edu)

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## Room 205 D (Conference Room) Reservation

Room 205 D can be reserved for use only by faculty and staff or committees. Please go to the google calendar to check for availability.

Please follow the steps listed below to help guide you in making your reservation.

1. Go to your google calendar and look for “1911-Room 205 D” listed under ‘My calendars’ on the left side of your screen.
2. Look for availability of the room by clicking on the calendar link mentioned in the previous step.
3. Click on the time you want to reserve the room and fill in the blank boxes with information about your meeting. You can edit the information by clicking ‘Edit event’ in the lower middle of pop-up box. The page will allow you to select the time frame you wish to use the room, add a reminder, and invite guests.

## Departmental Calendars

There are two main calendars for faculty use. Please see below for instructions.

### **Internal DSW Calendar**

The first calendar is located in gmail and may be accessed through your google account. This calendar is for internal departmental events. Some examples include committee meetings, visits from prospective faculty, and faculty retreats. Please follow the steps mentioned in the previous listing for calendars (above) on how to create an event on a google calendar.

### **External DSW Calendar**

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The Department of Social Work website has a calendar for external use. You may post events that are department related to this calendar such as ‘suicide prevention event’. To submit an event to this calendar, follow the steps below.

1. Go to the department website at <http://socialwork.chass.ncsu.edu/>
2. Click on the “About the Department” link located on the right side of the screen. Then click on “Calendar”
3. Once you are on the calendar page, click on “Submit an Event” located in the white block in red lettering at the top right.
4. Fill in the event details then at the bottom of the screen click on “Next Step- Preview”
5. Preview your information and once you confirm it is what you want, then click on “Next Step- Submit Event”
6. Your event will be created and sent to be approved.

## Office Tasks

**Phone Use-** Lecturers who do not have a personal line may use the main office phone number (919) 515-2492. Any messages left for a lecturer will be recorded onto paper and placed in your mailbox located in 205F.

**Copying/Scanning/Faxing-** Please see steps listed below on how to use the equipment. If you need further assistance, please ask a work-study student.

### Copying & Scanning-

1. Use the large copy machine (Biz Hub), located in room 205A, for copying and scanning items. You must use the copy code given to you in order to complete your task.
2. Basic Copy Operation
  - a. Position the document to be copied
  - b. Enter your login code and press the ‘login’ button on the touch screen.

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- c. Select the basic screen setting.
  - d. Type in the desired number of copies.
  - e. Press the “Start”
3. How to add address destinations for scanning purposes
    - a. Open the destination registration screen
    - b. Click the Utility/Counter button on the right side of the computer panel
    - c. Click option 1 (one-touch/user box registration), then option 1(create one-touch destination), then option 1 (address Book), and then option 1 again (E-mail) again.
    - d. Hit the <New> button at the bottom of the page and insert the needed information.
    - e. Make sure to save your work. Log out and verify that everything is well entered
  4. Basic Scan Operation
    - a. Change the mode to “Scan”
    - b. Select the destination. Example: (E-mail, FTP server, or SMB {shared folder on computer}).
    - c. Position the document to be scanned.
    - d. Press the “Start” button.

## **Faxing (using Dell color printer)**

1. Located in room 205A, use the color printer/fax. You must first dial 7 then the phone number. Example (79195154292).
2. Place item to be scanned facing up on Duplex Automatic Document Feeder (DADF). You can load up to 50 sheets. If you choose to use the document glass you can only do one page at a time (place document face down)
3. Enter Number -Enters the fax number using the keyboard.
4. Speed Dial -Enters the speed dial number stored in the printer.
5. Phone Book
  - a. Individuals Selects a fax number from the local address book.
  - b. Groups Selects a group dial number from the local address book.

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- c. Network Phone Book Searches a fax number from the server address book.
6. On Hook
  - a. Send\* -Sends faxes manually.
  - b. Receive -Receives faxes manually.
7. Press the “Home” button, then tap “FAX”
8. Tap “On Hook”
9. Enter the fax number of the recipient using the number pad (don’t forget to enter “7” first). Then tap “Send” to begin sending fax.

## M: Drive Organization

### Folders-

Each faculty folder with your unity ID is provided on the M: Drive that lists your unity ID. This folder is private and can only be accessed by the owner. Please use this folder to keep any documents for which only you will need access. Instead of saving things to the C: Drive, the M: Drive is more reliable and can be used across the network.

The ‘Admin Archives’ folders contain program and department files that were previously stored on the M: Drive that may be of interest to faculty. Please note that ‘Admin BSW Program’ and ‘Admin MSW Program’ folders are specifically for program directors and administrators.

### Syllabi-

**Full-Time faculty-** Please submit your course syllabus in the folder located on the M: Drive labeled ‘Course Syllabi’.

**Part-time instructors-** Please submit your course syllabus to the program director.

**Program Directors-** Please save part-time instructors syllabi to the M: Drive under the ‘Course Syllabi’ folder.

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## Textbook Ordering Procedure

### Full-time Faculty

Please place your own textbook orders using the online system. The link is provided here. <http://ncstate.verbacollect.com/session/new>

There is a video on the above website that explains how to use the system if you need assistance. Once you log into your account, you will be able to see the video.

### Program Directors

Please discuss orders for part-time faculty with the Department Scheduling officer in the scheduling committee meetings. The Department Scheduler will work with the work-study students to ensure that desk copies and textbooks are ordered for part-time faculty each semester.

## Social Work Listserv

There are three lists that serve the department to provide information to students.

**BSW Listserv**- ALL BSW students will be on this list. However, NO students will be able to send an email to this list. Communication will only come from department/program administrators. **ONLY the Department Head, BSW Director, Field Director, BSW Field Coordinator and BSW Advising Coordinator will have access to send emails to this list.** Only important program updates/announcements should be sent to this list (i.e. graduation, advising, course registration information, etc.). To send an email to everyone on this list, please email it to: [bsw@lists.ncsu.edu](mailto:bsw@lists.ncsu.edu)

**MSW Listserv**- . ALL MSW students will be on this list. However, NO students will be able to send an email to this list. Communication will only come from department/program administrators. **ONLY the Department**

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**Head, MSW Director, Field Director, MSW Field Coordinator and MSW Graduate Services Coordinator will have access to send emails to list.** Only important program updates/announcements should be sent to this list (i.e. graduation, advising, course registration information, etc.). To send an email to everyone on this list, please email it to: [msw@lists.ncsu.edu](mailto:msw@lists.ncsu.edu)

**Social Work Listserv-** ALL students (both BSW and MSW) and ALL full-time faculty will be on this list. ALL students will be able to SEND and RECEIVE email to/from this list. Full-time faculty will be able to SEND email to this list, but WILL NOT RECEIVE email (we are trying to avoid clogging faculty inboxes with general announcements about jobs, student groups, etc.) This list will be for students and faculty to use to post announcements about jobs, student support for departmental committees and events, student group meetings and any other news relevant to all BSW and MSW students in our department. To send an email to everyone on this list, please email it to: [socialwork@lists.ncsu.edu](mailto:socialwork@lists.ncsu.edu)