# UNIVERSITY OF WISCONSIN PARKSIDE

# Administrative Support Guide

January 2023

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# Introduction and Welcome

Welcome to the University of Wisconsin-Parkside! We are happy you chose to work for us.

UW-Parkside is a public university in Somers, Wisconsin. It is part of the University of Wisconsin System and has over 4,644 students, 161 full-time faculty, and 89 lecturers and part-time faculty. The University offers 33 undergraduate majors and 11 master's degrees in 22 academic departments. To learn more about the University of Wisconsin-Parkside's history, click on this link – https://www.uwp.edu/learn/library/Archives/digital-collections.cfm.

The purpose of this guide is to help onboard administrative staff to the University and the UW System. Administrative support personnel play an important role in organizing, managing, and coordinating office functions. This guidebook is designed as a reference manual to help you become familiar with the information necessary to successfully navigate the role.

**Administrative Support Overview**

An Administrative Support Assistant supports the general administrative functions of a wide variety of academic or administrative units. This includes answering phones, greeting and assisting visitors, customers, staff or others preparing documents and reports, compiling records, scheduling meetings, organizing and maintaining information, coordinating calendars, analyzing data including budgetary expenditures, and providing general office support.

The Administrative Support Assistant is the first-line liaison to internal and external contacts. They may serve as an office coordinator; plan and facilitate the support activities of the office; coordinate with others to complete tasks. Most importantly, they play an important role in organizing, managing and keeping an office running, and become the face and voice of the department. Please see below for important contacts and information.

| Chancellor's Cabinet | | |
|---|---|---|
| Dr. Deborah Ford<br>Chancellor<br><br>Rachel Stevenson<br>Executive Assistant<br>Wyllie Hall 353<br>stevensr@uwp.edu<br>Ext. | Dr. Robert Ducoffe<br>Provost & Vice Chancellor for Academic and Student Affairs<br><br>Julie Lee<br>Executive Assistant<br>Wyllie Hall 343<br>leej001@uwp.edu<br>Ext. 2261 | Dr. Tammy McGuckin<br>Vice Provost for Student Affairs and Enrollment Services<br><br>Jean Hrpchek<br>Administrative Assistant<br>Wyllie Hall 353<br>hrpcekj@uwp.edu<br>Ext. 2598 |

| Chancellor's Cabinet | | |
| --- | --- | --- |
| Scott Menke<br>Vice Chancellor for Finance and Administration<br><br>Lisa Crumble<br>Administrative Assistant II<br>Wyllie Hall 343<br>crumble@uwp.edu<br>Ext. 2022 | Willie Jude II<br>Vice Chancellor for University Advancement<br><br>Kim Duesing<br>Administrative Specialist<br>Wyllie 345<br>duesing@uwp.edu<br>Ext. 2939 | Dr. Sheronda Glass<br>Asst Vice Chancellor for Human Resources and Equity, Diversity, and Inclusion<br><br>Aaron Shanahan<br>HR Assistant<br>Tallent Hall – Room 280<br>shanahaa@uwp.edu<br>Ext. 2204 |
| Jordania Leon-Jordan<br>Chief Information Officer<br>Communications<br>Arts 124A<br>leonjord@uwp.edu<br>Ext. 2010 | Andrew Gavin<br>Director of Athletics<br>SAC L150<br>gavin@uwp.edu<br>Ext. 2485 | |

| Colleges, Deans and Administrative Support | |
| --- | --- |
| Dr. Lesley Heins Walker<br>College of Arts and Humanities (CAH)<br><br>Edson Melendez<br>Outreach Program Manager<br>Communication Arts 265<br>melendez@uwp.edu<br>Ext. 2188 | Dr. Michele Gee<br>College of Business, Economics and Computing (CBEC)<br><br>Barbara Hasper<br>Administrative Assistant I<br>Molinaro Hall 244<br>hasper@uwp.edu<br>Ext. 2314 |
| Dr. Emmanuel Otu<br>College of Natural and Health Sciences (CNHS)<br><br>Laura McClure<br>Executive Assistant<br>Greenquist Hall L345<br>mcclure@uwp.edu<br>Ext. 2977 | Dr. Peggy James<br>College of Social Sciences and Professional Studies (CSSPS)<br><br>Gia Gutierrez<br>Outreach Program Coordinator<br>Molinaro Hall 364<br>gutierrg@uwp.edu<br>Ext. 3001 |

**SECTION I**

# Workstation

The proper set-up of your workspace can help make time spent at the computer more comfortable and can help reduce stress and injury.

There are some valuable guides provided by **UWP Safety & Risk Management** and they can be found in this folder:

> J:\Campus Info\Safety & Risk Management\Safety Programs\Back Safety and Ergonomics\Office Ergonomics

The "Ergonomics for the Home or Virtual Office from AON 2020_03" guide provides some details on how to setup your workstation.

The document "Form Ergonomic Assessment" will help you assess the setup of your workspace.

**Equipment Request**

If you need additional equipment, such as a laptop, webcam, headphones, etc., contact CTS. Click here on the link, CTS.

**SECTION II**

## Telephone

**User Guides**

Please follow the links below for more information including user guides for phone set up. Here are a couple of items you should consider for setting up your phone.

- Set up a password
- Create a greeting
- Retrieve a voice mail
- Transfer calls
- Transfer calls to your phone
- Set up a conference call

Phone and Voicemail User Guides
VoIP Quick Start Guide, Cisco 8845
UW-P Voicemail:  How to access off-campus

**Domestic and International Calls**

In each case, you must dial "8" to get an outside line. If you are calling an employee internally, you just need to enter their last four numbers of the office number which is their Extension. For example: Phone number: 8-262-595-**2263.**  Enter extension 2263.

**SECTION III**

# Technology

IT services are delivered by UW-Parkside's Campus Technology Services (CTS) Department.  They can be reached at x2444 or by emailing them at servicedesk@uwp.edu.

The Tech Bar offers convenient walk-up technology service.  It is located on the main campus concourse, just across from the library in Wyllie L101.

The Tech Bar hours are:

| During the Semesters | Monday – Thursday | 7:45 AM – 8:00 PM |
|---|---|---|
|  | Friday | 7:45 AM – 4:30 PM |
| Winterim and Summer | Monday – Friday | 7:45 AM – 4:30 PM |

Here is a link to the service catalog for the IT services CTS delivers, including the links to request those services. If you aren't able to locate the assistance you need on the page, reach out to CTS and they will be happy to direct you.

CTS Services Catalog

LinkedIn learning offers a variety of training on software and other technology topics.  You can access those via Logins on our website.  Use your usual UW-Parkside credentials.

**SECTION IV**

# Meetings

**Establish Meeting Role – ask Manager**

Some managers will expect the admin to facilitate the meeting while other managers will want to facilitate it themselves. Please have a conversation with your manager to set expectations for your role and responsibilities during meetings.

**Scheduling**

You can use the following platforms for scheduling virtual meetings.
- Microsoft Teams (can download the app or access the web version through Office 365)
- Zoom (link found on Logins page on website)

If you have questions about which rooms to use, contact University Reservations, SCTR L209 or call Ext. 2458 or reservations@uwp.edu.

**Agenda Set-up**

Agendas for all meetings should follow this same general format.
1. Introductions and/or revisit of what was discussed at the previous meeting
2. New Topic(s) for this meeting
3. Next Steps
4. Recap of what was discussed
5. Review of who is assigned what task(s) moving forward

**Storage of Meeting Minutes**

Each department on campus follows its own rule regarding the storage of meeting minutes. Please meet with your manager to discuss where those should be stored for your department (on the drive, in SharePoint, OneDrive, etc.)

**Branding – PowerPoint Presentations, logos, etc.**

All rules regarding branding, as well as PowerPoint templates for presentations, logos, etc., can be found in the Brand Style Guide on our website, as well as a link to the "Let Us Know" form to request services from your University Marketing representative.

**Creative Services Documents – Link and Process**

Printing, trimming, folding, coding, and photographing are all services that need to be ordered through creative services for events. Here is the link to the Creative Services page on our website that outlines those details.

University Marketing will design the print pieces so be sure to connect with your University Marketing Representative to confirm who is ordering the print pieces from creative services.

Caution, please place your orders as soon as possible. Depending on the time of year (start of the semester, graduation, etc.) it may require additional time to complete orders.

**SECTION V**

# Event Planning

Event Planning is an essential job function in your role. Knowing your resources will be important as you take on the role of event planner for different events on campus. Listed here are some of your major resources needed for event planning.

**Reservations Link –** https://ems.ad.uwp.edu/EMSWebApp/

Set up a time with Reservations for training on EMS web. This will need to be completed before you will receive a log in for this system.

The reservation link (EMS Web) can be found on the login page on the uwp.edu website. This link is used to reserve rooms for different events. If you have questions about which rooms you should have access to reserve through EMS Web, contact Reservations at (263) 595-2458, reservations@uwp.edu. Please note, if you need to reserve the Ballroom, you must reserve months in advance.

**Catering Link –** https://www.uwp.edu/explore/cateringse/

All food ordered for different planned on campus are required to be ordered from the contracted catering group for the university. To view the different room capacities, click the Special Events Page link on the catering webpage.You may email University Catering at catering@uwp.edu.

Ensure to contact catering a minimum of two weeks prior to the event to confirm final numbers and meal specifics. For smaller orders, provide catering with at least 72 hours' notice.

**Accessibility –** https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/headquarter-city-uw-system-sponsored-events-policy/

Events should be planned and located in such a way that convenience and accessibility for the participants is maximized and costs to them and the UW are minimized. Utilization of campus facilities is encouraged.

Invitations and Agendas

Invitations and Agendas can be requested to provide to participants for events through the "Let Us Know" form on the Branding Style Guide page of our website. Those are designed by your University Marketing representative and, depending on the quantity needed, will either be ordered through creative services or outsourced.

**SECTION VI**

# Human Resources

**BP Logix**

BP Logix is an electronic workflow application. All HR forms can found electronically by clicking on the following link: HR COST Ticket

**What is the HR COST and purpose?**

- COST is Campus Operations Support Team.
- HR COST is to assist all campus partners with all HR needs, including BP Logix forms and processes.
- All inquiries must be submitted through the HR Ticket.
- The Ticket is to ask a specific HR question, guidance, on BP Logix.

**HR Cost Representatives**

- Laura Menarek, menarek@uwp.edu or Ext. 3204

  - Provost Office
  - Admissions
  - Student Services
  - Continuing Ed
  - Community Engagement
  - CTS
  - Residence Life
  - Career Services
  - Tutoring
  - OMSA
  - Student Health
  - Library
  - COAH
  - CBEC

- Cheri McDonald, mcdonalc@uwp.edu or Ext. 2042

  - Division of Finance and Administration
  - Human Resources
  - Business Services
  - Cashier
  - Police Department
  - Facilities
  - Chancellor's Office
  - Advancement
  - Athletics
  - Marketing
  - Creative Services
  - CSSPS
  - CNHS

**e-Performance**

e-Performance is a Web-based integrated human resources (HR) performance management solution designed for performance management at UW-Parkside. The system provides a set of tools for the complete performance management lifecycle. Before completing the form, please complete the short training. Click on the link to access the PowerPoint presentation. https://www.uwp.edu/explore/offices/humanresources/performeval.cfm

To access the form, you will need to go on your MyUW Portal and find the tile Performance Management. Click on link: MyUW Portal

**Benefits**

All benefits are handled through Shared Services. Below is the link to access information on your Benefits. https://www.uwp.edu/explore/offices/humanresources/benefits.cfm

**Payroll**

All payroll questions can be are handled through Shared Services. Below is the link to access information or questions. https://www.uwp.edu/explore/offices/humanresources/payroll.cfm

**Policies and Procedures**
https://www.uwp.edu/explore/offices/humanresources/policies.cfm

**Human Resources Website**
https://www.uwp.edu/explore/offices/humanresources/

**Employee Handbook**
https://www.uwp.edu/explore/offices/humanresources/policies.cfm

**Employee Assistance Program (Kepro™)**
https://www.uwp.edu/explore/offices/humanresources/benefits.cfm

**SECTION VII**

# Business Services

Business Services supports the University by providing ancillary services in accounting, financial reporting, compliance assurance, purchasing and accountability. They strive to provide exceptional service by functioning as a liaison to the campus community to support the mission of the university.  To access the Business Services website, click on the link https://www.uwp.edu/explore/offices/businessservices.

- The Campus Operations Support Team (COST) has two halves: Human Resources and Business Services. COST-Business Services is a shared services model that assists you with financial transactions so that you can focus on your department. You will access COST requests in BP Logix. The request allows you to initiate a number of financial requests such as: submitting a non-catalog request, paying invoices, adding suppliers in ShopUW+, having invoices created through the Accounts Receivable process, etc.

- Financial training is available in the Business Services Canvas Classroom. You must self – enroll to access the classroom. There are multiple topics available through Canvas to ensure you stay on top of the financial information you need, including periodic COST updates. Business Services offers in person, virtual, and recorded training.

- The Business Services website has multiple pages with updated information on various financial topics. Please look through the webpages and the Canvas training for information. You are always welcome to submit a COST ticket if you need additional information.

- If you would like additional guidance on what training might be appropriate based on your role, you can submit a COST ticket, choosing the OTHER category and leave us a comment OR submit an email to BusinessServices@uwp.edu.

- Based on information from your supervisor, you may need to request specific access to certain programs. Discuss the access needed with your supervisor and use the Business Services COST ticket to request the appropriate access.

**Travel and E-Reimbursement**

**Travel**

The University of Wisconsin System has a managed travel program with a variety of carefully selected contracted vendors; use of these vendors is required for reimbursement.  It is highly encouraged that all employees attend a travel training session prior to making travel arrangements. Contact the travel manager or request a training if you have further questions after viewing the information on the Travel website: https://www.wisconsin.edu/travel/uwp/

Travel training will cover:
- How to plan and book travel for yourself or others
- How to book travel for non-employees
- Using the current travel partners

*Booking Guidelines*

| Travel Type | Booking Method | Primary Vendors | Notes |
|---|---|---|---|
| **Air** | Concur or UW Travel Agency* | American Airlines, Delta, Southwest, United | No requirement for airline vendor<br><br>Fares should be within $150 of lowest logical fare |
| **Car** | Concur, UW Travel Agency, Rental Agency | Enterprise/National: XZ78809 (Primary)<br><br>Hertz (Secondary): 2182937 | If primary vendors are unavailable, use an alternate company and purchase liability insurance |
| **Lodging** | Concur, UW Travel Agency, Directly with Property | Preferred Hotels | Airbnb is allowed, other booking methods such as Hotels.com/Expedia is not allowed. |
| **Rail/Rideshare/Taxi** | Directly with Vendor | None | |

**\*Required to use to be eligible for reimbursement**

*Concur:* Concur is an online booking tool used by all University of Wisconsin System schools. Registration is needed for both travelers and arrangers. University of Wisconsin System air, car rental and hotel contract rates are loaded into Concur.

**E-reimbursement**

E-reimbursement is the web-based system used to reimburse University of Wisconsin - Parkside employees and non-employees for expenses incurred while traveling or conducting business for the University. The e-reimbursement module is also used to reimburse employees for non-travel items purchased with personal funds.

As administrative support, you may be a proxy for someone else. You will need to understand how to submit e-reimbursement requests in a timely manner. All expenses must be submitted within 90 days of the expense date.

You will also need to understand the difference between a Purchasing card – managed through Business Services- and a Travel or Corporate Card – managed through our travel manager.

https://www.uwp.edu/explore/offices/businessservices/e-reimbursement.cfm

**Hotel Reservations -** http://concursolutions.com/

Log in through the SAP Concur program to make hotel reservations. Once logged in, click the Hotel Search icon, enter the dates needed, enter in location details, then click search. The program will automatically populate options that fall within the per diem rate. The University's per diem rates are available at University Per Diem Rates.

**Transportation –** https://www.wisconsin.edu/travel/planning/plan/

Out of state trips will most often include airfare as the mode of transportation. If another mode of transportation is being considered for a trip when air transport appears to be the most economical or logical, review Determining the Appropriate Mode of Transportation prior to making arrangements.

**COST System –** https://www.uwp.edu/logins/

Complete a ticket "BS COST Business Services Updated <MONTH YYYY> form in BP Logix (link is found on the Logins page on the website).  Once completed, that form will be routed to the travel manager.

**International Checklist -** https://www.wisconsin.edu/travel/planning/international/

**Working with Foreign Countries -** https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/payments-to-foreign-nationals/

The Business Services department is an additional resource to utilize for travel related questions. Here is the link to their website - https://www.uwp.edu/explore/offices/businessservices/e-reimbursement.cfm.

Faculty and Academic staff have resources available to them to fund professional development opportunities. They may require assistance with completing those processes. Below are the links to the respected resources.

**SECTION VIII**

# Safety Measures

It is important you are familiar with all aspects of safety measures on the UW-Parkside campus grounds. It is our goal to provide all students, faculty, staff and visitors with a safe, healthy and functional environment. To access all Safety and Risk Management information, please click on the link: Safety and Risk Management.

For any questions, concerns or more information, please contact our Safety and Risk Manager below.

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Robert Grieshaber
Safety and Risk Management
(262) 595-2263
grieshab@uwp.edu

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**Police Department**

The mission of the UW-Parkside Police Department is to enhance the educational mission of the university. The Police Department is committed to serving the community with integrity, impartiality, sensitivity and professionalism.

To learn more about the services the UWP Police Department provides, please click on the link
https://www.uwp.edu/live/offices/universitypolice/

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**Non-Emergency: (262) 595-2455**
Emergencies: (262) 595-2911
Tallent Hall, Room 188
police@uwp.edu

</div>

**Ranger Alert**

It is encouraged for all employees to sign up on Ranger Alert. It a means of communicating with all employees should there be an emergency on campus. Click on the link below.
https://www.uwp.edu/live/offices/universitypolice/rangeralert.cfm

**SECTION IX**

# Record Keeping

Organized recordkeeping is vital to providing historical perspective, consistency in applying practices, and efficiency.  This applies to paper records, and as we move toward fully digital files, our electronic files. When implementing or revising filing systems and organization, it is important that parties are given appropriate access to these records.

All personnel files are stored in a P-file, which is kept in Human Resources. Any employment-related documents should be forwarded to HR for proper handling. If you have any questions regarding how to handle documents, please reach out to the Human Resources department at hr@uwp.edu or (262) 595-2204.

UW General Records Schedule

LinkedIn learning offers a variety of training on file organization.  You can access those via Logins on our website.  Use your usual UW-Parkside credentials.

**SECTION X**

# Mail Services and Shipping

At some time, you will need to mail letters, packages, etc. Please contact the Mail Services department if you have any questions regarding a special mailing and/or delivery.

<div align="center">

[Mail Services](#)
Greenquist Hall D206
(262) 595-2385
[mailservices@uwp.edu](mailto:mailservices@uwp.edu)

</div>

**Hours of Operation:**

| Day | Hours |
|-----------|----------------------|
| Monday | 6:30 AM – 3:00 PM |
| Tuesday | 6:30 AM – 3:00 PM |
| Wednesday | 6:30 AM – 3:00 PM |
| Thursday | 6:30 AM – 3:00 PM |
| Friday | 6:30 AM – 3:00 PM |
| Saturday | CLOSED |
| Sunday | CLOSED |

**SECTION XI**

# Professional Development

As you grow in your career, remember we all can use professional development training. Every successful person has been learning and working at their skills for a long time. We encourage all employees to take advantage of professional development opportunities throughout their career.

**Purpose**

The purpose of professional development is to give professionals the opportunity to learn and apply new knowledge and skills that can help them in their job and further their career. Professional development is about building your skill set and knowledge base for your field.

**How do we start?**

Here are some steps, ideas, and resources to begin to build on your skills and knowledge.

1.  Meet with your Supervisor to review your career goals and aspirations.

2.  Here is the SMART goals worksheet for you to write out your goals.

    https://www.uwp.edu/explore/offices/humanresources/performeval.cfm

3.  Check out the following links to search what is available at UW-Parkside to start building your skills and knowledge.

    a.  LinkedIn

    b.  UWP Knowledge Base

    c.  Kepro - Professional Development Courses

    d.  UW-Parkside Professional and Continuing Education

**SECTION XII**

# Administrative Assistant Contacts and Resources

**Office of the Chancellor**

Dr. Deborah Ford is the Chancellor for UW-Parkside. To reach out to the Chancellor's office, contact Rachel Stevenson, Executive Assistant. Click on the link here, Chancellor's Office or email stevenr@uwp.edu.

Wyllie Hall – Room 353
Ext. 2211

**Office of the Provost – Academic & Student Affairs**

Dr. Robert Ducoffe has lead UW-Parkside's strategic efforts to improve student success, increase campus enrollment, enhance curriculum relevance, and strengthen campus community. To learn more about the Provost Office, please click on the link here, Provost Office or contact Julie Lee, Executive Assistant to the Provost, leej001@uwp.edu.

Wyllie Hall – Room 343
Ext. 2261

**Office of Finance and Administration**

Finance and Administration oversees; Business Services, Internal Audit, Facilities Management, Human Resources, Safety/Risk Management, University Police and Public Safety. To learn more about Finance and Administration, please click on the link here, Finance and Administration or contact Lisa Crumble, Assistant to Scott Menke, crumble@uwp.edu.

Wyllie Hall – Room 333
Ext. 2261

**Office of Human Resources**

Human Resources is a vital element within any organization.  Employers are required to follow both state and federal laws. These laws are reflective of minimizing discriminatory HR practices related to race, religion, disability, veteran/military status and many others.

Before a new hire is onboarded, make sure all persons have completed and passed the criminal background check as well as complete the I9 and W4.

If you have any payroll issues, please refer all questions to the HR department. To learn more about human resources, click here, Human Resources.

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Tallent Hall – Room 280
Ext. 2204 ❙ hr@uwp.edu

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**Office of Equity Diversity and Inclusion**

The office of Equity, Diversity and Inclusion works in alignment with the mission, goals and values of the University of Wisconsin – Parkside. We are an institution that is diverse in race, age, ethnicity, gender identity, physical and mental ability, religion, political belief and affiliation, sexual orientation, and perspective. We value our campus diversity and our office endeavors to help create a university environment that is inclusive; where students, faculty, and staff feel safe and can show up and exist as their complete authentic selves. If you would like to learn more about EDI, please click on the link here, Office of EDI.

<div align="center">

Tallent Hall - Room 288C
Equity.and.Diversity@uwp.edu

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**Office of Title IX**

The Title IX office is to protect students, faculty and staff at our campuses. It is important that everyone understands their rights and responsibilities.  The goal is to increase efforts to eliminate sexual harassment and sexual assault on campuses and to continue to improve our response to sexual misconduct, including sexual violence.  We must ensure that students, faculty and staff are safe, know what to do and where to report when they learn of an incident of sexual misconduct; and are apprised of services and remedies that are available if they are sexually harassed or assaulted. To learn more about Title IX, click here, Title IX

<div align="center">

Tallent Hall – Room 288B
titleix@uwp.edu ❙ Ext. 2239

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**Campus Technology Services**

CTS provides the following services but not limited to:
- Answer questions and troubleshoot issues with computers, tablets and smartphones.
- Assistance with lockouts.
- Assistant with Password resets.
- Wi-Fi connection assistance.
- Software installations
- Laptops, hotspots, headsets, webcams, video cameras, adapters, etc.
- LinkedIn learning offers several resources for this topic.  You can access those via Logins on our website.  Use your usual UW-Parkside credentials.
- Contact us:  Campus Technology Services, servicedesk@uwp.edu or (262) 595-2444