



# Staff Resource Guide

**Who to ask? Where to go?**

Developed, Spring, 2003 by Staff Council and by the Office of Human Resources.  
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## Introduction

This publication was compiled by the Texas Woman's University Staff Council as a tool for staff members. Staff Council members have worked to make the publication as accurate and up-to-date as possible, but please note that the most current information can be found by contacting the appropriate offices and departments listed.

The information provided in this Guide is primarily related to the Denton campus because it is the location of most of the administrative functions. The T. Boone Pickens Institute of Health Sciences – Dallas Center, and Houston campuses may have different information in some administrative areas and where it is known that there is a difference, it has been so noted. Please check with the appropriate campus manager on questions of administrative function.

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## **12th Day Class Rolls/ Census Day**

The 12<sup>th</sup> day of class is referred to as Census Day. There are a number of important issues that are associated with Census Day including the deadline to drop or withdraw from a class, the grade that will be awarded before/ after Census Day, financial assistance, class rolls and limits on the number of courses that may be dropped by undergraduate students. Please review information on the [Undergraduate Studies](#) website.

Class rolls are received from the Registrar's Office following the 12<sup>th</sup> day of class for confirmation by the faculty. It is important to stress to GTAs and new adjunct faculty the significance of these rolls. Faculty should note any changes or corrections and sign the document. Once all of the class rolls have been reviewed and signed, originals must be returned to the [Registrar's Office](#), by the deadline.

## **Academic Advising**

Students are normally advised by their major department. For questions concerning academic advising contact [Academic Affairs](#). For a listing of department and major advisors please check [Academic Advising/Advisors](#) website.

## **Accident/Incident Reporting**

Employees should report all occupational injuries or illnesses to their supervisor immediately. The supervisor then promptly files a First Report of Injury with the Office of Human Resources. More information on reporting occupational injuries or illnesses can be found at Worker's Compensation [forms and instructions](#). It is also good policy to report near-misses and potential hazards to the [Office of Risk Management](#).

## **[Academic Affairs \(also see Faculty Resources\)](#)**

Academic Affairs oversees all matters related to academic programs at TWU. Academic Affairs has a wealth of information including [faculty resource information](#) that includes the Faculty Handbook, Faculty Senate information, promotion and tenure information, and awards guidelines.

## **Additional Duty Safety Officer (ADSO)**

A person in each department is designated as the ADSO to serve as a point of contact for Risk Management. More information on their duties can be found on the [Additional Duty Safety Officer Program](#) website.

## **Adjunct Faculty**

Adjunct faculty members are hired on a semester by semester basis. Adjunct faculty are required to teach assigned classes, and in some departments, to hold regular office hours. For more information on adjunct faculty contact the appropriate department head. Adjunct faculty salary guidelines can be found on the [Academic Financial Services/Adjunct Faculty](#) website.

## **Admissions**

The Admissions office serves as the resource for sharing information about TWU with all prospective students including undergraduate, transfer, international, returning and graduate students.

Denton and T. Boone Pickens Institute of Health Sciences – Dallas Center,  
<http://www.twu.edu/admissions/>  
Houston: <http://www.twu.edu/houston/enrollment-services.asp#Admissions>

### **Air Card (Travel)**

Upon request and approval, departments may be issued one Air Card by the [Controller's Office](#). This is a credit card, which can only be used for the purchase of airfare for travel approved by the department or university. Prior to the use of the Air Card, an Air Travel Authorization (ATA) must be completed and approved. Instructions and requirements for the card may be found at Payment and [Procurement Services/ Transportation](#) website.

### **Air Conditioning/Heating (see also Building Services)**

For A/C or heating problems call Facilities Management at the appropriate facility.

### **Alumni Relations – Former Student Association (FSA)**

The TWU Office of Alumni Relations serves TWU alumni of the Denton, T. Boone Pickens Institute of Health Sciences – Dallas Center, and Houston locations. For more information, visit their website.

The Former Student Association (FSA) has been active since 1905 and is dedicated to the creation of lasting ties with TWU and with fellow alumni. Information on the [Former Students Association](#) can also be found on the Alumni Relations website.

### **Annual Faculty Evaluation, Promotion, and Tenure Deadlines**

Policies and procedures for evaluating faculty members are established to provide the means whereby the performance of faculty members, and their contributions to the goals of the University, may be equitably documented and assessed. For more information visit the [Board of Regents](#) website.

### **ASSET (Association of Service and Support Employees of TWU)**

ASSET was established originally as the Texas Woman's University Office Support Staff (TOSS) in 1983 to encourage career and personal development of individual members and to enhance communication and cooperation among TWU staff members. The name changed to ASSET in 1996.

ASSET raises funds through activities such as bake sales, sale of an ASSET cookbook, and craft fairs for the J. Wilkes Berry, Ph.D. Memorial Endowment Fund. This also provides funding for the ASSET Scholarship for TWU staff persons employed and/or enrolled at the University during the semester the ASSET scholarship award is made. For more information on meetings, scholarships, and activities visit their website.

### **Auditing a Course**

Permission to audit a course must be obtained after the first day from the instructor of the course, the chair of the department which offers the course, the dean of the college/school, and the Registrar's Office. Information about auditing may be obtained in the Office of the Registrar. Audit fee information can be found on the [Bursar's](#) website. An [audit card](#) can be found online. Information for Faculty on auditing can be found in the [Faculty Handbook](#).

## **Audits, Internal**

The TWU Office of Internal Audits conducts independent and objective reviews of University operations and procedures. It is important to remember that the Office of Internal Audits is part of Texas Woman's University. Their main objective is to achieve the University's mission. For more information visit their website.

## **Bad (Inclement) Weather Information**

Denton, T. Boone Pickens Institute of Health Sciences – Dallas Center, and Houston Campuses

The TWU Department of Public Safety at the Denton campus will determine if inclement weather has caused frozen streets or other hazardous conditions in the campus location areas. The Director of Public Safety will consult with other local police agencies and the National Weather Service and provide all relevant information to the Vice President for Finance and administration. The Vice President will recommend a course of action to the Chancellor.

The official decision to be closed or delay opening will be made by the Chancellor. The Associate Vice President for Marketing and Communication will immediately notify the news media and the University voice mail coordinator. Information on Bad Weather will be distributed through the Pioneer Alert system <http://www.twu.edu/dps/pioneeralert.asp> For the Houston campus the Campus Manager will be notified. It is expected that, whenever feasible, the decision to close the University will be made by 5:30 a.m. or earlier. (University Policy 2.02)

In addition to Pioneer Alert information on bad weather closings at TWU can be obtained by calling appropriate number: Denton: 940-898-3430; Dallas: 214-689-6631; Houston: 713-794-2310. Also see information on [Houston's Hurricane/Emergency Preparedness](#).

Note: When completing the timecard for a month when a campus closing has occurred, designate the time missed as Administrative Time per instructions from the Payroll Department.

## **Behavioral Assessment Team**

The Behavioral Assessment Team was established for the evaluation, and appropriate disposition of students displaying disruptive behavior in all University settings including online behavior. They will assist in developing intervention strategies to deal with violence, threats and disruptive behavior. All referrals relating to disruptive or threatening behavior should be made to the Office of the Vice President for Student Life or to the TWU Department of Public Safety (TWU police).

## **Benefits**

TWU's Office of Human Resources, Benefits Department assists and supports faculty and staff members (and their families). TWU offers a wide variety of benefit programs: health, dental, term life, disability insurance, and much more. The state of Texas has a designated open enrollment period during the summer and offers seminars (in conjunction with the TWU staff) to assist employees in making wise benefit choices. For more information, visit the Office of Human Resources website or contact employees in the [Benefits](#) area of the Office of Human Resources.

Other TWU benefit programs that employees can contact directly include:

[Employee Assistance Program \(EAP\)](#)

This program provides valuable services at no cost to employees and their families. These services include short-term counseling, legal and financial consultations and work/life resources. The service provider is [Alliance Work Partners](#).

### [Teacher Retirement System \(TRS\)](#)

All employees who are at least 50% FTE (half-time) and expected to work 4.5 months or longer are required to participate in TRS. For more information on Retirement Plans visit the TRS website:

The Office of Human Resources publishes a newsletter called HR Messenger that keeps employees informed on changes in the benefits offered by the state. To view archived newsletters visit the [Office of Human Resources](#) website.

## **Blackboard Learning Management System**

Blackboard is the online learning system used for many courses (online and traditional) at TWU. Blackboard is also utilized to provide Faculty and Staff training. Blackboard can be accessed through TWU's Website or directly at: <http://online.twu.edu/webapps/portal/frameset.jsp>. Assistance can be found on the [Blackboard Support](#) website for both students and instructors.

## **[Bookstore](#)**

The TWU Bookstore is located in the Student Union. The bookstore offers school supplies, snacks, magazines, and TWU logo items (shirts, shorts, etc). Staff may receive a discount by presenting their staff ID card at the time of purchase.

### **[Textbook Ordering](#)**

Textbooks and course materials are ordered through the TWU Bookstore. There is an option to order textbooks for classes online with eDoption. More information on textbook ordering, eDoption and renting textbooks can be found on the Bookstore website.

**[Houston Bookstore](#)** Books, Medical Equipment, Uniforms etc. can all be ordered through the Houston Bookstore.

## **[Budget Information and Budget Transfers](#)**

The primary duties of the Budget Office are to coordinate the preparation of the annual operating budget, maintain the adopted budget throughout the fiscal year, process budget transfers and amendments, and to set up new accounts. A budget transfer facilitates the reallocation of funds from one cost area to another within a departmental budget, for example, moving funds from Maintenance and Operations account to the Travel account. The budget forms are available on the Office of Finance and Administration's [Budget Office](#) website.

## **Building Services**

Any issues with interruption of electrical power, air temperature or water, contact [Facilities Management](#).

For emergency after hours issues contact the Central Power Plant at 940- 898-3170

- Denton – Call 940-898-3170 (Central Plant) and they call the appropriate on-call person(s)

- Dallas - Call 940-898-3170 (Central Plant) and they call the appropriate on-call person(s)
- Houston – Call DPS, 713-794-2222 and they contact Facilities Management personnel

## **Bulletin Boards**

There are numerous bulletin boards located throughout campus for informational purposes. The public bulletin board is located next to the entrance of the Garden Room in the Student Union. All postings must be stamped for approval at the Center for Student Development, located in the Student Union, Room 134, prior to posting. The free speech bulletin board located on the west side of the building does not require approval prior to posting. The free speech bulletin board is cleared of all materials on the first working day of each month.

Bulletin boards for posting notifications required by Federal and State laws are located on all campuses. On the Denton campus, there are two; one in the OHR and one on the first floor of the ACT. For the locations on other campuses contact the respective Campus Manager.

## **Campus Maps**

Denton, T. Boone Pickens Institute of Health Sciences – Dallas Center, and Houston

## **Career Services**

The TWU [Career Services Staff](#) assists students at each stage of their academic and post-graduation career. Their focus is on answering any questions regarding career planning and the job search process. They offer a comprehensive array of other programs, services, workshops, and seminars designed to meet student needs. All services for the Denton, T. Boone Pickens Institute of Health Sciences – Dallas Center and Houston students are coordinated from the Denton campus.

## **Catalogs, Undergraduate and Graduate**

The two catalogs are revised on alternate years and may be viewed at the [Schedules, Catalogs and Calendars](#) website. A student can expect to follow guidelines found in the catalog up to six years. When changes are made in academic programs, policies or other matters the changes will first appear in the online policy manual.

## **Catering**

[ARAMARK](#) is contracted by Texas Woman's University to manage food service departments on campus. Check with [Conference Services](#) to see if a particular building on campus can have food served from a source other than ARAMARK. For [Preferred Providers of Food Services](#), and the venue they are approved to serve, please contact Conference Services.

## **Colleague**

Colleague is a software package that contains the university's student information including:

- Student applications and registration
- Class schedules
- Financial aid information
- Tuition and fee status
- Grades and transcripts

For additional information on Colleague please go to the [Information Technology Services – Service Catalog](#).

### **Computer Repairs/Changes/Network**

Technical Support Services provides service for all computer related functions for the University through the Information Technology Help Desk.

A list of typical services that Technical Support provides:

- Hardware/Software Installation and Troubleshooting
- Printer Setups and Troubleshooting
- New Computer Installations
- Technology Consultations and Quotes
- Data Storage and Backups

For assistance with technology problems please submit a Work Order. It is the expectation that the ticket will be addressed by the end of the business day. For immediate assistance please call 940-898-3971.

### **Conference Services**

Conference Services assists in scheduling and coordinating the details of non-academic, outside events, luncheons, meetings, holiday parties, proms, wedding receptions, wedding ceremonies, theatrical performances, sporting events, academic competitions, galas, overnight camps/conferences, and general conference rooms. When planning the event, Conference Services should be contacted immediately to confirm and reserve requested space. Facilities are in high demand, so confirm as early as possible. More information is available on the [Conference Services Forms and Procedures](#) website. Academic classes are scheduled through [University Scheduling](#).

### **Continuing Education**

TWU provides non-credit continuing education for those seeking professional advancement or development, licensure renewals, and specialized training. For more information see their website.

### **Controller's Office**

The Controller's Office is responsible for general ledger accounting and financial reports as well as activity in the Bursar's and Procurement Offices. Guidelines and frequently used forms may be found on this site.

### **Convocation**

Honors Convocation ceremony honors students, faculty and staff for their contributions to the University. This annual event is organized by the Associate Provost's Office and coincides with Homecoming Week each April.

### **Counseling Center (Students)**

Professional psychologists and graduate students in training provide a safe and caring environment in which students may explore their concerns. All staff members adhere to the ethical principles of the American Psychological Association. Please refer any student that may be in distress to the

counseling center and never try to counsel a student. If in doubt, always refer the student to the Office of Student Life.

Denton Counseling Center	940-898-3801
Dallas Counseling Center	214-689-6655
Houston Counseling Center	713-794-2059

### **Custodial Services/ Housekeeping (Denton)**

For scheduling routine services call 940-898-3136.

### **Degrees offered at Texas Woman's University**

A complete listing of programs, majors and degrees can be found on the Admissions website. To find out more about each program, contact the department/school/college listed. Information is also available concerning Online Degrees and TWU Programs at Collin Higher Education Center.

### **Deliveries (see Receiving)**

#### **Dental Hygiene Clinic**

TWU Dental Hygiene Clinic is a part of the Dental Hygiene Program and provides high quality services at a reduced fee in an education setting for staff, faculty, students, and the community. For appointment, location and fee information contact the clinic at 940-898-2888 or at their website

#### **Designated Operating Accounts**

Operating Accounts were established to provide greater flexibility in achieving the educational mission of TWU. These accounts are budgeted with local funds and are structured as follows: 11.410.xx.xxx.xxx.00000000. More information on these accounts may be found at the [Office of the Controller's](#) website.

#### **Directory**

A Directory of Phone Numbers and Email Addresses may be accessed through the links listed in the top right hand of the university's main webpage. The Faculty/Staff Telephone Listing by Department can be found at this link: <http://www.twu.edu/TWU-Faculty-Staff-Directory-10-11.pdf>.

#### **Disability Support Services**

The Office of Human Resources provides assistance to faculty and staff with disabilities through the ADA accommodation process. Disability Support Services (DSS) is responsible for providing assistance to students. Any student requesting services must complete an application form and provide the office with verification of their disability. The forms can be found on the Disability Support Services website. Faculty, staff may obtain forms and further information by contacting the Office of Human Resources.

#### **Donations (see Institutional Development)**

#### **Driver Authorization**

Individuals needing to drive a TWU vehicle for business purposes will have their driving history checked by the Texas Department of Public Safety. Risk Management coordinates the authorization

with the pending driver. Expect a 2-6 week process. Review [TWU Policy 7.02 on Vehicle Operations](#) before submitting Driver Authorization Request form found at [Request Form](#).

### **E-mail Address**

All faculty, staff, and students may request an e-mail account through Information Technology Services, Pioneer Portal: <https://portal.twu.edu/its/AccessEmail.htm>. An e-mail address for a department may also be requested.

### **Email Lists**

Existing group email lists may be accessed by logging in to Pioneer Portal. They are located under My Resources/Faculty/Staff Resources/Email Distribution Lists. There is also information on how to request a mailing list for a specific reason.

### **Emergency Alerts/ [Pioneer Alert](#)**

In the event of inclement weather or other emergencies, TWU students, faculty and staff should be on the alert for announcements regarding the university's operations. These messages will be sent through the university's Pioneer Alert emergency notification system, posted on the TWU website's homepage at [www.twu.edu](http://www.twu.edu) and, in the case of inclement weather, announced on local radio and television stations. For more information about the [Pioneer Alert](#) emergency notification system, go to the TWU Department of Public Safety website.

### **Emergency Services**

The Department of Public Safety's (DPS) primary mission is to provide a safe and secure environment. In the event of an on campus emergency dial Emergency Services Hotline: 940-898-2911 (when dialing from a campus phone dial X 2911 or pick up an emergency phone at one of the Kiosks located throughout the campus. Contact information for the other campuses: Dallas: 214-689-6666 and Houston; 713-794-2222. For information on emergency situations and how to respond, see the DPS website: <http://www.twu.edu/dps/default.asp>.

### **Evacuation Plans and Training (also see [Additional Duty Safety Officer \(ADSO\)](#))**

Each department on campus has an Additional Duty Safety Officer (ADSO) assigned to provide training on evacuation and sheltering in place for emergency situations. Contact the department chair or director to find out who is responsible for a particular department. Make note of the buildings exits, stairwells, etc. in case of an evacuation. For more information on safety, see the TWU [Risk Management/Emergency Operations/Business Continuity](#) website.

### **Events – Space Availability (see [Conference Services](#))**

Events can be held in several places on campus including the Student Center, Library, in departmental conference rooms and in rooms in ACT or CFO, Stoddard Hall, Hubbard Hall, and the Greenhouse. [Conference Services](#) will assist in determining the best location to fulfill event requirements.

### **[Exercise and Sports Nutrition Clinic](#)**

The Exercise and Sports Nutrition Clinic provides health and fitness assessments for the Denton community.

### **Exercise Classes**

Fitness and Recreation on the Denton campus offers over 40 classes during a semester with a wide range of classes such as group exercise, cycling, water aerobics, aerobics, etc.

### **Faculty Handbook and Resources (also see Academic Affairs)**

The faculty handbook along with many other faculty resources is located on the Academic Affairs website.

### **Facilities Management and Construction**

This website includes links to other forms such as Key Requests, Vehicles, Work Orders, Move Requests, Special Events, etc. The list can be viewed through the Pioneer Portal. Submit routine work orders electronically through Pioneer Portal under Facilities Management. See the Facilities Management website for work submission information.

### **Federation of North Texas Area Universities**

The Federation of North Texas Area Universities is a consortium of three universities--Texas A&M University-Commerce, Texas Woman's University, and the University of North Texas--which coordinates various graduate programs and activities among the institutions. Under this arrangement, students may take courses at one of the other institutions and receive credit for it towards their degree at TWU. Refer students to the Federation representative at X 81-3414 in the Graduate School for registration at UNT or Texas A & M – Commerce. For more information see the following link: <http://www.twu.edu/faculty-handbook/federation.asp>. Students enrolled in programs that are not part of the Federation do not qualify for these privileges.

### **Fire Training and Fire Safety (also see Additional Safety Duty Officer)**

For more information, see the Risk Management website.

### **Fitness and Recreation (see Exercise Classes also)**

Fitness and Recreation provides facilities, programs and events through the year to promote a healthy lifestyle to the TWU community. Denton facilities include a full service fitness center. Information on [Dallas and Houston](#) facilities is available

### **Food**

TWU offers several places to eat on campus. Check out the locations and menus at <http://www.campusdish.com/en-US/CSSW/TexasWomans>

### **Former Students Association**

The TWU Former Students Association is organized to promote Texas Woman's University, to raise scholarship funds and to provide opportunities to current and former students and friends of the University for lifelong-affiliation and volunteer partnership. Each department may or may not have an academic chapter. Check with the department head or Former Students Association.

### **Freshman Orientation**

New Student Orientation is a three-part program designed to help new students with their transition to campus.

## **Funding**

All questions concerning funding, numbering, use, and transfers of funds should be directed to the Office of the Controller.

## **Funeral (Bereavement) Leave**

See the Human Resources, Staff Handbook, for the policy on Bereavement Leave.

## **Global Connections**

The mission of Global Connections is to create a TWU campus climate of global awareness and understanding. For more information on Global Connections and global activism, see their website.

## **Golf Course**

TWU has a beautifully maintained 18 hole public course; to reserve a tee time call 940-898-3163 or visit the website.

## **Grade Appeals/Complaints (Formal Procedure)**

There are formal appeal procedures and guidelines on file in the dean's office. You can also find information on grade appeals and policy on the Academic Affairs website at <https://www.twu.edu/academic-affairs/forms.asp>. Never discuss a grade complaint with anyone other than the student, not parents or spouses. If the student wishes to involve these individuals, it is their option, but not the faculty or chair's right.

## **Graduate Assistant - GA(S) or GA (W)**

A Graduate Assistant is not a teacher of record. They work in support of instruction, and are paid from either (a) Part Time Faculty Salaries-Graduate Assistant ("S") category which is the 10 account or (b) Wages line from course fees or distance learning account ("W"). For more information on Graduate Assistantships see, <http://www.twu.edu/gradschool/graduate-assistants.asp>.

## **Graduate Research Assistant**

A Graduate Research Assistant is not a teacher of record. They are paid from a grant account. For more information: <http://www.twu.edu/gradschool/graduate-assistants.asp>.

## **Graduate School Questions (low GRE, low GPA, degree plans, graduation, etc.)**

All this information can be found on the Graduate School website or by calling the Graduate School <http://www.twu.edu/gradschool/default.asp>.

## **Graduate Assistant Pay Scales**

For Graduate Assistant pay scales go to: <http://www.twu.edu/gradschool/graduate-assistants.asp> and click on the link to Graduate Assistant Pay Scales.

## **Graduate Teaching Assistant**

Graduate Teaching Assistants (GTAs) are teachers of record. GTAs can only be paid from the 10 account. Funds for these positions are allocated in August of each year in 10 accounts (state funds)

and are usually based on amount received the year before. For more information:  
<http://www.twu.edu/gradschool/graduate-assistants.asp>.

### **Grant Management and Grant Accounting**

The Office of Research and Sponsored Programs provides information and forms pertaining to internal and external grant funding and account management.

### **Hazardous Chemicals**

Risk Management should be notified when anyone is working with hazardous chemicals. Very specific instructions and procedures for returning hazardous chemicals apply. For more information contact the department's Additional Duty Safety Office (ADSO) or Risk Management.

### **Hazardous Communication Training**

TWU is committed to ensuring that all faculty, staff and students working with or around chemicals are informed of the specific physical and health hazards of those chemicals and are protected against their hazards. All employees must receive training to become knowledgeable about the potential hazards of the materials they use and how to properly handle workplace chemicals

### **Health and Wellness**

#### **Personal Training Classes**

A personal trainer can help improve a person's confidence in physical activity and exercise. More information on what Fitness and Recreation offers can be found on their website.

#### **Wellness Connections**

Wellness Connections seeks to provide the TWU community with valuable information and tools on a variety of wellness issues. For more information, visit their website.

### **Help Desk**

The Help Desk at Texas Woman's University provides user support services for telephone, voice mail, and computer hardware and software applications.

### **Hiring Procedures**

For information about hiring procedures, visit the Human Resources website's [Recruitment and Selection](#) website.

### **Human Resources (Office of)**

The Office of Human Resources provides customer service and resources to meet the University's requirements in the areas of Affirmative Action & Diversity, Benefits, Compensation, Employee Relations, Equal Opportunity, HR Accounting, Regulatory Compliance, Payroll, Records, Recruiting, and Training & Development. Contact information can be found in the [OHR Directory](#).

### **ID Card Services**

To obtain a Pioneer ID Card for the first time or for a replacement card, contact Department of University Housing which is located in Jones Hall on the third floor. For more information, visit their website.

## **Information Technology Resources and Training**

Focusing on faculty and staff support, the [Instructional Technology](#) Delivery Systems component of [ISS](#) provides [professional development](#) on numerous software applications, [voicemail](#), [video production](#) and [video conferencing](#) to augment technology enhanced instruction. ITDS also supports TWU's [television](#) station [Pioneer TV](#).

## **Injuries (also see Accident/Injury Reporting)**

Call the Department of Public Safety immediately when an injury occurs. They will call the paramedics if needed, or transport the person to Student Health Services. If the injured person is a university employee (including student assistants and temporary employees), also contact the employee's supervisor and Risk Management. The supervisor will contact the Office of Human Resources to report the injury and complete a First Report of Injury form. These forms are available on [Benefits, Workers' Compensation](#) website.

## **Institutional Development**

Institutional Development coordinates donations, planned giving, donor receptions, etc. For more information, visit their website. For Houston: <http://www.twu.edu/houston-alumni/give-to-twu.asp>

## **Institutional Effectiveness**

Institutional Effectiveness provides leadership, consultation, training, technical support, and information to facilitate achievement of desirable student learning outcomes and administrative goals. For more information on data available and requests for reports, visit their website.

## **Intercultural Services**

Intercultural Services provides the university with educational programs and services that promote cultural diversity. Some of the services they offer are SUCCESS Mentoring Program, Multicultural Student Network (MSN), TWU GO Center/G-Force Program, and Cultural Connections Conference. More information is available at their website.

## **International Education/Students**

The Office of International Education works in conjunction with TWU Faculty and Staff to make sure each international student receives the utmost individual attention during the admission and acceptance process. Any information regarding the application or admission of international students (TOEFL scores, etc.) must be sent to International Education. International Education will send the student information they need to be accepted. All new international students must meet with the Director of International Education. .

## **Inventories**

- Consumable Supplies Inventory is usually due mid-September. Facilities Management (<http://www.twu.edu/fmc/resources.asp>) will send out an email with the necessary information.
- Hazardous Chemical Inventory is usually due in November. Each department's Additional Duty Safety Officer (ADSO) will complete the inventory. More information can be provided by the Risk Management department.

- Equipment Inventory – managed by William Beckham, Assistant Director of Resource Planning and Assets, Facilities Management, 940-898-3134

### **Key Requests**

Key requests are now done online through the Pioneer Portal. Key request status can be checked online on the Facilities Management section of the TWU Pioneer Portal site.

### **LASSO**

LASSO is the university newspaper. For information on advertising in the Lasso call: 940-898-2183. Editor: 940-898-2191. Back issues: <http://www.twu.edu/lasso/>.

### **Library**

Contact information is as follows for other campuses:

- Dallas: <http://www.twu.edu/library/parkland-hs.asp>
- Houston: <http://www.twu.edu/library/houston-library.asp>

The TWU library has extensive services and collections. Visit the website above for more information.

### **Lifelong Learning**

The Office of Lifelong Learning at Texas Woman's University provides quality, innovative lifelong learning opportunities to a diverse student population by extending the educational resources of Texas Woman's University. Lifelong Learning at TWU is organized around two basic areas of activity [Distance Education](#) and [Continuing Education](#). Visit the websites for more information.

### **Little Chapel-in-the-Woods**

Built in 1939 and dedicated by Eleanor Roosevelt, this chapel serves as an interdenominational chapel; however, it was constructed primarily for private meditation and prayer. Many weddings have taken place there and wedding packages are available. For more information call 940-898-3644 or visit the website.

### **Lock Changes**

Requests for lock changes may be submitted by completing a [work order online](#) with [Facilities Management](#). There is a fee charged on all departmental requests for a lock change.

### **Long Distance Codes**

Depending on department policy, certain staff and faculty members might need authorization to make long distance calls. In order to get a long distance code complete a Long Distance code Request Form located on the Information Technology Services Sharepoint at <https://share.twu.edu/sites/InfoTechSvcs/default.aspx>.

### **Lost and Found (Department of Public Safety)**

All lost or found articles should be reported or turned in to the DPS office on each campus.

## **Mail, Intercampus (Denton Campus)**

Intercampus mail is distributed at the mailroom located on the first floor in the Administration Classroom Tower (ACT). Envelopes for intercampus mailing may be picked up at the mailroom. Overnight mail must be in the mailroom by 3 p.m. to ensure that it is forwarded that day.

## **Mail, Post Office (Denton Campus)**

A United States Post Office, designated with Zip 76204, (940-387-8555) is located in the Student Union on the Denton Campus. All faculty, staff, and students may utilize the Post Office to buy stamps, mail packages, or rent a private post office box. Each department on the Denton campus has a P.O. Box.

## **Maintenance and Repair Service Requests**

For requests such as painting, nameplates, moving of furniture, etc. put in a work or move request through [Facilities Management](#). Select either Work Requests or Move Requests, whichever is appropriate and follow instructions.

## **Majors and Degrees**

A listing of all major programs provided by a department can be found on the Admissions website. To find out more about each program, contact the department/school/college listed on the website. Information is also available on Online Degrees and the TWU Programs at Collin Higher Education Center.

## **Marketing & Communication**

The Marketing & Communication department handles all press releases, TWU templates, brochures, etc. All designs for printed materials connected with TWU must be preapproved by the Director of Marketing. For more information, visit their website.

## **Media Request Forms**

Information Services provides data projectors, document cameras, and computer equipment for classroom instructional use. Any questions should be directed to the [Instructional Support Services](#) (ISS). Forms can be found on their website.

## **Meeting Rooms (see [Conference Services](#))**

## **Membership/Dues Approval**

Any institutional memberships or dues must be approved by the appropriate Vice President. The form must include an account number and then be sent to the Vice President of Finance and Administration for approval before a purchase order number is assigned. The Controller's Office will not release payment without this form. The [Request for Approval and Payment of Membership and Dues](#) form is on the Controller's Office website.

## **Move Requests**

In order to have old furniture moved to Surplus or office furniture moved put in a Move Request form through [Facilities Management](#). Choose the Move Request form on the left hand side of webpage and follow the instructions given for submitting a [Move Request](#).

## **New Employee Orientation (NEO)**

All new faculty and staff employees are required to attend New Hire Orientation within one month of beginning work at TWU. This mandatory training lasts one and a half days and covers all aspects of employment at TWU, including benefits, policy and procedures, safety and security, and campus support organizations. New Hire Orientation information can be found on the Office of Human Resources website.

## **New Student Orientation**

Orientation is mandatory for all first time college students and transfer students with fewer than 22 credit hours who have received an offer of admission to the University. However, all new TWU students are encouraged to attend orientation whether the program is required or not. Orientation to our campus will give students a head start in making their university experience memorable. Parents, family members, and guests are also encouraged to attend the orientation program which will contribute to the success of your student.

## **Newspapers**

LASSO - <http://www.twu.edu/lasso/>

TWU Times - <http://www.twu.edu/twutimes/default.asp>

TWU Update - <http://www.twu.edu/update/>

## **Office Supplies**

Texas Woman's University is proud to recommend [Advantage Supply](#) and [PDME\Office Depot](#) as the preferred office supply vendors for the University and encourages signing up for access and using PCards for all office supply needs. For more information please contact: <http://www.twu.edu/payment-procurement/special-procurements.asp>

## **Parking Permits**

Each vehicle parked on campus by student, faculty, staff or wellness center member must have a parking permit, for which there is a fee. The form and more information may be obtained on the Department of Public Safety Office [Parking](#) website. The permit fee may be deducted through payroll deduction or paid as a lump sum. Parking on campus is strictly regulated and fines are levied for violations. Anyone with an outstanding fine will not be allowed to renew their parking permit. Visitor's parking permits may be obtained at the Information Booth or at the DPS office.

## **Parking Rules and Regulations**

All faculty, staff and students should familiarize themselves with the parking rules and regulations.

## **Payroll Deductions (see Human Resources/Payroll)**

Information on Direct Deposit, Address Change, Faculty Option Forms, Supplemental Task forms and other payroll related questions can be found on the Payroll Department webpage.

## **Payroll Template/Personnel Transaction Form (PTF) Training Guide**

Payroll template training is handled by [Academic Financial Services](#). See PTF Training below.

### **Payslip Access**

Payslip access – log in to Pioneer Portal and then click on My Info link on the left hand side of the page.

### **Performance Evaluations**

TWU has implemented performance evaluations to establish the guidelines for classified and administrative and professional employee performance management and evaluation. For guidelines and instructions, go to the Office of Human Resources web page: [Performance Management](#). For timelines on the Performance Evaluation System, see the [Office of Human Resources/ Training and Orientation](#) web page.

### **Personnel Transaction Forms (PTFs)**

A PTF is completed for each newly hired staff or faculty members. Student workers and assistants are hired through Career Services. These forms are also required when a change is made to the employee's status or account number (i.e. addresses, title change, etc.) or when an employee is terminated.

Academic Affairs refers to the form as a "Payroll Template." PTF training is regularly scheduled through Academic Financial Services. For additional payroll procedures and information visit the Payroll website <http://www.twu.edu/payroll/procedures.asp>.

### **Personnel Vacancy Form (PVF)**

When a staff vacancy exists or is anticipated for an established and budgeted staff position, the hiring department should submit a Personnel Vacancy Form with approvals to the Office of Human Resources (OHR) to initiate recruitment.

### **Phoenix**

Phoenix is web-based applications utilized to access and interact with Oracle systems. It allows users entry into many different modules within Oracle including Human Resources, Financials, and Budget. Phoenix is also used for timecard entry or for purchasing requisitions. For additional information: <https://share.twu.edu/sites/InfoTechSvcs/TSS/ServiceCatalog/Services/Phoenix.aspx>

### **Photos on Websites**

Posting photographs of students or faculty requires a [Photo Consent](#) form from the subject in the photo. The forms are found on the [Marketing and Communication](#) website.

### **Pioneer Alert**

Texas Woman's University Department of Public Safety uses a variety of methods to alert students, faculty, and staff in case of a significant emergency on a campus. In case of an emergency the **Pioneer Alert** system can deliver emergency messages from the police to an affected campus by the following methods:

- Campus computer
- Office telephones, or
- Text message to cell phones.

To receive notification by text message, please [register your cell phone number\(s\) into a secure database by going here](#). The information entered is secure and will never be used for any reason other than emergency alert notification.

### **Pioneer Portal**

Pioneer Portal is the University's official computer system, where student, staff and faculty information is stored. A variety of services are available through Pioneer Portal.

- Access your TWU email account
- **My Info** will display electronic W2 Consent form and Payslip Information
- **My Links** can be used to create custom links.
- **My Resources** include academic calendar, catalog, class schedule, policies and faculty handbook, etc.
- Under **My Settings**, change portal password, customize portal and forward email.
- Access different tools in **My Tools** depending on status – faculty or staff.
- TWU storage online for documents as well as back-up location. It's located under **My Tools/Faculty Staff Tools/File Storage**.

To create an account:

Open browser to <http://www.twu.edu/>

Click on Pioneer Portal on Left side of screen and follow instructions.

### **Pioneer Proud Awards**

Sponsored by the Staff Council, the Pioneer Proud awards are for recognition of the efforts of TWU staff that go above and beyond their ordinary responsibilities.

### **Police Assistance and Service (see Public Safety)**

The university provides law enforcement and security services through the Department of Public Safety (DPS). The department provides 24 hour, seven-day-a-week services to the university community.

The commissioned members of the department have the full authority and responsibilities of a peace officer as authorized by Texas law. All members of the department receive continuing training to ensure that high-quality law enforcement, security and public assistance services are provided to students, faculty, staff and visitors.

## **Policy and Procedures – University and Office of Human Resources Policy Manuals**

The online [University Policies](#) website is the most reliable source of current University policies and procedures. This can be accessed through Pioneer Portal. Other Human Resources Operating Policies and Related University Policies are on the [Office of Human Resources](#) website. Two other important resources are the [Staff Handbook](#) and the [Faculty Handbook](#).

## **Pools**

TWU Fitness and Recreation offers both an indoor and outdoor pool on the Denton campus. See the [Aquatics](#) section of the Fitness and Recreation website for times that the pools are open.

## **Post Office Hours and Box Numbers**

The TWU Denton campus has a U.S. Post Office located on the first floor of the Student Union. The hours of operation are Monday-Friday, 10:00 a.m. to 1:00 p.m. Mailbox access is available during building hours. For more information on renting post office boxes and holidays, visit the post office at the Student Union.

## **Press Releases**

Any press or news releases are handled through [Marketing and Communication](#). Review information at the [Media Relations Policy](#) website.

## **Printing and Mailing Services**

Printing and Mailing Services are available for a fee to campus personnel. Blank forms are available for download on the Printing and Mailing Services SharePoint through the Pioneer Portal. Requests for services must include the appropriate account number. Note: All TWU printed materials must be reviewed and approved by Marketing and Communication.

## **Photocopying Printing and Copy Cards**

Printing Service Requests should be submitted to TWU Printing Services. Copy cards are sold in the Library at the Circulation Desk, Duplicating, and the TWU Bookstore. For more information on photocopying and printing, see the [TWU Libraries website](#).

## **Procurement Card (PCARD) Program**

All procedures for Procurement Card purchasing are found on the [Payment & Procurement Services](#) website.

## **Property Transfer Request/Move Request**

Facilities Management staff is available to assist with moving furniture and other property. Blank forms can be obtained from the [Facilities Management](#) website and must be submitted for all move requests and property transfers to other buildings or to surplus. The same form may also be used for requesting tables and chairs.

## **Public Safety**

The Department of Public Safety provides a variety of public safety services, including:

- Emergency response, including rendering first-aid
- Providing on-campus escorts
- Unlocking and jump-starting vehicles or summoning mechanical assistance.
- Enforcing parking policies
- Facilitating after-hours building entry,
- Delivering emergency messages,
- Fingerprinting, and

- Maintaining a Lost and Found

Contact information is:

Denton:	940-898-2911
Dallas:	214-689-6666
Houston:	714-794-2222

## **Purchasing**

All procedures for state and local purchasing are found on the Controller's website under [Payment and Procurement](#).

## **Radiation Safety Office – (940)-898-2391**

**Recruitment and Selection** (see Human Resources)

## **RedDot Web Design**

TWU uses RedDot for the design of TWU web pages. For information on web building, training and management see the Web Design website. Also see [Webspinner's Manual](#)

## **Recycling**

See the Facilities Management website for their [Green Initiative](#).

## **Redbud Theater Complex**

The theater is located on the TWU Denton campus. For information on performances and events, call 940-898-2510. For the Box Office call 940-898-2020.

## **Receiving, “Central” ([Resource Planning and Assets](#))**

This department provides resources for the management of moving warehousing, property management, surplus property, inventory control, and courier services. Central Receiving is located at 1200 Frame Street, Denton, Texas 76209. Contact Asset personnel through their webpage.

## **Registration Problems (Late Adds, Flex Entries, etc.)**

For information on registration problems, see the Office of the Registrar's website at <http://www.twu.edu/registrar/>

## **Research Office**

See [Research and Sponsored Programs Office](#) website and [Graduate School](#) for Graduate Research Assistant (GRA) information.

## **Risk Management**

Risk Management strives to provide a comprehensive and consistent assessment of potential risks, occupational safety and health, environment management, training, and workplace inspections. For more information, visit the Risk Management website or call 940-898-2924.

## **Room Scheduling**

All academic classes are scheduled through [University Scheduling](#). All non-academic events are scheduled through [Conference Services](#).

## **Searches, Faculty and Administrative Staff Recruitment**

Verify procedures with the college dean's office and Human Resources. For more information on the procedures and forms for recruitment and section see the [Recruitment and Selections](#) section of the Human Resources website.

## **Safety and Health Office (see Risk Management)**

## **Sales, Solicitations and Fund Raising**

The solicitation by employees for the sale of goods and fundraising (other than the fundraising done by the office of Institutional Development or on behalf of Texas Woman's University) must comply with State law.

## **Scientific Equipment Repair Service** (For Applicable Departments)

The office of Research & Sponsored Programs has a Scientific Equipment Repair Service. If department has scientific equipment in need of repair or calibration go to the link above for more information.

## **Scheduling - University Space**

The [Office of University Scheduling](#) assists in efficiently utilizing Educational and General Space for the Denton, T. Boone Pickens Institute of Health Sciences – Dallas Center, and Houston campuses. Contact University Scheduling at 940-898-3990 or [universitiescheduling@twu.edu](mailto:universitiescheduling@twu.edu).

## **Service Awards and Recognition**

An annual celebratory event is held to recognize employee years of service. Service awards are calculated on years of service, in five year increment, to TWU in a benefits-eligible position, excluding temporary and/or student positions. Retirees returning to work in benefits-eligible position are eligible to receive an award for *continuing* service. Service awards are based on the fiscal year rather than on first employment dates.

## **SharePoint**

Or also known as [TWU Share](#) is a document center for sharing documents throughout the University. For more information visit the website or contact Information Technology Services at 940-898-3978.

## **Sick Time**

See the [Staff Handbook under Sick Leave](#). More information can be found in Policy 3.03, [Faculty Sick Leave](#) or in Policy 3.17 [Staff Attendance, Vacation, and Sick Leave Policy](#).

## **Southern Association of Colleges and Schools (SACS) Accreditation**

Every five years a SACS Accreditation Report is requested of the universities by the State of Texas. A task force is appointed to collect and compile the requested information for submission.

## **Special Event Materials Request Form**

Facilities Management will provide chairs, tables, risers, podiums, or the university seal for events. The online request form is located through the Pioneer Portal at the link above.

## **Staff Awards (also see Honors Convocation)**

The Award of Excellence is the highest recognition given to a staff member who exhibits loyalty, dedication, initiative and reliability. The Outstanding Achievement Award recognizes the dedication of TWU staff. The call for nominations for these two awards is sent out by Human Resources each year and the awards are presented at Honors Convocation.

## **Staff Council**

The Staff Council is organized to foster a spirit of unified community among staff members of Texas Woman's University and to provide opportunities for their democratic representation.

## **Staff Development Day**

Staff Development Day is organized by [Staff Council](#) and Human Resources in an effort to provide staff members with training and learning opportunities on campus. The event is generally held twice a year and staff members are encouraged to attend.

## **Staff Handbook**

The Staff Handbook describes important information about Texas Woman's University and employment at the University. The Staff Handbook should be read within the first seven days of employment. All employees are responsible for knowing and following all policies contained in this Staff Handbook. Employees agree to abide by all the policies and procedures contained in the Staff Handbook. If an employee has any questions about the Staff Handbook, or about other issues regarding employment, the employee should consult with their supervisor or the Office of Human Resources.

## **Staff Organizations**

See [ASSET](#)

See [Staff Council](#)

## **Staff Salaries**

Staff Salaries are based on the University's compensation pay plan. More information on the staff salaries may be found on the Office of Human Resources, [Compensation & Classification](#) web page.

## **Staff Scholarships**

Staff scholarships are available from TWU and from [ASSET](#). Information concerning the staff scholarship from TWU is sent out at the first of each semester with applications and instructions for staff members to apply.

## **Student Employment**

Student Employment at Texas Woman's University is coordinated through the Career Services Department. For more information contact [Career Services](#) on their website or at 940.898.2950.

## **Student Inquiries**

In some departments staff members regularly receives inquiries from prospective students through various sources; telephone calls, fax, e-mail, Graduate School, etc., and should strive to respond as soon as possible (try to reply same day as inquiry.) The Admissions Office sends out general TWU information, catalogs and applications. Departments should mail out their own specific information to prospective students sending brochures, requirements, departmental application, and other information as available.

Check with the department as to what procedure they follow on prospective student inquiries as it varies from department to department. All prospective student information should be sent to the Office of Admissions for data input and tracking.

## **Student Life**

The Division of Student Life actively supports the mission of Texas Woman's University and its learning environment. Areas of emphasis are Career Services, Counseling, Housing, Food Services, and Student Health Services. Generally any issues or questions concerning students should be directed to the Student Life Offices. For more information:

Denton: <http://www.twu.edu/student-life/>

Dallas: <http://www.twu.edu/student-life-dallas/>

Houston: <http://www.twu.edu/student-life-houston/>

## **Supply Ordering (see also Purchasing)**

Information on University accounts and authorized purchases can be found on the Payment and Procurement website under Purchasing. For office supplies, the preferred vendors are PDME and Advantage Supply. To set up an account in the PDME system, visit: <https://odams.officedepot.com/registrations/pdme.php> to register. A department account can be set up to automatically charge purchases to a TWU purchasing card.

## **Supply Storeroom**

The TWU Supply Storeroom is located online through the Pioneer Portal from the Facilities Management website. The online catalog lists office supplies that are available to all departments. Also see Office Supplies.

## **Surplus Sales**

Information is available on the Facilities Management website.

## **Syllabus and Vitae Course Information**

Texas Education Code, Section 1. Subchapter Z, Section 51.974 requires that syllabi and CVs be uploaded **for all undergraduate courses**. All instructors of the undergraduate courses will be required to upload their syllabus and vitae in PDF format. The process is done through each instructor's portal account. Depending on the department, staff members may be required to facilitate this process.

## **Technology & Information Services**

Information Technology Services provides centralized technology management to connect TWU faculty, staff, and students across all three campuses through three major departments; Technical Support, Programming and Reporting, and Network and Engineering. Find information on the services that Technical Support Services offers at: [Technical Support Service Catalog](#)

[Instructional Technology Delivery Systems](#) (ITDS) provides professional development on software applications, voicemail, video production and conference to augment technology enhances instruction.

[Instructional Support Services](#) (ISS) works with Instructional Technology Delivery Systems (ITDS) Providing support for classrooms computer labs graphic production and ensures that technology enhances learning will be available.

Denton: <http://www.twu.edu/is/denton-campus.asp>

Dallas: <http://www.twu.edu/dallastechnology/>

Houston: <http://www.twu.edu/houston-its/>

Information Technology Services: <http://www.twu.edu/its/>

## **Telephones**

### **Telephone Long Distance Authorization Form**

A code is necessary to place long distance telephone or fax calls. To get a code, please complete a form which will be kept on file in Information Technology and in appropriate department. For more information on how to request a long distance code look at the [Technology & Information Services](#) web page.

### **Telephone Use and Training**

For information on the use and training of the phone system, voicemail, etc., contact [Instructional Technology Delivery Systems](#).

### **Texas First Ladies Gowns**

See the historic collection of [Texas First Ladies Gowns](#) on the Second Floor of the Administration Conference Tower. The display varies throughout the year.

## **Thefts**

In the event of theft, immediately contact the Department of Public Safety and file a police report.

Denton: 940-898-2911

Dallas: 214-689-6666

Houston: 714-794-2222

## **Time Sheets**

### **Faculty**

A sick leave reporting form will be sent to each department chair at the end of each month. The dates and hours of sick leave taken by any faculty member for the prior month must be recorded on this form. The form must be signed, and returned to the Payroll Office by campus mail or fax.

## **Staff**

Timesheets are entered on-line by the employee. The employee's supervisor is responsible for reviewing the timesheet for accuracy and ensuring that it is completed and approved by the 2<sup>nd</sup> workday of the following month. Any questions or issues related to the online system should be directed to the [Payroll Department](#).

## **Graduate Assistants, Graduate Teaching Assistants, Graduate Research Assistants**

A [work hour authorization form](#) must be completed for each person in this group recording any hours not worked during the month. The department chair must certify that each person in this group worked the required hours for the prior month. Any absences must be reported on this form. The form must be signed and returned to the Payroll Office by campus mail or fax.

## **Student or Hourly Employees**

Hourly employees are defined as employees who are employed on a temporary basis or are student assistants. Hourly employees are paid from the 16<sup>th</sup> of the month through the 15<sup>th</sup> of the following month. Hourly employees must complete a monthly timesheet and report all hours worked. Supervisors are responsible for approving hourly timesheets the first business day following the 15<sup>th</sup> of the month. Hourly employees will not be paid unless a timesheet is completed and approved.

## **Time Card Tutorials**

Tutorials are available on Exempt, Non-exempt, hourly and approver processes.

## **Training Opportunities and Resources**

TWU offers a host of training opportunities for staff. Look at the following websites for upcoming training opportunities.

- The Office of Human Resources, [Training and Orientation](#) website lists regularly scheduled training workshops for staff.
- Information Technology lists training on Sharepoint, Blackboard, etc. For more information on IT training opportunities go through the Pioneer Portal to the IT and ISS website.
- For Web Design training see, <http://www.twu.edu/webguide/contact-us.asp>

## **Transcripts**

Print work copies (for internal use) from Datatel system on department computers. Official copies should be requested from the [Registrar's Office](#).

## **Trash and Recycling**

Trash and recycling are handled by the Facilities Management Department. Blue containers for recycling have been placed all around campus as well as green containers for plastics. For more information on [Green Initiative](#) visit the website, or click on any "Going Green" logo on the TWU website.

## **Travel (Faculty/Staff)**

All procedures for travel are found on the Controller's website under Payment and Procurement.

## **Travel Authorization Request Form**

Faculty wishing to request time off for personal or professional reasons must complete a Request for Travel Authorization (RTA) form prior to travel which is located on the Office of the Controller's website. If travel funds are requested, note the reason and account number. The form must be signed by the department chair prior to the date of travel. For department chairs, the form must be signed by the dean of the college. Always check with the department to make sure there is not additional information or attachments that may be needed with the form.

## **Travel (Student)**

The Office of Student Life manages undergraduate and graduate students traveling as a benefit to the University.

## **TWU Logo Usage**

For policy and procedure on use of the TWU logo contact [Marketing and Communication](#) at 81-3456 or visit their website.

## **University Archives**

The University Archive houses decades of history chronicling TWU's unique standing among Texas colleges and universities. They are housed with and administered by the staff of the Woman's Collection. Information can be found at the TWU Libraries web page for more information.

## **Update (TWU)**

Newsletter is published twice monthly by the Marketing and Communications Department to keep the campus abreast of campus activities and recognition of awards and recognition of campus faculty and staff employees. For submissions to the TWU Update newsletter, contact Karen Garcia at 940-898-3472. For copies of old TWU Updates, visit the Marketing and Communications website.

## **Vacation Time**

For TWU's policy on vacation leave see <http://www.twu.edu/humanresources/Vacation-Leave.asp>.

## **Vehicle Request**

Cars, vans, and buses are available for University travel. Vehicle mileage and bus driver's per diem is charged to the department. Vehicle Request forms are available online at Facilities Management website through the Pioneer Portal. Once completed and signed by the department head, send to Facilities Management. A copy is returned to the department when vehicle use is approved.

## **Vendor List**

See the Controller's website under Payment and Procurement for a list of authorized vendors, <http://www.twu.edu/payment-procurement/default.asp>.

## **Veterans Program Office**

Veterans registering for classes should contact the TWU's Veteran's Administration Representative at 940-898-3069 or for more information, look at the Veterans Program website.

## **Video Conferencing**

Video conferencing may be arranged by contacting [Instruction Technology Delivery Systems](#) at: 940-898-3436 or on their website.

## **Visitor Parking**

Visitors to Texas Woman's University may obtain a one-day visitor parking permit at the Information Booth or at the DPS office. Multi-day permits must be obtained at the DPS office. Clinic patients may park in the clinic spaces during their clinic appointments. Students, faculty, and staff are not allowed to park in visitors' spaces or clinic spaces between the hours of 7:00 a.m. and 9:00 p.m. Monday-Friday. Persons or organizations planning activities which involve campus parking should notify the DPS office at least one week prior to the event so that the office can establish necessary traffic control measures to facilitate proper visitor parking. UNT decals are valid in the library parking lot after 4 p.m.

## **Voicemail**

Voicemail accounts are available for any permanent faculty or staff member.

Send memo or an email ([voicemail@twu.edu](mailto:voicemail@twu.edu)) to the Voice Mail Coordinator in Instructional Support Services through the Pioneer Portal to add, change or delete department voicemails. The new voicemail system is connected with the faculty or staff person's email account

### Setting up Voicemail

1. Call the voicemail system extension 81-4646.
2. When the system answers, press # to access voicemail.
3. The system will ask for a security code, enter 1234. The system will prompt entering a new security code between 4-10 digits. It cannot be the same or similar to the phone or extension number
4. The system will prompt you to record a nametag. This is your name or name and department only.
5. The system will prompt you to record a greeting. This will play for callers when they reach your voicemail.
6. When finished, hang up.

## **Volunteering**

Volunteer opportunities are available through many of the departments and organizations on campus as well as through mentoring programs, staff organizations and through community organizations. Two staff organizations that are organized around the volunteer concept for staff members are:

[ASSET](#)  
[Staff Council](#)

## **Water Aerobics Classes**

TWU Denton Campus offers Water Aerobics classes. See the Fitness & Recreation website for more information on days and times. [http://www.twu.edu/fitandrec/aquatics\\_indoor-pool.asp](http://www.twu.edu/fitandrec/aquatics_indoor-pool.asp).

## **Web Design (See RedDot)**

Web Design and webspinning information and training is available at <http://www.twu.edu/webguide/>

## **Wellness Connections**

Wellness Connections is an initiative that seeks to provide the TWU community with valuable information and tools on a variety of wellness issues. For more information visit their website.

## **Women's Health Institute**

The [Institute for Women's Health at Texas Woman's University](http://www.twu.edu/womens-health/) is becoming one of the foremost comprehensive authorities on the health and well-being of women in all stages of their lives. It serves as a research and education resource for TWU's health professions programs on the Denton campus. For the most current projects on the Denton campus see <http://www.twu.edu/womens-health/projects.asp>

## **Work Orders**

For Technology & Information Services related work requests are submitted within Footprints (<http://footprints.twu.edu>). From this website choose which area of Technical support needed and submit the Work Order Form directly from the website.

For building repairs and maintenance, use the link on the Facilities Management home page, <http://www.twu.edu/fmc/>. Signing in to the Pioneer Portal will be necessary to continue the process.