A.S. Administration
&
Legal Resource Center

Office Assistant Manual

For Student Employees

Updated 3/23/11

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Reception: A.S. Administration

Conduct

Priorities

- Important! You are the first person clients come in contact with upon entering our office. Always give a positive impression of Associated Students and we want everyone leaving our office to have benefited from our assistance.

- Our priority is for each person walking in the door or calling on the phone to be directed to the appropriate person. It is not expected that you will have an answer for every question; however, be as helpful as possible.

- The person walking in the door should be handled before the person calling on the phone. Ask the person on the phone to please hold and help the person standing at the desk.

- When handling a phone call or person at the front desk, use the intercom system first. Then look for the person, if appropriate. Note: It helps to keep track of people using the **In/Out Board**. If you know a staff person has left and has forgotten to adjust the board, please do it for them.

- Learn to ask questions of the person walking in or calling. For example, find out if they are sure they want their A.S. account and not their OSL account. If they are looking for a missing paycheck, find out what department they work in. Who is their supervisor? Sometimes students are in the wrong place or are not sure what they need. Keep asking until you understand what the person wants or needs, or until you can figure out who might be able to help them.

- Do not be afraid to ask for help or ask questions at any time.

- Handling appointments: If a person calls or walks in, and the party they need to see is not available, please get their phone number and e-mail address. Tell them "I will have (staff's name) contact you to make an appointment". Also, you can give business cards to them. If the person needs assistance from another department, try to call around and get information to help them; give them a campus map or directions if appropriate. You will provide great customer service versus sending them all over campus.

- Show initiative. Be self-sufficient when you are on the job. When projects are finished look around to see what else could be done, or ask a co-worker for an assignment.

- Take responsibility for your work, as you will be held accountable. **Do not leave work for others to complete.**

- Communicate clearly with your co-workers. Let them know if you have to leave an uncompleted project, they may be able to assist you with its completion.

- Keep your work surroundings neat, organized, and clean.

- Limit visits from friends in the office during your work hours. If it is just a quick hello or message, that is fine. But if you need to do some serious conversing, please take your break and leave the office.

Schedule

- Students may work their regular or an amended schedule during Dead Week and Finals Week. Associated Students will not require student employees to work during those two weeks. The details should be worked out with your immediate supervisor, Jesse, toward the end of the quarter.

- Be punctual. We understand that classes are taken during the workweek, but you need to call/email the office if you are going to be late for your shift.

- Notify Jesse if you cannot work and attempt to find a replacement.

- Work when you are in the office. If you go on a break or out to lunch, please leave the office, or eat in the back. Eating at the front desk is not permitted.

- Respect your co-workers and work amiably with them. If there is a personality conflict, we may be able to change the work schedule.

- Work together as a cohesive group and work for each other in times of absence.

- When you come into work please check in with Jesse, and let her or someone in the office know when you are about to leave.

Time Off

- If you are planning to take time off, find someone to take your shift. Obviously, the earlier you start to ask for a replacement, the better your chances are of success. Let Jesse know, preferably a week ahead of time. Learn to plan ahead.

Complaints

- Any complaint a student has about his or her job or work environment should be directed to his/her immediate supervisor, Jesse. If an attempt at communication with the supervisor fails, or the supervisor is part of the problem, the matter should be taken to Cindy Lopez or Marisela Marquez

Security

During the normal workday, the confidential nature of Legal Resource Center and the security of the Accounting Office are two issues that need to be addressed. On occasion during the day, a student or students may be left alone in the Accounting Office. During the lunch hour, when people are in and out, please be aware of who is in the office and do not leave the area "unsecured". If you are leaving and you are the last receptionist to be in for a while be sure to let someone in the office know. If necessary, should you be the only one in the office, lock the door when you leave and post a note indicating when someone will return.

***Be sure never to leave checks , confidential information, or other valuables out at the front desk. ***

Daily Tasks!

How To Use The Telephones
See yellow phone instruction sheet on the push board wall.

Telephone Triage
There are several lines on the Administration phone. Each line is answered in the following manner:

X3374 & X4141
Answer these lines immediately or at least within three rings. The proper wording should be "Associated Students' Administration, this is [your name]." Ask, "May I ask who is calling," and additionally screen the call by saying "May I ask what this is regarding." Place the caller on hold and **intercom*** the person to receive the call. Let the intercom ring **3** times. If they do not answer, the person is not there or does not want to be disturbed. If the person is available to take the call, identify the caller then hang up. Otherwise, take a message and then immediately e-mail the message to that person. Always make sure you get the caller's phone number or extension when taking a message for any line. Also "screen" and get a brief description of what the caller needed.

X4246
The Legal Resource Center line should also be answered by the third ring, answer, "Legal Resource Center, this is [your name]."

> **Reminder**- Assist the person walking in before the phone call. If you are busy assisting a person at the front desk and the phone rings you may politely answer, "LRC, would you please hold?"

Messages Procedures
- Always check voicemail (both Admin and LRC) first thing each shift, especially in the morning. Email the messages out immediately.

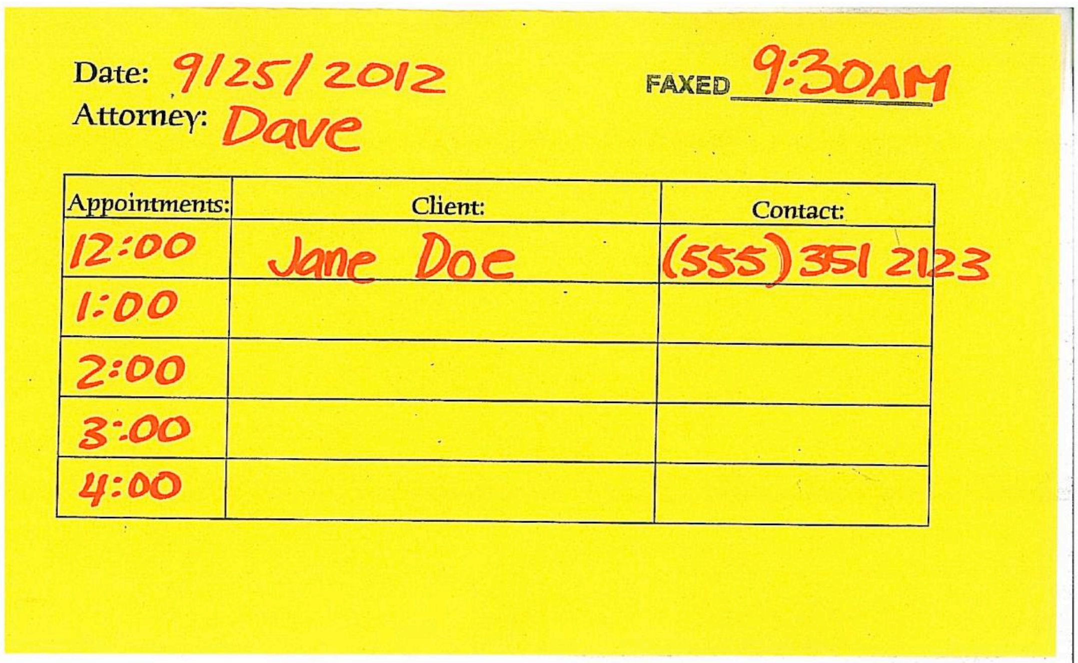
- Each staff member has his/her own voice mail extension. The box that we check is the general line on X3374 (mailbox #1). All calls on this line need to be returned or forwarded to the appropriate person.

- Messages left for staff should always be handled immediately, and then erased.

Checking Voice Mail for Admin & Legal Resource Center
See yellow phone instruction sheet on the push board wall.

Faxing LRC Schedule

1) Look through the schedule book for today's appointments.
2) Fill out today's Date, Attorney and Appointments on the appointment sheet which should be located under the computer monitor. (Indicate any 'over-the-telephone' appointments next to the name)
3) Fax the sheet to the LRC following the fax instruction sheet on the desk next to the fax (use the LRC passcode).
4) Stamp "Faxed________" and write the time you fax the sheet.


Date: 9/25/2012 FAXED 9:30AM
Attorney: Dave

Appointments:	Client:	Contact:
12:00	Jane Doe	(555) 351 2123
1:00		
2:00		
3:00		
4:00		

Fax

- Invoices received by fax should be Date Stamped and put in Jose's invoice folder.
- Travel request faxes should be put in Cindy's in box.
- Any material that is for anyone with In-Boxes in the Admin Office should be put directly in those boxes, unless otherwise stated.
- We do receive JUNK Faxes. Junk faxes should just be recycled. Sometimes and actual work related fax may look like a junk fax, so if you are not sure ask Jesse.
- To send a fax, refer to the fax instruction sheet next to the fax machine. The procedures are there for on-campus, local and long distance faxes.

<u>The Red Box</u>

Everything submitted to A.S. Admin is put into the **RED BOX** on the Front Desk., Requisitions, invoices, applications and deposit receipts are received here. **Date Stamp** all necessary documents. Student timesheets should be put in the blue box attached to the red box. (Refer to the wall above the reception desk for distribution instructions as well.)

Date Stamp & give to **Jose**:

- Requisitions ("requisition" folder)
- Receipts (i.e. Receipts from a vendor/business)-not from cashier's office ("invoice" folder)
- Checks ("checks" folder)
- Student loans (processed/distributed loans back from cashier's office)

Date stamp & give to **Jesse**:

- Yellow copies of Receipts, with pink deposit slip
- Financial information requests

Date Stamp and give to **Cindy**:

- Transportation Services requests (faxed)
- Student Loans (unprocessed new applications)
- Journal Entries Follow=up documentation (not Requisitions)
- EOP Grants
- Childcare Grants

Date stamp and give to **Claudia**:

- Student Timesheets
- Payroll related information
- Audit information
- BKM (Office Furniture)

Date Stamp and File in the Application Binder:

- Student Job Applications

<u>You Do Not Need To Stamp:</u>

- o White Receipts (from Cashier's Office)
- o Staff Timesheets (give directly to Claudia)

Requisitions

Any staff member, student, or group wanting to receive a check or PO from Associated Students, needs to complete a Requisition. Requisitions are to be placed in the RED BOX on the front desk.

- **Make sure Requisitions are COMPLETELY filled out with the following information:**
  A. Name of Account
  B. Account #
  C. Vendor Name, Address, and Phone Number
  D. Box Checked as a PO, Check or Journal Entry
  E. A Description: who, what, where, when, why! (**Date **required** for event, travel, etc.**), and name of event or reason for travel
  F. Total Amount
  G. TWO **AUTHORIZED** signatures****** (refer to authorized signer's binder)
  H. Check is to be mailed, or picked up, and if any special instructions; (i.e. fax Also if there are any receipts be sure they are taped to an 8.5 X 11 piece of paper for ease of filing. ing PO to vendor)
  I. Also if there are any receipts be sure they are taped to an 8.5 X 11 piece of paper for ease of filing.

- Date stamp and log them in the Requisition Log.
- Put them in the Jose's Requisition folder.
- Highlight date of event if close + add date needed by PO/Check box

AS Checks To Be Signed

A check run to obtain signatures is generally needed on a daily basis. You will need to go to Claudia and she will accompany you to use the check signing machine in Denise's office.

Mail

- Between 8:00am and 10:00am Campus Mail Services will bring the mail.

- For any piece of mail that is not Associated Students write "NOT A.S." on the front and put in the outgoing campus mailbox. Often mail is for UCen Operations or Student Group mailboxes. If this is the case, write this on the outside of the envelope. For example, if the mail is for the UCen, write "UCen NOT A.S." on the outside of the envelope.

- Separate all of the Main Office mail. Someone from the Main Office usually comes to pick it up. But as a courtesy, you may call the Main Office and tell them there is mail to pick-up.

- Open all invoices, date stamp them and put in Jose's invoice folder. All checks (received from outside AS) are to be date stamped, logged and put in Jose's check folder. Claudia receives all confidential, payroll or audit related mail. Cindy receives anything to do with banking or investments.

- We also receive Campus Bulletins everyday that should be posted on the Bulletin Board. Be sure to keep board current and toss outdated information.

- During the last shift, pick-up the Admin mail from the Main Office. Take the Main Office mail with you to drop off, if it has not been picked up.

Duties

Ordering Supplies

When to Order:

- When asked to order supplies for the office, or if you notice there is a shortage of something that is needed.
- After making a List, it is a good idea to ask all staff if there is anything else they would like to add.

If anything you feel is needed and is not on the Wish List, consult a supervisor, and then add it.

Central Stores Orders(other than Office Max):
How to Order

- There are two items required to make a central stores order. A Central Stores Order Form and the Central Stores Catalog.

Central Stores Catalog

- Is available online on their website.

Central Stores Requisition

- Find the Central Stores Requisition on their website
- Have Jesse sign it, then Fax it to Central Stores.
- Stamp FAXED on the requisition after it has been sent and put it in Jose's invoice folder.

Central Stores (OFFICE MAX-discounted prices!)

**For next day delivery, be sure to place all orders prior to 4:00pm.
**For product questions or special orders, call Karen Jeffers at Central Stores,

- Before placing an order make sure to check office supply cabinets and ask all admin staff employees if there is anything they need, then confirm the order list with Jesse.
- Go to the webpage: www.officemaxsolutions.com
- Log In
  User name: ASADMIN (case sensitive)
  Password: AS45566
- Click on "Create a new order" on upper left side of this screen.
- Click on "Continue" button on the lower right hand of this screen.
- Fill in the product code, quantity, and UOM (unit of measure).
- Click on "Add to cart" on the top right of screen after you have listed all the products you need to order.
- If your order is complete, click on the "Checkout" button on the right side of the page. Or, you can add more items to your order by clicking "Continue shopping."
- Click on "Continue checkout" at top right of page to finalize your order.

- You must click "**Submit Order**" to finalize the process!
- Note: If you see a green dot next to an item that you ordered, it means that Office Max has it in stock. If Red, they are temporarily out.
- If you are done, click "log out" at the top left side of page.

Monthly BARC Statements

Every month the BARC office will call to let us know the billing statements for A.S. are ready. These billing statements **must** be **picked up** and **not mailed** from the BARC office.

BCC Minutes

Jesse will assign one receptionist to be in charge of keeping the meeting minutes of all boards, committees, and commissions. The purpose of keeping them on file is for the audit, so it is important that they stay up to date and accurate.

- Contact Sean Lieberman and let him know that you will be keeping track of the minutes for the Admin office and ask him to put you on the EXOLC mailing list.
- Print the out the minutes and record on the "Minutes Printed Log" clipboard on the push board wall.
- Go through each set of minutes and highlight the name of the committee, the date of the meeting, and any votes by the committee to distribute money.
- After highlighting all distributions, open the "distribution summary" excel file for the appropriate school year and record the date of the meeting, the committee giving the money, who they gave it to, what it was for, and how much they gave. Once you have highlighted and recorded all of the distributions you may file the minutes in their corresponding binder. Each binder has a cover sheet where you need to log the minutes date.
- At the end of every quarter, go through each committee's binder and take note of any missing minutes (most committees meet once a week). Contact the chair of the committee and ask for a copy of any minutes that you are missing. If there was no meeting or another reason there are no minutes, note the reason on the cover page in that committee's binder.

Helping Students & Staff find needed information

Checks

- Ask when the Requisition was turned in. If it is less than 5 days ago it may not have been issued. Check if the requisition was logged in the binder.
- Ask for the name that the check should have been issued to and look through the Vouchers. If you can find the Voucher, the stamp on it will tell you how the check was delivered (i.e. mailed, picked up, walked).
- If not successful it may not yet have been processed. Check with Jesse for assistance.

Payroll Checks

- The first question to ask: Did you go to the A.S. Cashier's office?
- Then: Who do you work for? (If not AS, then refer them somewhere else)
- Have you been through the work orientation and completed your paperwork with Claudia?
- Also, do you work for other UCSB departments?
- Did you turn in your timesheet? On time?

* * * **If yes to all of the above- refer to Claudia** * * *

Balances

- Periodically a student/advisor will come into the office looking for the balance to their account.
- Retrieve the Financial Report Binder, which is located on the Admin. Reception desk. This report is printed out bi-monthly so is not always up to date.
- Ask for their Account Number and Name and look through the Report. Sometimes they will not know the number . You can find this in the chart of accounts binder alphebetically under student groups.
- The balance is the amount in the last column on the right hand side under "Difference."
- They may ask for more detailed/up-to-date information. Have them fill out a financial request form and see if Jesse has time to print it for them on the spot. If not put this form in Jesse's box and tell the student to come back later to pick up their report(s).

Purchase Order Numbers and Amounts

Sometimes you will be asked for a PO Number or for the balance on a PO.

- Ask for the Account Number/Name and the Vendor that the PO was issued to.
- Use the Financial Report Binder and look under Outstanding PO Report/Acct#. The Left column is the PO number and the Right column is the balance remaining. Jose maintains the PO files and may be of additional assistance, if necessary. Jesse can also look up the info. on the accounting computer.

Maintenance

X-Tech

When there are problems with the Copier:

- Call Kathleen in AS Publications, if she can't fix the problem herself, she will call X-Tech for us.

Periodically, X Tech will send a fax requesting a METER READING. Put this request sheet in Jesse's box for the Admin. machine, and take all other request sheets to Kathleen in AS publications.

Computer/Printer

If there are any Computer or Printer problems that you can't seem to fix (please attempt!) call **Sean, X8824** in Technical Support.

Ink/Toner Cartridges

Make sure there is always at least ONE back up Ink Cartridge/Toner for each printer/copier/fax. The Ink/Toner will need to be replaced periodically. These can be found in the back room. Instructions for replacement are either found on the box of the cartridges or on the machine itself.

- Place all toner cartridges, including packaging, in recycle bins by the elevator

Misc. Building

There are cleaning supplies in the Backroom and we should dust often. If you cannot find anything to do, there is always cleaning to be done! Ask if anyone needs dusting in his or her office. **Don't forget the conference room!**
If there are any lights out, or any building maintenance issues, tell Kathleen in AS Publications by calling 4471 or email kathleev@as.ucsb.edu.

<u>Finding Documents on the Computer</u>

There are a lot of files on the Receptionist Computer and it may be difficult to locate a template or master form. A search using the "spotlight" is the best way to find a document. Label things so that others can find it easily. Putting files in an appropriate folder will also cut down on time spent searching.

The **Desktop** is for permanent, frequently used files only. You can keep projects here temporarily, but relocate the file to a convenient folder when finished. Each student receptionist needs to keep their personal documents in their own folder on the desktop.

<u>Filing procedures</u>

<u>Vouchers</u>

Yellow check copies are attached to the front of the corresponding requisitions and invoices are filed alphabetically by vendor ID. Before filing, stamp the yellow check copy with the PAID stamp (red).

1. Checks made payable to individuals are filed by their last name.
2. Checks made payable to businesses or groups are filed by the first word in the name.
3. Checks made payable to Regents are filed under Regents for the month the check was issued.

When in doubt, refer to the vendor ID for the first two letters.

<u>There are separate folders for certain Vendors and these are filed by date instead of name, with the most current at the end.</u>

Examples are: Childcare Grants, Daily Nexus, EOP, Notes P/R, Honoraria, Coastal Fund, or Student Loans. It is specified in the description of the check copy and stamped accordingly. Check the description and stamp before filing.

> **For example, if a check is made out to Jane Doe, do not file it in the "D" folder if the description states that it is a Student Loan**

<u>Pink</u> voucher copies are filed in numerical order in a Binder located in the lounge area. There is a cover sheet in front of each month of checks (list beginning and ending #'s, then initial).

<u>Receipts</u>

<u>Originals (i.e. white copies)</u> are all filed BY DATE/NUMERICALLY.

> ***NOTE:*** Pay attention to the Account name and file receipts in their respective drawer/folders.
> Separate File Drawers:

1. Cashiers/Notetaking
2. Bike Shop
3. MISC. are filed by date and therefore (generally!) by receipt # order.

Yellow copies with pink deposit slip are filed in a binder in the lounge area in numerical order.

Journal Entries (Folders)

Each journal has a separate file labeled with the journal type and number (i.e. Budget, Revenue, Expenditure, or General). Each journal type has its own color file tab as follows:

File Tab:

1. Budget - blue label (Left)
2. Expenditure - yellow label (Right)
3. General - green label (Left)
4. Revenue - red label (Center)

Purchase Orders (Pink Copies)

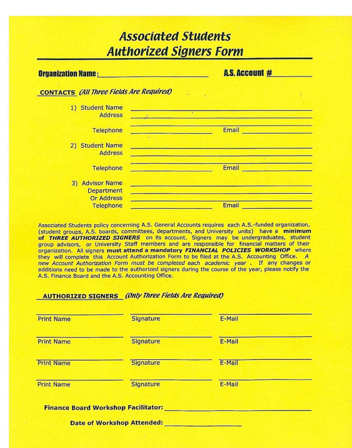
Paper purchase orders are filed in their respective binders in the lounge area. They are filed with the most recent purchase order number (ascending numerical order) in the back of the binder.

Journal Entries (Binders)

These are to be filed in their corresponding binders located in the lounge area. These are to be filed in numerical order, adding to the back of the binder.

Authorized Signers Binder

The authorized signers forms are to be filed in the front desk binder. They are divided by their account group (enterprise, student groups, etc.) and are filed by their account number in ascending order.



Associated Students
Authorized Signers Form

Organization Name: ____________ **A.S. Account #** ________

CONTACTS *(All Three Fields Are Required)*

1) Student Name ____________
Address ____________
Telephone ________ Email ________

2) Student Name ____________
Address ____________
Telephone ________ Email ________

3) Advisor Name ____________
Department ____________
Or Address ____________
Telephone ________ Email ________

Associated Students policy concerning A.S. General Accounts requires each A.S.-funded organization, (student groups, A.S. boards, committees, departments, and University units) have a **minimum of *THREE AUTHORIZED SIGNERS*** on its account. Signers may be undergraduates, student group advisors, or University Staff members and are responsible for financial matters of their organization. All signers **must attend a mandatory *FINANCIAL POLICIES WORKSHOP*** where they will complete this Account Authorization Form to be filed at the A.S. Accounting Office. *A new Account Authorization Form must be completed each academic year*. If any changes or additions need to be made to the authorized signers during the course of the year, please notify the A.S. Finance Board and the A.S. Accounting Office.

AUTHORIZED SIGNERS *(Only Three Fields Are Required)*

Print Name	Signature	E-Mail
Print Name	Signature	E-Mail
Print Name	Signature	E-Mail
Print Name	Signature	E-Mail

Finance Board Workshop Facilitator: ____________

Date of Workshop Attended: ____________

07/01/09

Liquidations and Voids

Liquidations, and voids are to be filed in the same cabinet as the yellow check copies. They are filed in alphabetical order (referring to the vendor number). It is important to make sure the Regents vouchers liquidations and voids are filed in the Regents drawer (top), and not filed in the R's folder. They are filed by date processed.

Pick-up Lists

When checks are ready for distribution Jesse may ask you to prepare a pick-up list. There are 3 kinds: EOP, Check and childcare.

- The templates are on the desktop. Open the one needed and complete the appropriate information. Print two copies of each list.
- EOP pick-up lists get picked up and should be kept in the safe in Admin. When someone from EOP comes to pick them up, have them sign one copy of the pick-up list then give them the checks and the unsigned pick-up list. File the signed EOP pick-up list in the binder located on the reception desk (EOP tab).

Payroll

Claudia is in charge of all Payroll for Associated Students. There is staff and student Payroll and there are a number of payroll duties in this position.

PPS Access

Other campus departments may call and request payroll access for students on campus currently working for Associated Students.

- There are forms in the front desk drawer labeled PPS Access.
- Ask the caller all of the questions on the form then give the form to Claudia .

Payroll Files/Packets

Each student needs an orientation packet for their orientation. These packets are in Claudia's office though there should always be several at the front desk. See the example in the payroll file in the front desk drawer for what items are to be included in the packet.

There is a sample completed student payroll file in the front desk drawer. This shows you exactly how Claudia wants the Payroll files. The file tab will have their name (Last name, First Name) followed by their Department. **Remember that students who already work on campus will not be required to complete all the paperwork.**

Make copies of the following paperwork once completed by the student and give to Claudia. These copies are to be stapled to the file in the order below. Claudia will send the originals to accounting.

Left Side of File (Bottom to Top)**:**	**Right Side of File:**
Safety Training Form	Surepay (If they have it)
Job Description	W-4
Work Study (IF they have it)	I9 Verification Documents**
	Employment Eligibility Verification (I9)
	Oath
	Application
	Payroll/Personnel Online System Form

****Please note the acceptable documents to go with the I-9.** The student can bring either **ONE** document from List A or **TWO** documents, one from List B and one from List C. Please refer to the sample I-9 in the "fun extras" part of the manual.

Student Time Sheets

- Time Sheets are due on the 13th of every month by 4pm.
- Please alphabetize all timesheets.
- For each time sheet, please double check and add up all the hours using the printing calculator. Be sure to attach the tape on each timesheet, and highlight the recorded hours. If your total is different than the Student's, write down your total next to theirs and initial.
- Student paychecks are available on the 1st working day of each month; both the vouchers for Surepay, and the paychecks can be picked up downstairs at the Cashier's Office.

For any other questions regarding timesheets, paychecks, and payroll, please ask Claudia- she is the Payroll/PPS Administrator

8·00 +
8·00 +
2·50 +
5·00 +
5·00 +
5·00 +
5·00 +
5·00 +
43·50 *

initial

ration Office
06-6081
93-3374

PAYROLL TIME REPORTING SHEET

AS UCSB
ASSOCIATED STUDENTS

rough the 13th of the month, any hours worked after that date are to be reported the following month. Record your hours to the

A.S. Program Board   NAME: Jane Doe

MONTH OF September / October, 20 12

DATE	TIME IN	TIME OUT	HOURS	PROJECT	DATE	TIME IN	TIME OUT	HOURS	PROJECT	DATE	TIME IN	TIME OUT	HOURS	PROJECT
14					24					3				
15					25					4				
16					26					5				
17					27					6	12:00	5:00	5.0	Program Board
18					28					7	12:00	5:00	5.0	Program Board
19					29	9:00	5:00	8.0	Program Board	8	12:00	5:00	5.0	Program Board
20					30	9:00	5:00	8.0	Program Board	9	12:00	5:00	5.0	Program Board
21					31					10	12:00	5:00	5.0	Program Board
22					1	1:30 4:00	3:00 5:00	2.5	Program Board	11				
23					2					12				
										13				

TOTAL HOURS WORKED: 43.50

I hereby certify that this is a true statement of the hours worked and that the work was performed in a satisfactory manner.

SUPERVISOR SIGNATURE

Revised 11/00

I certify that I have worked these hours.

STUDENT'S SIGNATURE   DATE

15 Minutes = .25
30 Minutes = .50
45 Minutes = .75
60 Minutes = 1.00

Legal Resource Center

Scheduling Appointments

Ask the caller if s/he is a currently enrolled, undergraduate/graduate UCSB student. As Registration Fees pay for A.S. Legal Resource Center, if the caller is not a currently enrolled student, they cannot use Legal Resources.

All interactions between the students and the attorneys are strictly confidential. If a parent calls in place of their son or daughter please ask them to have their son or daughter call instead. If they insist on speaking with the attorneys themselves then pass them along to your supervisor.

Ask the student if the issue involves the University or a student at the University. We cannot give advice to students that have a problem with another UCSB student or with the University, due to a conflict of interest. IF it is a roommate problem, then ask if the roommate is a student at UCSB and if s/he is, then refer them to the Community Housing Office. If the conflict is between a student and the University, then refer them to the Office of the Student Advocate.

Make the appointment by writing their name in the appointment book with their name and phone number... **IN PENCIL!!!**

Direct Contact information

We are not to give out Robin or Dave's private numbers unless otherwise instructed. Their direct line is 685.3830 (unlisted). This is for staff and receptionists to use for leaving messages about LRC appointments and other business.

If someone needs to contact them, give their email addresses (which can be found on their business cards located along with all the A.S. Business cards in the front of the Reception Desk.

Attorney Schedules

We need to communicate with the Attorneys to find out their schedules in advance avoiding mix-ups and/or angry students. They will email Jesse their schedule usually in 6 month increments.