Administrative Professional’s Affinity Group
April 11, 2014

Answers to “frequently asked questions” during peak times

Group #1: Joanna Czerwinski, Maria DeLeon, Mary Jane Duarte

1. What documentation do you require to get accommodations?

2. How soon can we get accommodations?

3. How do we register for accommodations?

4. Directions within CCH (looking for the lab)?

5. Questions regarding Miramar - because they look at the first page on the Camden Miramar registration form and our number appears on it (if they have a disability need). That’s the first telephone number that they see.

6. I need help with an object code?

7. I need help recalling a limited purchase order?

8. I need help with receiving. I was told you can help me.

9. I need to reset my password. I don’t remember it. I tried too many times and now I’m locked out. – Either FAMIS, P-card, and Travel

10. When are expense reports due?

11. When can I start entering in FAMIS?

12. What’s my P-card and/or travel application status?

13. My purchase is being declined. Who can help me?

14. Did you receive my packets?

15. Can you reset my password?

16. Who can help me with benefits?
Commonality between us:
  * Customer Service
  * The applications and/or benefit status
  * Application processes
  * Resetting passwords

Challenges due to University growth, we need to:
  * somehow streamline the different processes to better serve new faculty, staff, and students
  * improve the method in which the department’s disseminate current and/or updated information of processes
  * utilize other University resources to enhance customer service

**Group #2: Patricia Rodriguez and Estela Voltoline**

1. Can I get into a closed class?

2. Can I get into a class without the pre-requisite?

3. Could you look up what time my class is supposed to start no one is there?

4. Who is the instructor of CHEM 1411.001?

5. Can you tell me if my classes will transfer to this university?

6. Do you have to take the lecture and lab at the same time?

7. Helpdesk misdials can't get on network.

8. Where is student helpdesk?

9. Where is this building or room?

10. How do I get my student on the payroll?

11. Can you create a thesis/research course for student?

12. How can I get into a certain class or the system won't let me register for the course, why?

**Group #3: Dora, Becky, Anita**

1. For donations, who is the contact person?

2. Where is UC? Confused with USC.

3. Where do I register?

4. When is my child graduating?
5. What hotels are nearby? What do you recommend?

6. What kind events are on campus?

7. Can you find another location for my classroom?

8. Travel encumbrance.

9. Supplies to order.


11. Rooms.

12. Where do I pay book fines? Can I pay them over the phone?

13. Do I need a sanddollar card to use the library or to check out a book?

14. Do I need a sanddollar card to make copies?

15. Where do I go to use a computer and print?

16. Who do I talk to, to get copies of old records?

**Group #4: Angie Herrera, Nora Sai, and Danette Williams**

1. Scholarship deadlines

2. Financial Aid and Tuition Questions

3. Twelfth Day of Class Data – when will it be ready, etc.

4. I can’t find the testing area

5. Special Event Insurance

6. Lost students is it too late to get into classes?

7. Can I get into a closed class?

8. How can I reserve a room?

9. Where are classes, places, or people?

10. Where is my professor?

11. Is my background check completed?
12. I haven’t received my blue card.
13. Where is my deposit?
14. Do we have a contract with a certain facility?
15. Can you reserve a room for me (faculty)?
16. Membership questions.
17. Swim lessons?
18. IM, PT, GRU Fitness classes?
19. Can I change sections of placement for student teachers and field base students?
20. Can we change rooms for classes?

Group #5: Amanda Alvarez, Marti Beck and Elaine Peterson

1. Where is my classroom? Student Issue
2. How do I access Blackboard? General Information (faculty and students)
3. How can I be permitted into a closed course? Student Issue
4. When will I get my key for my office? System Issue
5. What are my professors office hours? Student Issue
6. How do I change my major? General Information
7. How do I connect to wifi? General Information