

BUSINESS OPERATIONS UNIT

WHO TO CONTACT (for AY 2019-2020)

Vicki	<ul style="list-style-type: none"> • Oversee Business Operations Team • Overall Budget Questions • HR issues (complex) 	<ul style="list-style-type: none"> • Budget analysis, projections, and reports • Supervise Alex, Cameron and Dean 	<ul style="list-style-type: none"> • Co-chair BOSS Unit • Co-chair Customer Service Committee
Dean	<ul style="list-style-type: none"> • Building Proctor—Building Updates, Equipment, Phones, Access • Calendaring and Meeting Scheduling Oversight • General operations of Welcome Center and oversight 	<ul style="list-style-type: none"> • Order supplies, maintain inventory • StuAch Creative Services Orders • Parking Permits • Appeals • Change of Majors—put forms in mailbox 	<ul style="list-style-type: none"> • General On-Boarding • General Staff Development & Training • Registration Holds backup • Edit annual reports • Supervise Mary and Okee
Mary	<ul style="list-style-type: none"> • Supervise Welcome Center student staff • Student Appointments and Advisor scheduling 	<ul style="list-style-type: none"> • StuAch website & marketing • Registration Holds backup • Assistant Building Proctor 	<ul style="list-style-type: none"> • Co-Chair—Meaningful Connections Committee • Member—Internal Communications Committee
Okee	<ul style="list-style-type: none"> • Calendaring and Meeting Scheduling Questions • Schedule Inclusive Supervisor Discussions • Catering (LSC and vendors) • Search Support (shadowing) 	<ul style="list-style-type: none"> • Birthday lists and announcements • StuAch Events and Open Houses • Ram Orientation Overrides • Administrative support for Advising Training & PD Unit • Welcome Center operations backup 	<ul style="list-style-type: none"> • Supervise Alex Thurston, Student Coordinator
Cameron	<ul style="list-style-type: none"> • Search Support • Talent Management System (TMS) input and approval process • Organizational Chart Updates • Background Checks • Hiring Paperwork—send forms to supervisor, meet with new employee to verify paperwork 	<ul style="list-style-type: none"> • Oracle Entry and approvals • TimeClock Plus questions • HR Spreadsheet updates and questions • Evaluation process questions • Professional and Student Staff Evaluation collection • Worker's Compensation claims 	<ul style="list-style-type: none"> • FMLA process • Supplemental Pay Processing • Oversee Travel (Stephie): stuach_travelforms@mail.colostate.edu • Supervise Stephie Zellner, Student Coordinator
Alex	<ul style="list-style-type: none"> • Supervise Business Office Student Staff • PCARD processing questions • Motorpool Requests • Custom order process and questions • General Amazon ordering 	<ul style="list-style-type: none"> • Reimbursement questions • Invoice processing • Receipt processing -Bookstore, RamTech, Creative Services, FastPrint, Mail Service, Motorpool, Telecomm 	<ul style="list-style-type: none"> • Incentive Programs • Oversee budget report reconciliation with monthly KualI and Foundation reports • Adhoc reporting —WebFocus SuperUser

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Mike

- New projects
- Assessment
- Website—look and feel of structure
- Website functions
- Ordering computers
- Anything that John or Student Tech could not fix
- Not sure—ask Mike!

John

- Difficult Issues with Hardware
- Set up new employee on desktop (provide tour of desktop and equipment)
- Error messages
- Email problems/issues
- Device connection with internet
- Tech support for meetings (ClickShare, BlueJeans, etc) both in-person and virtual

Student Tech

- Conference room technology troubleshooting (StuAch Help Desk Staff)
- Printer toner and ink cartridge orders and issues (StuAch Help Desk Staff)
- Content Updates on website (StuAch Web Team)
- Computer and laptop updates (StuAch Help Desk Staff)
- Computer Issues (internet loading problems, accessories not working/pairing, etc.)
- Current Student Staff:
Photo/Video: Lei
Web: Swagata, Marvin, Able, Nishi
Help Desk: Justin

Tech

- For all issues, please use Microsoft Teams or Skype for Business to contact us first. Texting Mike and John is okay, too.
- Mike and John may delegate some issues to Student Tech.
- Help Desk: 491-7523
stuach_help_desk@mail.colostate.edu
- Web Staff: 491-3130
stuach_web_team@mail.colostate.edu
- Staff Resource page: Technology Order Request Form AND Technology Project Request Form