SECTION 3: GENERAL OFFICE PROCEDURES

OFFICE SCHEDULE
1. The office hours for administrative offices are 8:00am to 5:00pm, Monday through Friday. Employees are permitted one hour for lunch as approved by the supervisor for each unit.
2. Any variations to this workday schedule must be approved by both the area supervisor and the Director of Athletics. Currently the only exception to the policy is the athletic business office which maintains hours from 8:30am to 5:30pm to better serve the needs of the coaching staff.

DISBURSEMENT AND RETURN OF KEYS
1. All keys to William and Mary Hall (WMH) are issued by the Assistant Athletic Director-Facilities (AADF). Upon termination of employment, all keys must be returned to the Asst. AD-Facilities or his designee. He will then sign the applicable box on the Clearance Form for the departing employee.
2. Keys may not be copied or distributed to unauthorized personnel. Violation of this policy could result in personnel action.
3. A $50 replacement fee may be assessed for replacement of lost key(s).

PARKING
1. All College employees are personally responsible for any applicable fees related to parking a car on campus. Hangtags and decals are issued by the Parking Services office from 8:00am to 4:30pm Monday through Friday.
   a. Fulltime employees need only go to the parking services office to purchase a parking decal.
   b. Part-time employees should take their contract to Parking Services to purchase the appropriate decal.
   c. The cost of the parking decal is prorated based on one’s salary. For questions concerning the fee structure or other parking services concerns visit http://www.wm.edu/parking/.
   d. Individuals contracted as volunteer employees may receive a parking pass for a flat rate of $7. Individuals should take their volunteer contract verifying their status as a volunteer employee of the College to Parking Services to obtain a pass. A department/sport may choose to cover the cost out of its budget and should contact the Athletic Dept. business office to do so.
   e. Undergraduate or Graduate Students serving in a coaching capacity are not eligible for a faculty/staff permit. They must purchase a decal based on their student status.
2. Visitor Parking
   a. Other than the metered parking areas around campus, there is no designated visitor parking on campus.
   b. Visitors who will be on campus multiple days should be directed to the Parking Services Office to purchase and receive the appropriate decal.
c. For single day visits, athletic department employees may choose to host selected visitors on campus. The host department or sport will be financially responsible for the $5 parking fee. To request a single day visitor’s hangtag follow the procedures as noted below:
   i. The Athletic Director’s office has a limited number of parking hangtags available for single day visitors to the campus. Passes may also be requested from the Parking Services Office.
   ii. To secure internally, contact the Executive Assistant to the Athletic Director (1-3332). To assure availability, requests should be made 24 hrs prior to the visit.
   iii. Your department/sport will be charged $5 for every parking pass issued on your department’s behalf.
   iv. Coaches, a parking pass may not be purchased for recruits on an unofficial visit to campus.

3. Special Event Parking
   a. At times throughout the year, the parking spaces around WMH will be reserved for special events. All employees are expected to abide by the posted parking restrictions.
   b. When departing from WMH for individual or team business travel, be considerate of your peers and park all personal cars in the big lot across from WMH, not in the spaces directly around the building. Business continues in the building and the spaces surrounding the building should be available for daily users, not for long term parking.
   c. For men’s basketball games, the spaces around WMH serve as VIP and Handicap parking. The large lot beside William and Mary Hall is also a fee based parking area. All athletic department personnel must adhere to the parking limitations as distributed by the Assistant Athletic Director for Facilities. Generally, all parking spaces around the building must be vacated two hours prior to the start of the designated event. For the large parking lot next to WMH the Assistant Athletic Director will provide individual parking permits to staff on a per event basis and will accommodate team travel and access needs on an individual basis.
   d. For football games, there are various designated reserved parking areas around the campus. At WMH the large parking lot is a restricted parking area which operates on a fee per vehicle basis. Individual staff and team travel needs will again be accommodated on an individual basis. All restrictions and policies concerning parking will be distributed on an annual basis by the Assistant Athletic Director-Facilities.

MAILROOM OPERATIONS
1. The Athletic Department mailroom is located in Room 214M in WMH. A mailbox is provided for each staff member or administrative unit. Incoming mail will be distributed to individual boxes.
   a. All outgoing and campus mail must be deposited in the Mail Room by 10:00am for the morning pick-up. There are four designated receptacles;
stamped mail, campus mail, unstamped regular envelopes, and unstamped large envelopes.

b. Each administrative or sport unit is charged for postage for all mail services. **All** outgoing unstamped mail must have a Postal Services Mail Authorization Form (Appendix 3-A) affixed to it. If you do not attach a form, the Campus Post Office will return it to us. If you are unsure of your account number contact the business office.

2. **Multiple Piece Mailings:** Group mailings should be held together securely either in a separate box or with a heavy rubber band. Complete the Postal Services Mail Authorization Form (Appendix 3-A), and securely attach it to the mailing.

3. **General Business Mail:** All mail delivered to the Athletics Department must be addressed to: Name, Title, Athletic Department, P.O. Box 399, Williamsburg, VA 23187-0399.

4. **UPS:** UPS service is available through the Business Office. UPS should only be used if the regular postal service or a fax transmission will not meet specific needs. For more information about creating a UPS shipment, see the UPS procedures outlined in Appendix 3-B. The box for outgoing UPS packages is located in the mail room; UPS packages will be picked up daily no earlier than 3:00 PM.

   a. UPS packages may not be sent to a P.O. Box. The Athletic Department UPS receiving address is as follows:

      i. Name, William and Mary Athletics, William and Mary Hall Room 214M, 751 Ukrop Way, Williamsburg, VA 23185

   b. When making a UPS shipment, the department or department's account code must be listed in one of the reference fields to ensure that shipments are billed to the correct department or sport.

5. **FedEx Services:** Federal Express services should not be used, except in the unlikely event that W&M must pay for an overnight shipment from an individual that cannot ship via UPS.

6. **Package Deliveries:** All athletic department deliveries must be directed to WMH. The College does not operate a general receiving warehouse.

   a. The WMAA Business Office personnel will sign for receipt of normal delivery packages. Once signed for, all packages will be placed in the mailroom. It is the responsibility of the individual placing the order, coach/administrator, to check for delivery. It is not the responsibility of Business Office personnel to notify individuals of package delivery.

   b. For large items which may require special assistance in off-loading, the individual receiving the package must coordinate delivery dates and times with the Assistant Athletic Director-Facilities.

   c. For all packages, it is the responsibility of the individual placing the order, coach/administrator, to check the contents of goods received and notify the Business Manager concerning any discrepancies in product.

   d. **Package Delivery address:**

      i. Name, William and Mary Athletics, William and Mary Hall Room 214M, 751 Ukrop Way, Williamsburg, VA 23185
TELEPHONES

1. Office Phone System
   a. General Caller Menu: The Athletic Department uses a “caller Menu” phone system. When the main athletic department number is dialed (221-3400), the caller will be provided nine options to further direct their call. The options are as follows:
      1. Ticket Office 13340
      2. Tribe Club 13350
      3. Sports Information 13344
      4. Sports Medicine 13407
      5. Marketing & Corporate Sales 13413
      6. Football 13337
      7. Men’s and Women’s Basketball 13339
      8. All other Tribe teams 13328
      9. All other Administrative areas 13332
   b. Voice Mail: All full-time and most part-time employees have access to a voicemail service. While employees are encouraged to take full advantage of the voicemail system, it is also essential to emphasize that customer service is a priority for our department. Points to note are as follows:
      i. All phones should be answered when you are in the office.
      ii. If you will be out of the office for an extended time, leave an extended absence message noting how long you will be out and whether or not you will be checking voicemail messages.
      iii. Even if you will not be returning calls, make every effort to clear the mailbox to assure that callers have the opportunity to leave a message.
      iv. Calls should be returned as soon as possible upon your return.
   c. Activating Voicemail: As a new employee your direct supervisor should have the password needed to access the voicemail service on the phone. If not, simply contact IT services and they will issue a temporary password to allow you access to establish a permanent mailbox on the system.
   d. Monitoring Usage: State policy forbids the use of the state phone system for personal calls. Such use by a student-athlete is strictly prohibited and is in direct violation of NCAA guidelines.
      i. The Business Office will distribute monthly phone logs to each head coach or administrative unit supervisor.
      ii. All employees must review the phone log for accuracy noting any unauthorized phone usage.
      iii. Report any unauthorized use of your phone immediately to the Assistant Athletic Director-Business. If you notice any unfamiliar phone numbers or call locations the business office will make the necessary inquiries to identify the caller.
      iv. For personal calls, individuals must report the calls and reimburse the department for the actual charges. Individuals are responsible for compliance with this regulation. Violations noted through a state audit may result in termination.
DEPARTMENTAL EMAIL AND PHONE LISTS

The electronic versions of the departmental email lists, as well as departmental cell phone lists, are located on the G Drive (G:Temporary/ATHLETIC DEPARTMENT CONTACTS).

OFFICE EQUIPMENT

1. Computers
   a. Every administrative or sport unit, at a minimum, has access to a designated computer. All computers are networked with shared use for printers. If you do not have a printer in your assigned office, contact the business office for information concerning the printers available to your unit. If at any time you have computer problems such as an error message or some technical problem, call the IT helpline at 1-HELP.
   b. Computers are to be used for official College business only.
   c. Establishing an email account: Each full-time employee is assigned an email address and user ID by the College. Generally the address is the first and middle initial followed by the last name. The process to create the user ID and e-mail address will begin automatically within W&M Information Technology once a new employee has been entered into the W&M Human Resources system. New employees will receive e-mail account information, including a temporary password, in a secure “token” that will be sent to the email address used on their HR application.
   d. Within the athletic department many notices and updates will be distributed by email only. It is the responsibility of all Head Coaches and Administrative Supervisors to assure that emails are reviewed by and distributed as appropriate.
   e. As with the phone service the expectation is that all employees will consider customer service as an important element of their employment. Individuals must review all emails and respond in a timely fashion!
   f. Extended absence: The email system permits all users to establish an extended absence message. If you will be away from your office for an extended time, please leave an extended absence message to inform individuals of the reason for no response and the timetable for responding to their message. An extended absence message can be set up through Microsoft Outlook by selecting the “File” tab on the left top of the page in your Outlook email, and then clicking on “Info”. Contact IT (1-HELP) if assistance is needed with this.
   g. Use of the Internet and Electronic Media: The Commonwealth of Virginia’s Department of Human Resources has updated its policy – which applies to all university employees – on use of the Internet and electronic communications to include a broader range of devices such as BlackBerry devices, smartphones and social media technologies such as LinkedIn, Facebook, Twitter, blogs, etc. As outlined in the policy, personal use of these technologies is permitted as long as it does not interfere with productivity or performance and does not adversely affect
efficient operations of the Commonwealth’s systems or imply that the
communication is made on behalf of the university. The policy outlining
specific requirements and banned activities is online at
the use of state-owned or leased computers to access sexually explicit
content. Exceptions may be made for research approved in advance.

2. Copy Machines-Athletic Department
   a. The department has two copy machines: one is located in the mail room
      and one in the copier/printer room on the coaches' side of W&M Hall.
   b. Each sport, administrative unit or event/camp is assigned a user number or
      password to access the copiers.
   c. The fee for copies is 3.6 cents/page (7.2 cents for 2-sided). At least once
each quarter, charges will be assessed to the respective unit account for all
copies made to the assigned account number. Since charges are driven by
the user code, all staff members must be protective of their assigned
number.
   d. Copies should be made for official College business needs only.
   e. **No copies should be made for student-athletes at any time for any reason!**
   f. If you have a large copy job (more than 15 minutes worth of copier time),
      please plan ahead when feasible so that you do not monopolize the copier
during peak business hours (9 a.m.-11 a.m. and 1 p.m.-4 p.m.). It is
      recognized that circumstances sometimes preclude pre-planning, but
      **consider sending large copy jobs (more than 200 copies) to the Print
      Shop when possible.** The cost at the Print Shop is 7 cents/page for two-
sided copies for 500 or more black and white copies, and 35 cents/page for
500 or more single sided color copies. Not only is there a cost savings, but
        typically the end product is of better quality, it saves the wear and tear on
our copiers and keeps them available for others in the department.

3. Copy Services
   a. For large or specialty copying needs the College has an established all
inclusive contract with Hackworth. The main Print Shop is located on the
ground floor in Swem Library. The Print Shop accepts the Small Purchase
Card (SPCC) card or direct bills to the department with a valid budget
index and signature. To submit a job online, go to
http://printshop.wm.edu/ , or contact the Print Shop at printshop@wm.edu,
or by calling 1-3116.
   b. **No jobs may be sent to an outside vendor!** Questions, see your support
      technician.

4. Facsimile Machine
   a. Fax machines for general departmental use are located in Room 222, next
to the Baseball coach’s office. To access the machine you must have the
door access number. Your supervisor will provide that to you.
b. A secure fax is also located in the office of the Director of Athletics. Only individuals approved for use may receive facsimile documents from this location.

OFFICE SUPPLIES
1. General Office Supplies:
   a. The departmental Office Supply Manager is Myrtle Cox- 214-K WMH.
   b. An inventory of general every day office supplies (i.e. paper pads, pens, file folders, staples and paper clips) is maintained in the Supply Room-206B. Staff members needing limited replacement items may access the room for supplies as needed.
   c. Additional items are maintained in house; contact Myrtle Cox to review the available inventory.
   d. To secure large quantities of specific items or to order specialty items contact Myrtle Cox. Please plan ahead to assure that the items will be available when needed. For special orders or large quantities the individual sport or administrative budget assumes the financial responsibility for the order.
   e. Keep in mind that all supplies should be ordered through the departmental supply manager. The College is bound by state contract; items purchased through another source or vendor may become the personal financial responsibility of the individual.
2. Office Equipment and Personalized items: furniture, computers, printers, departmental stationary, envelopes and business cards
   a. Contact the athletic department Business Office with any requests for office furniture, computers or printers. Equipment is purchased on a rotational and equitable basis. Even if you propose to expend unit specific funds for such items, it must be approved in advance.
   b. Business Cards: contact Myrtle Cox. There is a standard format for all athletic department employees.
   c. Stationary: The department purchases standard athletic department stationary for use by all departments. The cost for sport or unit specific stationary will be charged to the respective unit budget.
      i. All proposed stationary must be approved prior to purchase. It is departmental policy that stationary may not be personalized with individual names.

INCLEMENT WEATHER
The College has an inclement weather policy regarding university operations in the event of seriously inclement weather conditions. A copy of the full policy can be found at http://www.wm.edu/about/administration/provost/forfacstaff/weather/, Inclement Weather Policy.

For specifics concerning the scheduling of games or practices when the College has implemented The Inclement Weather Plan, please refer to the scheduling section in this handbook.