Faculty (professors, senior research associates, senior extension associates and lecturers) Support Provided by the Office of Administrative Support (OAS)

The OAS is located in 119 Savage Hall and is staffed by Kristina Baier, Lexi Mest, and Donna Whiting. The duties of the OAS are managed through the Help Desk (dnshelpdesk@cornell.edu).

Questions, concerns or comments about the types, quantity and quality of support provided by OAS staff should be directed to Diana Wixson.

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Requests to the OAS can be made through the help desk by emailing
DNSHelpdesk@cornell.edu
Office hours are Monday – Thursday 8:00 AM – 4:30 PM and Friday 8:00 AM – 3:30 PM
Anything sent to the Help Desk after 3:00 PM can be considered next business day
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What follows are the categories and details of administrative support that the OAS provides to faculty:

**Research Proposal Support**
Assist faculty in the development of research proposals by:
- Independently coordinating and/or compiling complex materials for inclusion in proposals from within the University; and
- Preparing necessary sponsor and University forms and facilitating submission of paper and on-line proposals.

**Didactic Teaching Support**
Provide faculty support for their didactic teaching responsibilities by:
- Preparing or coordinating the preparation of class materials (facilitating Copyright permission);
- Developing and maintaining BlackBoard course websites;
- Serving as the contact with students to distribute tests, projects, etc. as necessary; and
- Oversee access to and maintenance of the Dietetics Computer lab. Maintain computer lab supplies (i.e. paper, toner).

**Purchasing and Travel Support**
- All purchasing and travel reimbursement requests go to Beverly Gedvillas via the Help Desk at DNSHelpdesk@cornell.edu.
- Processing of procurement card receipts (please provide original receipt, business purpose and account # and OAS will complete the proper paperwork and submit to the Business Service Center)
General Support
- Serve as the receptionists for the Division receiving and directing visitors and deliveries for faculty, staff and students;
- Schedule committee meetings for faculty on which they are chair and provided that all participants use Outlook;
- Prepare itineraries for visitors to the Division (please provide a list of names with whom the guest should meet);
- Facilitate conference calls using various services;
- Maintain quantities of basic office supplies and distribute to faculty as needed;
- Serve as the shipping and receiving location for DNS. Sign for each delivery, retrieve and copy each packing slip for articles ordered through the OAS, and notify appropriate individuals that their packages must be collected and signed for;
- Schedule rooms 100, 200, 232 and 332 and take reservations for shared audio-visual equipment
  - (NOTE: 131 Savage should be reserved through Molly Berwald (mab223@cornell.edu) in the Director’s Office);
- Ensure that 100 and 200 Savage Hall are maintained with appropriate supplies and that permanent equipment is in working order and serve as liaison with DNS facilities staff and College Audio-Visual Manager for AV problems (OAS does not repair equipment; John Hill must be contacted at 255-1128 if equipment fails);
- Provide organizational support to faculty charged with oversight of the Division’s weekly seminars by arranging for visitor lodging when necessary, maintaining seminar web pages, advertising seminars;
- Process outgoing mail requests (including on-line express delivery requests);
- Proofread letters, reports, proposal text and manuscripts (does not include edits);
- Coordinate photocopying through Gnomon or other outside source at the request of faculty (OAS does not do photocopying, themselves);
- Help prepare correspondence as necessary (meaning formatting and printing on letterhead);
- Provide administrative support to faculty serving on University, College or Division committees by arranging meetings, compiling background materials for meetings, and coordinating guest schedules;

Other Support
- Support of the Association of Nutrition Departments and Programs (ANDP)
- Assist with Clinical Trials registrations
- Provide telecommunications support for DNS by establishing and canceling long-distance codes, changing associated accounts, and AT&T cards
- Oversee maintenance of the DNS-MVR and DNS-Savage mailrooms (sort mail, create and decommission mailboxes, provide copier and facsimile machine maintenance/troubleshooting support, order mailroom and copier supplies, provide assistance to individuals as necessary, create new copy codes and process monthly copier billings)
- Place food orders if the faculty member can provide a vendor name, number of participants, food/beverage requested, and the name of someone who will set up and clean up
- Facilitate the DNS surplus equipment process on a quarterly basis
- Maintain the academic photo directory in the Lobby of Savage Hall
- Maintain the faculty and staff directories in Savage and MVR Halls
- Maintain signage in Savage, Kinzelberg and MVR Halls

Please note that OAS Staff do not:
- Create CRIS or other research reports;
- Create faculty annual reports;
- Provide food service beyond the ordering of food;
- Perform photocopying (the photocopiers are available for your use and OAS will help troubleshoot);
- Provide transcription services (we can assist you in identifying vendors);
- Track packages not shipped or organized through the OAS;
- Investigate travel itineraries (this should be done on-line by the traveler or in consultation with the AAA);
- Prepare financial/account statements (see DNS Finance Coordinator for these services);
- Create or revise PowerPoint presentations, Excel spreadsheets, etc. (we do proof but not edit);
- Provide Media services support (serve as event photographers (you may contact University Photo), create glossy posters (this can be done through Gnomon or Kinko’s), videotape presentations, etc.)
- Answer computer and software related questions. Please contact the CHE Computing Support Group (CSG) helpdesk. The CSG HelpDesk can be contacted via e-mail at http://www.human.cornell.edu/helpdesk/ to submit a Help Desk ticket.