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FACULTY AND STAFF DIRECTORY

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Dialing Instructions for University Telephones

To call within the University, dial the last five digits of the telephone number desired. For example, dial 7-1234 for 577-1234 or dial 3-1234 for 993-1234.

To call the University Operator, dial 0 for operator.

To dial the Detroit Medical Center (Children's, Harper, Hutzel and Detroit Receiving Hospitals; University Health Center; Rehabilitation Institute) from a 577- or 993- campus number, dial 132, then the 5-digit extension. If the extension is not known, dial (132) 0. For example, if the DMC number is 745-1234, dial (132) 5-1234 from a campus phone.

To dial Wayne State's main campus from a Detroit Medical Center phone, dial 141, then the 5-digit extension number. If the extension number is not known, dial (141) 7-2424. For example, if the WSU main campus number is 577-1234, dial (141) 7-1234 from a DMC phone.

To dial in the Detroit local-calling area, dial 9, then the 7-digit telephone number.

To dial in area code 313 but beyond the Detroit local-calling area, dial 9 and the 7-digit telephone number.

To dial outside of the Detroit local-calling area (including area codes 248, 586, 734, 810 and 947), dial 9, then 1, then the area code, then the 7-digit telephone number.

To dial the TDD/TTY operator from within the University, dial 9 then 711 from either your hand set or TDD/TTY device.

To dial the TDD/TTY operator from outside the University, just dial 711 from either your handset or TDD/TTY device.

To make International Calls, dial 9, then the International Access Code, then the Country Code, then the City Code, then the Local Number. Wait at least 45 seconds for ringing to start. Calls to Singapore have no City Code. Calls to the Bahamas, Bermuda, Canada, Puerto Rico, the Virgin Islands, and the West Indies are considered long distance, not international calls.

To make Operator Assisted Calls, dial 9, then "0 0" (zero-zero).

Personal Calls

Personal telephone calls that are necessitated by an emergency or an appropriate personal-business-related circumstance are permitted. Some examples would be telephone calls home as a result of working late, telephone calls related to illness, or brief telephone calls to conduct personal business so that the employee can remain in the workplace instead of taking time off away from the job. University employees are to use their discretion in this matter and are required to reimburse their department for any other personal telephone calls.

Call Billing Information

All calls will automatically be billed against the originating Centrex extension number. Each department is issued detailed monthly statements for all long-distance and many near-zone calls. Starting November 2007, these Phone Bills are available on a secure Website at <http://phonebills.wayne.edu>. Check these statements carefully. You can direct questions on how to proceed with investigations of calls to the Computing & Information Technology Billing Office (577-1969).

Bill-to-third-party calls are prohibited. No one is authorized to request charges to 577- or 993- campus numbers as a bill-to-third-party call. Collect calls are blocked from your telephone lines. The Computing and Network Services Department in Computing & Information Technology (C&IT) may request toll fraud investigations on any such calls to the University.

Telephone Repair Service

For telephone repair service, dial (313) 577-1977 (7-1977 on campus). You will be asked to provide the following information:

- **Telephone number** of the problem line and the type of telephone. If the line is a special circuit, the circuit ID number is required for reporting.
- **Location**; building and room number.
- Name and telephone number of the employee the repairperson should contact.
- A brief description of the malfunction. Be as specific as possible, because our customer services representative must determine which vendor to call from the information you provide.
- Has the problem been **previously reported**? If so, when?

Make sure that someone other than the contact person is aware of the telephone repair call and that access to that office is available to ensure that only one repair visit is needed. You can perform a number of checks on your telephone to avoid a costly visit by the repairperson:

- Check all cords to make sure they are correctly installed and not loose in the plug.
- Check switch hook and keypad for stuck keys.
- If unable to activate a feature, first check the activation procedure. Then check with the Computing and Network Services Department *Help Desk*, (313) 577-1977, to verify that you have that feature.
- If unable to complete a call, try the call at least three times before calling in the problem, making sure you are getting the same results each time.
- If you are having problems with a single-line set that uses batteries, check the low-battery indicator at the base of the phone: if lit, change the batteries.
- If you have a headset, many amplifiers will beep to let you know that new batteries need to be installed.
- If you have a multi-line set or hands free set, make sure that your power adapter is plugged into the electrical outlet.

Changing Faculty and Staff Information in this Directory (white pages)

The Faculty and Staff information in this Directory (the "white pages" section) is taken from the University's human resource database. It is the responsibility of each faculty and staff member to periodically review their personal information (address and phone number, home and office) using WSU Pipeline (as described below) to make sure that this information is correct.

To Change Your Personal Information Online (WSU Pipeline):

Go to <http://pipeline.wayne.edu> with your Web browser and logon with your WSU AccessID. After logging on, click on the "Employee" tab and then click on the "View Personal Info" link to reach your personal info section. Follow the links/instructions on the Web page(s) to make changes.

Changing School, College, Division or Department Information in this Directory (green pages)

The information in the "green pages" section is taken from the online *Schools, Colleges, Divisions and Departments Directory*. To view this directory with a Web browser, go to the main University Web page at

<http://wayne.edu>

(click on the "WSU Directories" button).

The information in this online directory is kept current throughout the year, and is captured for printing in this *Faculty and Staff Directory* as close to the printing date as possible. The accuracy of the information in this section is the responsibility of the individual schools, colleges, divisions and departments of the University.

To Change Information about a School, College, Division or Department (in the green pages):

Please email updates, additions or deletions to:

FSD_Editor@lists.wayne.edu

Note that we will confirm all such update requests with someone in your school, college, division or department who is authorized to make such changes before actually applying the updated information.

Telephone & Voice Mail Help Desk

The Computing and Network Services Department *Help Desk*, (313) 577-1977, provides University faculty and staff the following assistance in using their telephones and active features, from 8:30 a.m. to 5:00 p.m. Monday through Friday:

- Features that exist on specific lines
- Feature activation and deactivation
- Feature availability
- Types of telephone sets available
- Use of telephone sets
- Obtaining telephone set instruction booklets
- General Voice Mail information

University Voice Mail

Voice Mail service is available to Wayne State faculty and staff upon request by submitting a Telephone Service Request (TSR) form. Computing and Network Services Department *Help Desk* number is (313) 577-1977.

Voice Mailbox Features:

- Stores messages up to 3 minutes in length.
- Stores up to 30 messages.
- Allows up to 9 personal distribution lists with a combined total of 200 listed mailboxes.

Tips for Using Voice Mail at Wayne State:

- Answer your telephone whenever possible.
- Check frequently for messages.
- Act on each message immediately.
- Speak clearly, at an even pace, when leaving a message.
- Keep message short.
- Cover only one topic in each message and specify what action you would like the recipient to take.
- Add comments to forwarded messages.
- Send internal messages from the mailbox: it's easier for a recipient to reply.
- Avoid sending junk voice mail.

Key to Faculty and Staff Listings

The listings in the "Faculty and Staff by Name" section of this directory are taken from official personnel records maintained in the University's human resource database.

The information in each employee's listing in these "white pages" is arranged in the following order:

1. Full name and (if available) a campus telephone number.
2. University classification/title, department/unit, and school/college/division.
3. The employee's campus address, as it appears in WSU Pipeline.
4. University Email Address (AccessID)

Online Directories

The most current University directory information about WSU people and departments is available online through the University's main Website at:

<http://wayne.edu>
(click on the "WSU Directories" button)

Once you're at the Online Directory site, you can search for WSU employees and students by clicking the "WSU People Search" button on the left side of the page or the tab in the upper-right. Fill in some or all of the blanks on the screen that displays. (Tips: Search on last name only, unless it is very common. Do not use nicknames.)

To view the alphabetical listings in the *Schools, Colleges, Divisions and Departments Section*, click a letter button (from A to Z) across the top of the page. Use your browser's edit/find feature to search the page.

NOTE: For instructions on how to update both individual listings and departmental listings, click a button on the left side of any directory page.

Electronic Mail at WSU

Wayne State offers a free e-mail account to each student, faculty and staff member. Your key to using the University's E-mail System is a WSU AccessID (e.g., xy6789). Your unique AccessID is printed on your WSU OneCard (picture ID card). You also can look up your AccessID in the WSU Online Directory by searching on your last or full name.

You can send and receive Wayne State E-mail and access your WSU AccessID E-mail account--anywhere, anytime--from the University's WebMail System (at webmail.wayne.edu). You also can use any Internet mail program on your computer to connect to the mail.wayne.edu host.

Comprehensive information about how to access and use WSU's E-Mail System is available on the WSU Computing & Information Technology (C&IT) Website (at computing.wayne.edu/email)

If you need additional help accessing or using Wayne State E-mail, call the C&IT Help Desk at (313) 577-4778.

Finding Your Department's Technical Support Person

The C&IT Help Desk at (313) 577-4778 is one source of technical help with your desktop computer and software. Frequently there is also someone available in your area to help with computer problems.

To find the name of the technical support person in your area, go to C&IT's department support Web page at <http://computing.wayne.edu/deptsupport>

Because it may not be possible to reference this online page while you're experiencing computer problems, we suggest you periodically check this list and write down the name and phone number of your local technical support person.

WSU's Mail Department

Off-Campus: Encourage those who write to you from outside the University to include your department/office name, building and room number, and the zip code. A complete and correct address will expedite the delivery of your mail within the University. Do not address mail simply to "Wayne State University." Contact WSU's Mail Department at (313) 577-2112 if you have questions about using the U.S. postal service.

On-Campus: The University Mail Department provides campus mail delivery to University offices on the main campus, medical campus, downtown health sciences campus, and some off-campus University buildings. In addition, they handle campus delivery to and from the Detroit Board of Education, Detroit Receiving Hospital/University Health Center, Harper Hospital, Hutzel Hospital, Children's Hospital, Veteran's Administration Hospital, and the Rehabilitation Institute.

When addressing mail for delivery through campus mail, **use only the WSU Interdepartmental Mail envelopes designated for this purpose.** Include the individual's name, department, building and room number. Do not use white envelopes that are imprinted with the name of a school or department in campus mail. Also do not send personal correspondence through campus mail.

Contact WSU's Mail Department at (313) 577-2112 if you have questions about using campus mail.

Telegrams

Telegrams, mailgrams, cablegrams and radiograms are no longer available.

Directory Distribution

The *Wayne State University Faculty & Staff Directory* is distributed to the University community free of charge.

In compliance with the Federal Freedom of Information Act, the directory is also available for purchase by individuals and organizations outside Wayne State. Contact C&IT Computing and Network Services at (313) 577-1977.