# University Services

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Administration</td>
<td>4000/Fax – 7830</td>
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<tr>
<td>Admissions</td>
<td>4400/Fax – 4904</td>
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<tr>
<td>Alumni &amp; Development Office</td>
<td>7787/Fax – 7847</td>
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<tr>
<td>Bookstore</td>
<td>208-4700</td>
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<tr>
<td>Campus Event Room Reservations</td>
<td>4111</td>
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<tr>
<td>Controller’s Office</td>
<td>see below/Fax – 7849</td>
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<tr>
<td>Food Services</td>
<td>3993/Fax – 4992</td>
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<tr>
<td>Human Resources</td>
<td>4630/Fax – 7849</td>
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<tr>
<td>Institutional Research</td>
<td>4011/Fax – 7879</td>
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<tr>
<td>Mailroom</td>
<td>4123/Fax – 7796</td>
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<tr>
<td>Marketing Communications</td>
<td>4770/Fax – 7847</td>
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<tr>
<td>Printing Center</td>
<td>4248/Fax – 6175</td>
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<tr>
<td>Public Safety</td>
<td>4999/Fax – 4985</td>
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<tr>
<td>Recreation</td>
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<tr>
<td>Registrar</td>
<td>4859</td>
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<tr>
<td>Student Affairs</td>
<td>4100/Fax – 7811</td>
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<tr>
<td>Student Service Center (formerly OneStop)</td>
<td>2000/Fax – 3000</td>
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<tr>
<td>Technology Help Desk—24 hr support</td>
<td>HELP (4357)</td>
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<tr>
<td>University Service Center</td>
<td>2FIX (2349)/Fax – 4985</td>
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<tr>
<td>University Vehicle Reservation</td>
<td>see below</td>
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## Administration

**Location—UCOM Second Floor, Rm. 221**

The Executive Officers are assisted by a team of Administrative Support Specialists who are responsible for coordinating administrative logistics for the executive team members, such as calendars and office processes. They are also responsible for facilitating Wilkes Today, Board of Trustee meetings, and university-wide events. Each team member specializes in specific areas, but all are cross-trained to assist in all matters.

- President ext. 4000
- Provost and Academic Issues ext. 4200
VP Finance and Support Operations ext. 4500
VP Enrollment and Marketing ext. 4414
VP Human Resources ext. 4634
VP Student Affairs ext. 4114
VP Development ext. 4300
Special Asst. to President for Diversity/Community ext. 4001

Admissions
Phone – 4400/Fax – 4904
- Undergraduate, full and part-time— ext. 4400
- Graduate, full and part-time— ext. 4239
- Non-credit, continued learning— ext. 4239

Alumni & Development Office
Phone – 7787/Fax – 7847
Location—UCOM Second Floor, Rm. 208
- Alumni Office – ext, 7787
- Development Office – ext. 4302

Bookstore
Phone – 208-4700
Location—Innovation Center, 7 South Main Street, Wilkes-Barre
- Resource for purchase of textbooks, university merchandise, and academic needs.

Campus Event Room Reservations
- Henry Student Center— ext. 4111
- UCOM, Weckesser Rooms, Marts Center—scheduled through the Outlook Calendar
- Classrooms—Student Service Center, ext. 2000

Controller’s office
Phone – see below/Fax – 7849
Location—UCOM First Floor, Main Street Side
- Payroll – ext. 4632
- Procurement, purchasing cards, purchase orders— ext. 4554
- Budgets—ext. 4502
- Travel reimbursement, check requests—ext. 4654

Food Service
Location—Henry Student Center, UCOM First Floor, and Stark Learning Center
- Einstein Brothers Bagels – UCOM First Floor, ext. 6023
- Rifkin Café – Henry Student Center, First Floor, ext. 4993
• Henry’s Food Court—Henry Student Center, Third Floor, ext. 3993
• Stark Cart—1st Floor Lobby, ext. 2015
• Catering - Henry Student Center, Third Floor, ext. 3992

Human Resources
Phone – 4630/Fax – 7849
Location—UCOM First Floor, Main Street Side
• Benefits (vacation, sick leave, insurance, employee tuition remission, 403b/TIAA-CREF etc.) – ext. 4644
• New employees and general human resource inquiries—ext. 4630
• Employee relations, compensation, recruitment, position description and performance management— ext. 4631

Institutional Research
Phone – 4011/Fax – 7879
Location—UCOM Second Floor, Rm 201
• Student Surveys, University Factbook, Research

Mailroom
Phone – 4123/Fax – 7796
Location—Henry Student Center, Second Floor
• Mail service for incoming and outgoing packages and letters.

Marketing Communications
Phone – 4770/Fax – 7847
Location—UCOM Second Floor, Rm 208
This office provides a full range of public relations, marketing and web content services. Involve them early in the planning process so that they can help you create an effective plan and quality creative materials to meet your desired outcomes.
• News releases and public announcement – ext. 4779
• Marketing materials – ext. 4764
• Web site updates – ext. 4755
• Graphic design services – ext. 4775
• Marketing Plans – ext. 4774

Printing Center
Phone – 4248/Fax – 6175
Location – UCOM First Floor, South Street Side
• Copies for office and classroom needs
• Scanning
• Color copying
• Letterhead
• Business Cards
Public Safety  Phone – 4999/Fax — 4985
Location—lower level of the Public Safety Center (parking garage)
- To report suspected crimes and accidents (including employee injuries) on campus
- Campus escorts
- After hours transport to Ralston Field

Recreation
- RAC—in UCOM—track, tennis, volleyball, basketball, rock climbing wall—ext. 4055
- Fitness Center—in Marts lower level—weight training, cardio machines—ext. 4020
- Gymnasium (Marts Center)—ext. 4038 or ext. 4024
- YMCA memberships—ext. 4631

Registrar  Phone - 4859
Location – UCOM First Floor
This is a reserved number for faculty and advisors only to reach the Registrar directly.

Student Affairs  Phone - 4100/Fax – 7811
Location – Conyngham Hall (moving to Passan Hall, September 2007)
- General student concerns including international students, judicial affairs, commuter and off campus issues
- Residence life—ext. 4350 (Hollenback, moving to Passan)
- Health/Nurses—ext. 4730 (Evans Hall)
- Academic Advising/Learning Support—ext. 4150—Conyngham (tutoring, supplemental instruction, disability support services, ACT 101)
- Counseling—ext. 4730 (Evans Hall)
- General student concerns

Student Service Center (formerly OneStop)  Phone - 2000/Fax – 3000
Location - Foyer of UCOM
- Course issues (scheduling, size of room, room equipment)
- Financial aid
- Billing/Student accounts
- Admissions data (e.g. status of applications, referrals)
- Registrar related issues
• Work Study

Technology Help Desk—24 hour support Phone – HELP (4357)
Location—UCOM First Floor, South Street Side
• Computer hardware and software support
• Technology purchase requests (printers, scanners, software, etc.)
• Office phones (equipment, operation, etc.)
• WIN Retrieval and Pin reset

University Service Center Phone – 2FIX (2349)/Fax – 4985
Location—lower level of the Public Safety Center (parking garage)
• ID Cards for employees and students
• Parking permits
• Keys and card access requests
• Student health insurance
• Facility maintenance and repairs (light bulbs, trash, furniture, shelving, etc.)
• Room set-up (e.g. tables and chairs for meetings)
• University Van rentals
• University driver registration (required to operate a university owned vehicle)
• Moving
• Capital acquisition that are non-IT (e.g. desks, chairs, shelving)
• Room access
• General contact point for after hours and weekend needs
• Microsoft Office CD (one copy provided to each student at no cost)

University Vehicle Reservation
The university owns some vehicles that may be borrowed for university business only. Use is subject to availability and policy, thus use of a university vehicle is not guaranteed.
• Cars—ext. 4400
• Vans – staff/faculty use —University Service Center, ext. 2349
• Vans – student organizations ext. 4111