

Academic Affairs Orientation Guide (rev.28.24)

Welcome to the dynamic and inspiring world of the [Provost Office](#)! We are thrilled to have you on board as a new member of our esteemed team. As you embark on this exciting journey, we want to provide you with essential resources and information that will help you settle in smoothly and make a meaningful impact. Within this orientation guide, you will find a wealth of helpful links and resources to acquaint you with our office's [mission, vision, and core values](#). Get ready to immerse yourself in an environment dedicated to fostering innovation, collaboration, and excellence as we work together to shape the future of education. Let's dive in and discover the boundless opportunities that await you!

Alexander G. Ruthven Building:

The Alexander G. Ruthven Building has its own website as a resource for staff who work in the building as well as the university community and general population. Various topics are covered on the website such as custodial schedules, emergency protocol, procedures and guidelines, and the wellness room. You can get to the website by following this link: <https://ruthven.bldg.umich.edu/about/>. You may also ask any facilities-related questions by contacting Leah Vergotine or sending an email to ruthven-facilities@umich.edu.

Building Information:

Office Hours:

General hours of operation are 8:00 a.m. - 5:00 p.m. Currently, many departments in the Office of the Provost and many university offices operate on a rotating remote work schedule. This ongoing policy is subject to review and change on a regular basis. Flex time is available for staff members with special situations and is usually offered in the Summer (May–August) for all staff in the office. Please see the Chief Of Staff, Erin Fluharty (ewillsie@umich.edu) for more information.

Building Lock Schedule:

The Alexander G. Ruthven Building is automatically unlocked at 7:30 am and locked at 5:30 pm Monday-Friday. To enter the building and the individual office suites outside of those hours you must have M-card access programmed by the facility. If there is a conference or meeting scheduled in the building before 7:30 a.m. or after 5:30 p.m. someone with M-card access must let the attendees into the building.

For those with offices with doors: You will be provided an individual key to your office door. Should you need access to your office because you do not have your key, there is a master set of access keys that your assistant, the Administrative Services Manager, Leah Vergotine, or the Front Desk Coordinator, Kelsie Bornholtz, can access for you. Please see Leah (leahverg@umich.edu) or Kelsie (kelsieb@umich.edu) for more information.

Stairwell Instructions:

The main entrance is always open during business hours. Other entrances require M-card access.

Elevators:

There are two elevators in Ruthven. Only the one across from the kitchenettes/mail room (on the first floor) has access to Ruthven's lower level. Once you have entered the Ruthven Lower Level, you must have m-card access to re-enter Ruthven's first floor.

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Problems with the elevator should be reported to Ruthven-facilities@umich.edu. If the elevator gets stuck while you are inside, press the emergency button on the inside. This will connect you to the [Department of Public Safety and Security \(DPSS\)](#), who will come and remove you from the elevator.

Conference Rooms and Hoteling Spaces:

There are several conference rooms throughout the building that can be booked. Please see the conference room etiquette guide for details on reserving a room. Please see Leah Vergotine or Kelsie Bornholtz with questions. <https://ruthven.bldg.umich.edu/operations/conference-room-and-hoteling-scheduling/>

Personal Rooms:

Personal Rooms are on the first, second, and fourth floors. They are private spaces for lactation, reflection, medical needs, or other personal uses. They can be reserved ahead of time, or they can be used on a drop-in basis. More information can be found here: <https://ruthven.bldg.umich.edu/operations/overview/>

Focus Rooms:

There are four focus rooms on the fourth floor and others on the floors below. These rooms are in a quiet area and can be used if a staff member would like to work in a different area than their normal office, needs a few moments away from their regular workspace, or needs a separate space for a confidential meeting or personal phone call. See link above for more information.

Work Rooms:

These rooms are places for storage, extra supplies, space for projects, etc., and are located on each floor. There is one workroom in the Office of the Provost. There is also a locked storage room for valuable equipment, supplies, etc.

Wellness Room:

A workout room for Ruthven Building staff is located in the basement. Information for the Wellness Room can be found on the Ruthven Building website at <https://ruthven.bldg.umich.edu/operations/wellness-room/>

Commons:

There are two common spaces, one each located on the 2nd floor and the 4th floor. The kitchenettes on floors two and three have extensions with seating areas and vending machines.

Kitchenette:

The kitchens on any floor are accessible to everyone in the building. Each kitchenette is equipped with at least a refrigerator and freezer, two microwaves, a dishwasher, dishes, and silverware, cleaning supplies for the dishes, and a coffee/tea station. General supplies for these areas are provided by the Ruthven Facilities team. If you have a request or idea for improvement, please advise the Administrative Services Manager (leahverg@umich.edu). Remember the space is shared by several program and administrative offices on each floor and we are all responsible for keeping it tidy. Should a large mess occur, please contact Ruthven-facilities@umich.edu for assistance in cleaning it up.

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Coffee Machine:

Usually, the first person into the kitchen in the morning makes the first pots of coffee. The machine automatically fills the water; fill the coffee basket with a filter; put a full packet of coffee in the filter; make sure the hole of the coffee carafe is under the coffee machine spout before pushing the "Full" button on the machine. For hot water, simply press the hot water button. The Office of the Provost also has extra carafes for use during meetings held in conference rooms. Please contact Administrative Services Manager, Leah Vergotine (leahverg@umich.edu), or Front Desk Coordinator, Kelsie Bornholtz (kelsieb), for more information.

Refrigerator/Freezer

The refrigerator/freezer in the kitchen is available to all staff members to store lunches and snacks. Please put your name on any bag or container in the refrigerator. Please opt for containers that provide a reliable seal to prevent any odors from escaping. This will help contain the smell within the container, minimizing the impact on others. Please ensure that you dispose of any leftover food or packaging properly and in a timely manner.. Proper disposal helps maintain cleanliness and prevents the buildup of lingering odors. Please remember to be respectful of space for others in the refrigerator and only bring enough food for 1 – 2 days at a time. The refrigerator is cleaned of expired and old food items as needed. Remember the space is shared by several program and administrative offices on each floor and we are all responsible for keeping it tidy. You/your department are responsible for properly storing or disposing of any food/beverage leftover from an event you or your department coordinate.

Trash/Compost/Recycling

The Ruthven Administration Building was designed with a low-waste intention in mind. Please recycle and compost when you can—bins are provided in the kitchenettes throughout the building for this purpose. Use metal and china utensils and dishware when possible and try to use compostable items when necessary (there are some supplies of those also available.) The dishwasher is generally run at the end of every day and emptied first thing in the morning. Recyclable items such as cardboard, glass, and plastic cups should be rinsed before being placed in the bins when possible. Building Services clean the building. Custodians are in the building every day. You can check the Ruthven Building website for the building cleaning schedule. The cleaning schedule is also posted in the kitchen.

Maintenance Problems:

When day-to-day maintenance problems arise, please inform the Administrative Services Manager, Leah Vergotine (leahverg@umich.edu). She will inform the correct department of the problem. This could include clogged sinks and toilets, burned-out light bulbs, desk lock problems, file drawer problems, etc. Repairs are usually completed within a day or two. Each repair is assigned a tracking number and is billed to our current account through the Plant Department.

Work Orders:

Any staff member who wants to change their office furniture, hang art, etc. must submit a request to Ruthven Facilities (Ruthven-facilities@umich.edu). It must be approved by the Special Counsel to the Provost (cmgerdes@umich.edu). in advance of submitting the request to Ruthven Facilities. Please see Administrative Services Manager, Leah Vergotine (leahverg@umich.edu), with questions.

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Office of the Provost Information:

ID Cards (M-cards):

Each staff member should carry a University ID card (M-card). Obtaining one is typically part of your university onboarding process. Even if you are already a U of M employee, you will need to update your card when becoming part of the Office of the Provost. Card requests are made online here: <http://www.mcard.umich.edu/> and are available for pickup in the Michigan Union Tech Shop. The card includes an employee number and other important information. The MCard is also how Ruthven Building staff members gain access to the building and their office suite when the doors are locked after-hours and also necessary to release any Follow Me print jobs.

Provost's Office Website:

There is a public website for the Provost's Office along with a website that is for [office staff only](#). The public website details information such as staff of the office, organizational charts, budget information, space information, accreditation information, etc. The public website can be found here: <https://www.provost.umich.edu/>

University Vehicle & Business Parking Permit:

The Provost's office shares a University vehicle (#519) with the CFO's office. It is usually parked in the Palmer Street parking structure. The car can also be parked in any Blue, Yellow, or Orange parking space. Reservations for the car are kept on a calendar located at the Front Desk. Please notify the Front Desk Coordinator, Kelsie Bornholtz (kelsieb@umich.edu), or the Administrative Services Manager, Leah Vergotine (leahverg@umich.edu) if you notice any vehicle maintenance issues.

The Provost's office has a business parking permit that may be used for university business only. The permit provides parking in designated Business Vehicle spaces located in many University lots and some structures or in any Blue, Yellow, or Orange parking space. The permit is available as an access card. The access card is used to activate the Blue structure gates and also act as the permit. Therefore, the access card must be displayed from the parker's rearview mirror when parked. Reservations for the parking permit are kept on the calendar located at the Front Desk.

Please note:

- When signing out the car or pass, include the time needed and the name of who will have it.
- When using the car, make a note of the car location in the parking structure (the sheet is on a clipboard at the front desk).
- When returning the car, make note of its location and gas level on the same list.

P-Card:

The University has a purchasing card (p-card) program that is available for faculty and staff with certain roles. If you will need a P-card for purchases related to official U-M business, please see Erin Fluharty (ewillsie@umich.edu).

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Student Assistants:

The office hires student assistants each semester. The students perform errands, deliveries, copying, emptying recycling boxes, stocking shelves, and other reasonable tasks. They can also help plan events, perform internet research; create databases, and do other computer-based tasks. A schedule is published at the start of every term. For the most up to date student schedules and coverage, please review the student google calendar [Provost Office Student Staff Calendar](#). Leah Vergotine (leahverg@umich.edu) can give you a tutorial on the [Provost Student Task Log](#) for student assignments. The students also cover the front desk visitors and telephones at the main desk over the lunch hour. Messages are taken unless there are specific requests to receive a call. Please let them know if visitors or calls are expected during the lunch hour. Questions about work for the student assistants may be directed to the Administrative Services Manager, Leah Vergotine (leahverg@umich.edu).

Meet Me Line:

The Provost's Office has a secure conference line called the Provost Meet Me line that can be reserved via Google Calendar. The phone number is (734) 615-5502. If you or the meeting organizer is the first person to call in on the conference line and no one else is on the line, all you will hear is a ringing tone so stay on the line. As soon as someone else calls in you will hear a bell tone indicating that someone else is coming on the line. The ringing tone will stop when two or more people are on the line.

Mail:

Incoming Mail: United States Postal, UPS, and FedEx all deliver to the mail room on the 1st floor. The Student Assistants check the mail as they come in for their shifts throughout the day. Fourth floor mail is brought upstairs from the Ruthven Building mailroom and delivered to the office by the student assistants throughout the day.

Outgoing Mail: If you have U of M business letters to be mailed that require a single stamp, they are available at the front desk. Once stamped, the mail is placed in the 1st floor mailroom. If you have mail that requires more postage, it can be sent using the Office of the Provost UPS account. Please see Administrative Services Manager, Leah Vergotine (leahverg@umich.edu) or Front Desk Coordinator, Kelsie Bornholtz (kelsieb@umich.edu) for more information.

Personal Mail: Single Forever stamps can be purchased at the front desk for the current rate.

Telephones:

The telephone system is the standard system used throughout campus. The [main lines](#) to most staff member offices/cubicles are equipped with voicemail for messages. You will receive detailed information on how to set up your call and voicemail preferences as you onboard. Most senior staff members do not distribute their direct telephone numbers. The staff support phone number is the one typically publicized.

The students help cover the telephones at the main desk over the lunch hour. Messages are taken unless there are specific requests to receive a call. Please let them know if calls are expected during the lunch hour. Discuss this procedure in your area to resolve any concerns. All voicemails are sent to your individual email.

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Printing/Copying:

Ruthven Administration building has been set up to use [Follow Me printing](#). This means that when you send something to print from any desktop, laptop, or even your mobile device you can access the print job to complete it from any Follow Me printer on campus (including our suite). These machines also serve as photocopiers. The machines are located at the head of each bay of cubicles. There is a large machine which can accommodate large print jobs and faxing as well. It is located in the workroom in the back of the office suite.

Faxing:

The provost's office still has the ability to fax and receive faxes. This can be done via the main copy machine in the workroom at the back of the suite. The fax number is: 734.764.4546.

Document Disposal:

Deposit confidential/sensitive waste paper in the shredding disposal container in the back next to the staircase.

Computer Support:

Computer support for the office is provided by [Executive IT](#). The team is located on the basement floor of Ruthven and addresses all requests via a ticketing system. Email executiveit@umich.edu if you have any computer or other technology-related questions or issues.

Office Supplies:

Supplies for the office are in the cabinets and drawers throughout the office, but mainly in the back workroom. An open box means the supplies are being used. In most cases, there will be a full box under the open one which means that there is one more available before it needs to be reordered. If you use the last of an item or open the last box, please email Kelsie Bornholtz (kelsieb@umich.edu). When supplies are returned, please sort and place the items in their proper location. If items are urgently needed, let Kelsie know. If there are specific types of supplies you would like, please notify Kelsie and she will try to accommodate as best she can in the next office supply order.

Correspondence Style and Format Guidelines:

All letters created that are to be signed by the Provost should follow a certain style and format guideline. Please see Greg Teachout (gcteach@umich.edu) for the "Correspondence Style and Format Guidelines". All letters that need to be signed by the Provost should be submitted to the Provost's executive assistant (provostexad@umich.edu) as early as possible. If a letter is of a time-sensitive nature, please check with the executive assistant as soon as possible to see if the Provost is available to sign.

Stationery Use and Location

Stationery for the Office of the Provost support staff is called, "Provost Office" and is located in the bottom right cabinet in the workroom. This is the stationery used by everyone in the office. If a letter is prepared for the Provost's signature, it should go on the Provost's letterhead, which is also located in the same closet. If there is a mass mailing that will be signed by the Provost, it is best to use the stationery labeled "Provost Office w/o phone numbers" and put a telephone number clearly in the text of the letter for responses or questions. The Provost stationery lists the main Provost's Office phone number and this will prevent excessive telephone transferring when trying to help someone with questions.

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Securing Personal Items:

Security is a concern for everyone. Purses and valuables should be stored inside a desk or file drawer. If you leave your area for a long period of time, close the door and lock it. A master key is available for all office spaces with a door. Each staff member has keys to the lockers and cabinets in their cubicle or office.

Demonstration Guidelines:

From time to time, demonstrations regarding socio-political issues occur. If a demonstration occurs and it is safe to do so, secure the following:

- √Office and building keys
- √Desks and workspace
- √Confidential phone lists and documents
- √Computers (if necessary, shut down and remove keyboard)
- √Phones (if necessary, remove handset)
- √Store rooms
- √File cabinets
- √Interior offices
- √Personal belongings