

Faculty Support Services

Description of Services Offered

Following is a general outline and description of the types of services that Faculty Support (fSupport) provides, and the procedures and turnaround time involved with each request. Please review carefully, as following these procedures will ensure that we can best serve your needs!

General Request Formats and Procedures:

All drink, room bookings, room setups, errands, print jobs and similar requests should be in the form of an email to fsupport@syr.edu or in person at 343 Hinds Hall. The request should include the completion due date, as well as the general topic and room information.

If your request involves copying parts of a book, assembling packets, or other physical materials, we are happy to assist you. Please drop the materials off at 343 Hinds Hall and our team can complete a written request form for you.

Types of Requests That Can Be Accommodated:

Printing Jobs: Please allow 24 hour turnaround for these requests (although we most often are able to complete them sooner!)

Scan Jobs: Please allow at least 24 hours turnaround for these jobs, and more if it involves several books or stacks of articles (again, we usually complete them sooner, depending on our other tasks that day).

Mailings: Please allow 24-48 hours turnaround for these requests...and provide fSupport with the excel file of names and addresses, as well as the letter(s) to be merged. Our team is quite adept at the mail merge function, and are happy to assist with these bulk mailings. They are also able to provide name tags, labels, etc., as well as FedEx and UPS mailings.

Drink Requests: These requests should come in the form of an email request to fSupport, and should be made at least a week in advance when possible. In an effort to support the 'greening of SU', we offer pitchers of water and cups, rather than bottled water (although we can provide bottled water for off-site student trips as needed).

Examples of other types of projects include:

Electronic file conversions: We'll take your paper copies of files/articles, etc., and convert them to electronic copies, eliminating the need for storage space for the paper copies. Then we shred the paper copies for you...

Special Events: If you've got an event you are planning and want some extra help, just let us know! From name tags to giveaways to setting up the food and tabling to cleanup.