

Student & Faculty Support Services

Description of Services Offered

Following is a general outline and description of the types of services our student workers provide, 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 for fSupport should be in the form of an fSupport Ticket, which when completed, drops into our fSupport mailbox (fsupport@syr.edu), and should include the date the request is needed, as well as the general topic and room information. For example, if you have a meeting and are requesting drink services, your email should read something like this:

To: fsupport@syr.edu
From: your name
Date: date request is made
Subject: 5/10 drink request for Room 120 at noon

Please provide 12 assorted sodas, a pitcher of iced water and cups for Room 120 no later than noon on May 10th. Thank you.

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 it off in 114 Hinds Hall and our students can complete a written request form for you. Or, should you wish to do so ahead of time, a written request form is attached for your completion prior to submission.

We are tracking the types of requests we receive, from whom, and the frequency to better determine when we need coverage, so your compliance with the more formalized procedures will be truly appreciated.

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!)

Black and white copy jobs are quite fast...color jobs are MUCH slower, and we try to limit the number of copies of these to no more than 30.

PDF 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 students are 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.

Packet/Binder Assembly: We assemble informational packets (i.e., Julie's folders) and binders (i.e. DPS binders) on an as needed basis. Please provide a sample of the completed product, as well as the materials to be assembled, to 114 Hinds Hall along with a completed written request form and deadline, and we'll make it happen!

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. We order soda/coffee supplies on Wednesdays for meetings to be held the following week, and need to know what meetings we are providing supplies for. 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).

Errands: Our students are able to run errands as needed, *as long as they are work-related*. We do everything from delivering packages to other offices on campus, picking up posters from EPC and Schine, running clickers and other assorted items to classrooms, and picking up food orders (although this generally conflicts with room set up and drink order request times, and should be avoided when possible).

Other Projects: Our students also are very capable, especially those who have been working with us for more than one year, and are eager to assist our staff and faculty with other projects as well. Examples of these types of projects are:

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...

Filing/Office Cleanup: We'll assist you with filing and general office cleanup, to help you better prepare for the next semester.

Special Events: Our students love working on special events such as the 140 Conference, Convocation, Spring Receptions, the End of the Year Celebration, and the Welcome Back Celebration. 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...we love to help the iSchool do its thing!

This is just a smattering of what fSupport can offer to you...if you have other tasks/jobs that you would like assistance with, please see me and we'll make every effort to accommodate you.

In addition to the tasks outlined above, our students are also constantly tidying up our public spaces in the building, as well as maintaining our 2nd floor kitchen and the smaller kitchen in the 114 suite. So, if you have summertime needs that Jim and his crew do not regularly attend to, let us know and we may be able to help.

As we tweak our existing process and make additional improvements, we are always open to your suggestions and comments, so please, come and see me! And I'll continue to make my rounds to your offices to chat about how we're doing, where we can improve, and how we can expand our line of services as the iSchool continues to grow!