

# RIT | National Technical Institute for the Deaf Professional Development

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### Introduction/Overview

This guide outlines some of the processes and procedures that are routinely performed by NTID senior/staff assistants, senior/staff specialists, and other administrative support staff. By reviewing this information, you will gain an awareness of core tasks and how to obtain help with your daily duties. There's even more helpful information in the NTID <a href="Onboarding and Welcome Guides and checklists">Onboarding and Welcome Guides and checklists</a>, so be sure to check them out. Please feel free to contact the Professional Development Team if you have questions, or if you would like to learn more about RIT's resources.

### I. How to Get Help

First things first! When you need help, don't be afraid to ask your supervisor and your colleagues. RIT/NTID is a supportive environment with faculty and staff who are willing and eager to help. And, remember the <a href="https://example.com/NTID Professional Development Team">NTID Professional Development Team</a> is available to steer you in the right direction.

The <u>RIT Service Center (RSC)</u> is the university-wide help support system for questions pertaining to the following areas:

- Accounting/Controller's Office
- RIT Financial and Procurement Systems/Procurement Card
- Timekeeping / Kronos
- Travel and other reimbursements / Travel Card
- Dining
- Human Resources / Human Resources Benefits
- Parking & Transportation Services
- Phone/Messaging Systems

In the RSC, you can search for instructions on many topics, and you can submit support tickets.



## II. What to Ask Your Department Chair/Manager About

Each department runs differently depending on its purpose and goals, so be sure to ask your department chair/supervisor about the following:

- Expectations for your job; a copy of your job description questionnaire (JDQ)
- Professional development expectations and opportunities
- Schedule for one-on-one meetings with your supervisor
- Department meeting schedule
- Which offices or facilities you will need to access; office keys/card swipe access; furniture/cabinet keys; alarms and other security protocols
- Location of the nearest shared (networked) / department printer
- Work schedule and procedure for reporting absences and requesting time off
- Flexible Work Arrangements (FWAs)

# III. Things You'll Need to Do ASAP: Priority Tasks

- Set up <u>multi-factor authentication (MFA)</u> with your mobile device, through DUO Mobile. Most enterprise-wide systems used by RIT such as Oracle, Kronos, and RIT Talent Roadmap will require multi-factor authentication.
- Get <u>set up in Kronos</u>. If you cannot log in, your manager can submit the request for you to get access to Kronos. Once you're set up, use Kronos to <u>manage your time</u>.
- Get the key for your department mailbox. Contact the <u>NTID Service Desk</u> to request a key. Mail for your department is delivered to the mailroom in LBJ-2525.
- Subscribe to campus-wide communications from <u>RITMail</u>. Here you can choose which newsletters and email announcements you want to receive.
- Obtain a PNC Procurement Department Card (ProCard) for department purchases
- Set up an account with <u>W.B. Mason</u> for office supplies.



- Set up an account through RIT's <u>Amazon Business Program</u> (arrange for tax exempt purchasing).
- Set up your <u>phone messaging system</u>. RIT's phone system includes a text-based/email messaging system that is used by all faculty and staff.
   Contact the <u>phone coordinator</u> in NTID's President's Office for more information.
- Sign up for ASL Classes through NTID's Faculty and Staff Sign Language Program.

# IV. How to Get Started Managing Your Department's Budget

If you will manage your department's budget, <u>request Oracle Financial Responsibilities</u> for your budget work. Request the following Oracle Responsibilities as appropriate for your position. Ask your supervisor for your 5-digit department number(s):

$\label{eq:count_reconstruction} Account Reconciliations - Run departmental and project Oracle reports; perform account inquiries (RIT - GL - RPT \& INQ)$
Account Reconciliations (with payroll) - Run payroll, departmental, and project reports; perform account inquiries (RIT - GL - RPT, INQ & PRL)
View vendor payment transactions (RIT - AP - INQUIRY)
View requisitions and/or Purchase Orders (POs) (RIT Purchasing Inquiry)
Create Purchase Order Requisitions (RIT Purchasing Requestor)
Create electronic Invoice Payment Forms (RIT Invoice Payment Request)
Create Invoices for Customers/create receivables (RIT Receivables Entry)
View invoices/receivables (RIT Receivables Inquiry)
Create/upload Journal entries (RIT - GL - JOURNAL ENTRY ONLY)
Perform capital equipment physical inventory related transactions (RIT FA Physical Inventory User)
Run Asset reports and view capital equipment information (RIT - ASSETS - REPORTS & INQUIRY)
Perform equipment related transaction (update Asset details, transaction history, financial information) (RIT - ASSETS - USER)

Screenshot from the RIT Service Center form



- Take the RIT Introduction to Accounting course online via RIT Talent Roadmap.
- Subscribe to the Controller's Office Newsletter.
- Take <u>Controller's Office training</u> sessions and participate in the <u>Community of</u>
   Practice.
- Become familiar with NTID Policies for Selected Expenditures.

### V. General Procedures to Know About

### **Department Mail**

- Retrieve department mail and send mail / packages:
  - If your office is in LBJ:
    - Mail for your department should be picked up daily (around 2:30) from the Service Center's mailroom in LBJ-2525. Contact the <u>NTID Service</u> <u>Desk</u> to request a key for the mailbox. Interoffice mail, FedEx, and regular outgoing mail can be dropped off in the bins in the mailroom.
    - W.B. Mason office supply orders will come directly to your office.
    - Large/bulk orders will be delivered from Shipping/Receiving in the FMS building to the LBJ mailroom. You can retrieve your packages from the package room inside LBJ-2525. This room is accessible by all faculty/staff via card swipe using your RIT ID.
  - If your office is in a building other than LBJ, check with your supervisor regarding delivery methods and locations.



### **Computing/Printing**

- Request computer / tech support from NTID's Service Desk
- Print, scan, copy, or email documents using one of NTID's networked printers.
   Printers are available in various departments/areas and the NTID Service Center in LBJ-2525. Your RIT ID is required to release print jobs. To print to a networked printer, go to the Print option in your software and select one of these printers: "NTID Printer (Color) NTIDPS01P" or "NTID Printer (Black & White) NTIDPS01P."

#### **File Management**

 Ask your manager about the preferred file management process for your department and contact the NTID Service Desk to get access to your department fileshare. It is recommended that your work files be saved to a fileshare, such as the N: drive so they are backed up regularly and accessible.



- Your Windows PC computer will automatically connect to your personal folder on the NTID fileshare (N: drive). In addition to this, your department may have an additional folder to use for saving files.
- Opt-in to use Google Workplace for RIT for Google Drive, Docs, Sheets, and Slides.
  - NOTE: RIT's Google Workspace's primary domain is "g.rit.edu." To access Google services with your RIT account, add "g.rit.edu" to your account username. For example, if your username is "abc1234", log in to <u>Google Drive</u> using "abc1234@g.rit.edu."
  - Do NOT store Private or Confidential information on Google workspace.
     To learn about the classifications see the <u>RIT Information Handling and</u>
     Services Matrix web page
- Securely transfer large files and files with sensitive data (Private or Confidential information) via <u>Tiger File Exchanger</u>.



### Meetings, Rooms, and Events

- Use **Zoom** for remote meetings
- Make <u>room reservations</u> via RIT's Event Management System (EMS).
  - EMS includes requesting Facilities Management services (room set ups, table/chair and special event rentals, etc.) and RIT Catering.
- Request an interpreter for a meeting, class, or event
- Get information on setting up <u>special events</u> (room diagrams, signage, parking, golf cart rental, furniture/supply rentals, etc.)
- Order catering from <u>RIT Catering</u>. RIT Catering orders must be placed in the EMS system by adding Services to the room reservation.
- <u>Request a Zoom webinar</u> for major special events/programs. Patrick Smith manages Zoom webinars.
  - Request <u>remote captioning</u> for a live Zoom event (Zoom webinar or Zoom meeting)
- Make facilities-related requests and work orders
- Add major community-wide events to <u>RIT's Event Calendar</u>

### Marketing / Bulk Mailings

- To send email to all NTID faculty, staff, and/or students: contact Susan Murad for instructions.
- To send mass email to external groups (NTID alumni, retirees, teachers/schools for the Deaf, etc.): contact <u>NTID Communications, Marketing, and Multimedia</u> <u>Services</u> to discuss your request
- Send bulk mailings and get bulk printing through the <u>HUB</u>.



### VI. How to Find People

- RIT Directory
- University Organization Charts
- Who's Who at NTID: <u>NTID Administrative Council</u>
- Meet NTID's <u>Staff Council</u> representatives (NTID is in Block 5)

### VII. How to Find Places

- Campus Map
- <u>Tunnels information and map</u>
- <u>Interactive Campus Map Colleges/administration buildings with floor plans,</u> parking lots, and printable map options
- CSD Student Development Center (CSD SDC)

# VIII. How to Learn American Sign Language (ASL) and Learn About Deaf Culture

- Register for RIT/NTID ASL classes through the <u>Faculty/Staff Sign Language</u> <u>program (FSSL)</u>
- Visit the RIT ASL and Deaf Studies Community Center (RADSCC)
- Learn about the Sign Language Proficiency Interview (SLPI) assessment and <u>ASL Training and Evaluation (ASLTE)</u>
- Learn ASL signs by using the ASL Video Dictionary and Inflection Guide
- View <u>Resources for Building ASL Skill and Knowledge</u>



# IX. Professional and Career Development Opportunities

RIT supports and encourages participation in professional development activities.

NTID Professional Development works collaboratively with RIT Talent Development to offer a vast array of training and professional development opportunities.

Resources for career and professional development include:

- <u>Talent Roadmap</u> RIT's online resource for professional development for all RIT employees. Log in and use the "Browse" link at the top of the page to start finding courses that can help you in your position.
- <u>Talent Development Calendar</u> calendar of in-person/instructor-led sessions
- Learning Kits
- Career Support

# X. Helpful Training and Resources

### **Recommended Courses to Take in RIT Talent Roadmap:**

- Microsoft Office 2019 Basics: <u>Outlook</u>, <u>Word</u>, <u>Excel</u>, <u>PowerPoint</u>
- Introduction to RIT Accounting
- Accounting Practices, Procedures & Protocol Training
- Google Drive Essentials
- Acrobat DC Essential Training



#### Resources

- Microsoft Quick Start Guides: <u>Outlook</u> | <u>Word</u> | <u>Excel</u> | <u>PowerPoint</u>
- Payroll and Timekeeping
- <u>Student Information System (SIS) Training</u> for Advisors, Students, and Faculty.
   Check with your manager to see which <u>PeopleSoft Business Roles</u> you need.
   Submit a request, via the RIT Service Center, to <u>Add Access to PeopleSoft</u>.

### XI. Human Resources Policies / HR Transactions

- Locate your employee information (such as your paystub, benefits, and contact information) in Oracle under <u>Employee Self-Service and Approvals</u>.
- NTID's Human Resource Service Manager (HRSM) is <u>Lisa-Marie Houser</u>. HRSMs assist faculty, staff and administrators with employment, employee relations, and immigration matters.
- The Job Description Questionnaire (JDQ) for your position should be in Oracle.
   Go to <a href="https://mybiz.rit.edu">https://mybiz.rit.edu</a>, Employee Self Service & Approvals > RIT Employee
   Self Service > Job Description. If the most recent copy is not in Oracle, obtain a copy from the supervisor or HRSM.
- All human resource-related transactions for NTID must be processed by Maria Ocasio, NTID employee administrator. Please contact her prior to initiating any processes such as search committees, contracts/payments, or Employee Action Forms (EAFs).
- Human Resources Info and Policies



# XII. How to Prepare for Your Annual Performance Appraisal

Managers have the option to select the appraisal forms that are most the appropriate for their staff. Ask your manager which appraisal forms will be used and when your self appraisal is due. Familiarize yourself with RIT's appraisal policies, and if you have questions, be sure to ask your manager.

- RIT's Staff Performance Appraisal Policy
- <u>Tips for Preparing for Your Annual Appraisal</u>

### XIII. How to Find Academic Information

- Academic Calendar
- Student Information System (SIS) class schedules, etc.
- Key academic actions and transactions <u>Certification Calendar</u>
- <u>FERPA</u> policies on sharing student information
- Education Records Policies
- Registrar's Forms (enrollment and grading forms, transfer credit forms, etc.)
- Vocational Rehabilitation (VR)
- Textbooks RIT Textbookx / Campus Store / Virtual Store
- NTID Academic Affairs



# XIV. Where to Find Info on Student Services and Support

- NTID Student and Academic Services
- NTID Counseling and Academic Services
- NTID Co-op and Career Center (NCCC)
- NTID Financial Aid/Scholarships
- Student Programs and Competitions
- RIT Student Financial Services (billing, tuition, etc.)
- <u>Disability services</u> for students, staff, or faculty
- NTID Student Life | NTID Student Life Team Director

# XV. Where to Find College and University Policies

- NTID College Policies and Guidelines
- RIT University Policies
- <u>Document retention policies (RIT Records Management Policy)</u> for storing and disposing of documents with sensitive data and <u>Records Retention Schedule</u>

# XVI. How to Become Involved in the RIT Community

Check out these opportunities to volunteer and contribute to the Tiger community:

- Give a lively, fun welcome to our new students at the <u>Tiger Walk/Welcome Days</u> activities
- Contribute to the annual <u>United Way Campaign at RIT</u>
- Volunteer at <u>Commencement ceremonies</u> and <u>Imagine RIT Creativity and Innovation</u> Festival
- Become involved with students / student groups / NTID Student Life



# XVII. What to Do About Emergency or Crisis Situations

- Call <u>Public Safety</u> Emergency: 585-475-3333 | Text: 585-205-8333
- Get <u>RIT emergency information</u>, such as weather-related closings and other incidents.
- Learn how to support students in distress: <u>RIT's Red Folder Program</u>
- Take the Talent Roadmap courses on <u>Recognizing & Responding to Escalating</u>
   <u>Behavior</u> and <u>Responding to an Armed Intruder Incident on Campus</u>. If you would
   like to arrange an <u>Armed Intruder Training</u> workshop for your department, contact
   Gary Moxley at <u>admcps@rit.edu</u>.
- Learn about CaPS Counseling and Psychological Services. Encourage students to make Individual appointments
- Report Incidents/Concerns

# XVIII. Helpful Links

- <u>Facilities Management Services (FMS)</u>
- Hire and manage students through the <u>Student Employment Office</u>
- <u>HUB Express</u> and <u>HUB Print and Postal Services</u> (Bulk mailing and printing)
- NTID Directory
- Oracle: <a href="https://mybiz.RIT.edu/">https://mybiz.RIT.edu/</a>
- Procurement Services
- RIT Dining
- RIT Finance & Administration
- RIT Human Resources
- RIT Service Center
- RITmail: the RIT Communications Center
- RITpedia
- Special Events / Set up Information
- University Emergency Information
- <u>University-wide Resources for Employees</u>