2018-2019

Curriculum, Foundations, and Reading

Policies & Procedures
Advising Students

Students may obtain their Registration Access Numbers (RANs) from WINGS. Department secretaries do not have access to student RANs.

*Permission to register or override a student into your class must be in writing (e-mail) to the department secretary. The request must include the student’s Eagle ID # and the CRN (5 digit course reference number).

Graduate advisors should be accessible to students during the semester, available for advisement, and responsive to students’ e-mails and phone calls in a timely manner.

COE Physical Address

The physical address for the College of Education is 275 COE Drive, Statesboro, GA 30460. Packages sent to you via UPS or Fed Ex should include your name, name of the department, 275 COE Drive, COE BLDG Room 3125, Statesboro, GA 30460. Packages sent to you via USPS should include your name, name of the department, P. O. Box 8144, Statesboro, GA 30460.

COE Room Access/Entry Method Plan

Physical Plant has the following instructions regarding the unlocking/locking of COE classrooms in Statesboro during the weekdays:

I. All 1st floor classrooms should be unlocked except the following:
   - 1121
   - 1122
   - 1126

II. All 2nd floor classrooms should be locked.

III. All 3rd floor classrooms should be unlocked except:
   - 3158
   - 3164
   - 3165
   - 3166 (note: GASC opens each day)

IV. Rooms with keypad access (codes to be kept in Departments)
   - 2148/conference room
   - 2158/Digi Lab
   - 3165/IRC computer lab
   - 3166 (use code for weekend access)
   - 3164/conference room
V. Rooms with swipe card access (must complete form to get this access):

- 1121
- 1122
- 2156
- 2157
- 3158

**NOTE:** The following individuals can help gain access to swipe card rooms:
Janina Jones, Tom Koballa, Deborah Thomas, and Sherry Smith

Keys to COE 2123 (CFR Conference Room), COE 3122 (GA Lab), COE 3164, and COE 3166 are located in the student’s desk in CFR’s main office, COE 3125. Keys should be returned as soon after use as possible. COE keys and key codes should not be given to students, including doctoral candidates.

**Weekday procedures:**
Faculty should ensure they have the proper code or card swipe access to their assigned rooms. If an entry method fails or a room is locked when it should be unlocked, they can ask the dean’s area staff for help. Individuals with **master keys:** Janina Jones, Sherry Smith, Lisa Wilson, Jennifer Stocking, Tracy Linderholm, Deborah Thomas, and Tom Koballa. **Master keys also work on some rooms with keypad access:** 2148, 3166, 3164, IRC rooms – must ask IRC for help with Digi Lab 2158 and 3165.

**Weekend procedures:**
Faculty must either reserve/use a room with key pad access or they must get a key checked out in their name. Faculty should enter their room reservations in 25Live and Janina Jones will confirm their reservation (Note: Daniel Rivera is the back-up 25Live confirmation point person). If a faculty member arrives on campus on a weekend and the room is locked/their key doesn’t work, then they must call UPD at x85234. UPD will verify that they are “legitimate” and then ask Physical Plant for assistance.

Prior to each term, Janina Jones will create an excel spreadsheet that lists all weekend classes, dates, and times. This excel spreadsheet will be sent via the Dean to Jason Aultman in Physical Plant so that he knows when to open outer doors and also which rooms need to be heated and cooled.

Armstrong Campus, Savannah procedures:
When procedures regarding rooms in University Hall and other buildings is provided, this information will be added to these procedures.
COGS Doctoral Forms/Digital Signatures

Current doctoral forms are on COGS website. Forms requiring digital signatures are to be sent directly to GASC who will submit to the department chair. Other doctoral forms and doctoral key assessments should be placed in basket on top of filing cabinets in CFR main office (3125) or submitted directly to Graduate Academic Services Center (3166).

Computer Service Requests

Faculty are encouraged to report their computer problems directly to IT Services since they will need to answer questions the technician may have concerning the specific technology issues. Faculty experiencing computer problems should click on the MyTechHelp icon on your computer’s desktop and complete and submit the form. Faculty can also reach IT from the my.georgiasouthern.edu homepage. Tanner Moore, IT Technician for the College of Education, is located in COE 2154 and can be reached at https://mytechhelp.georgiasouthern.edu/ or 912-478-2158. Todd Tinker, IT Manager for the College of Education, is located in IT 2220 and can be reached at 912-478-1506 or 912-682-4267 or email ttinker@georgiasouthern.edu.

Conference Room

CFR’s conference room is located on the second floor, COE 2123. A calendar is posted on the door to reserve the room. When reserving the room, write small enough to allow others to sign up on the same day. Conference room door should remain closed and locked when not being used. The key to the conference room is located in the student’s desk in COE 3125; the key will not be given to students.

Contact Information

It is expected that faculty will give the department secretary their off-campus contact information. Contact information will be kept confidential and used only for emergencies or as deemed necessary by the department chair.

Copier

The copier in Room 3123A is for departmental use. Each faculty member is assigned a copy code to use when making copies. Faculty are asked not to give their copy code to graduate assistants, nor are they to allow copying or printing of student dissertations using departmental hardware or other resources. If a paper jam occurs, PLEASE do not attempt to clear the jam without having been instructed on the copier. One wrong turn to one of the clearing knobs can cause us to have to make a service call to reset the machine. Do let the secretary or a work study student know if the copier is jammed. Faculty computers are networked to the copier in COE 3123A.
Copying

All copying should be requested on the “copy request form” and attached to the item(s) to be copied. It is very important to fill in name, the number of copies, and the date/time needed. Items omitted from the form will be determined by the secretary or student making copies. Place the request form and original(s) in the copy basket on the work study students’ desk in COE 3125. Completed work will be placed in faculty member’s mailbox or office.

- Requests for copying require a 24 hour advance notice.
- Requests for copying during the first week of classes and finals week require a 48 hour advance notice.
- Exams or items to be copied by the secretary should be placed in an envelope in the top tray on the corner of her desk in 3125. Include the date and time when copies are needed. Requests for copying exams require a 24 hour advance notice.
- In an effort to hold down copying costs for the department, please utilize class notes or web pages when possible. When working on publications, please investigate applying for research funds, etc. to offset the cost of copying and printing. We will certainly try to work with everyone on the copying issue and welcome any suggestions you may have.

Copyright Policy

Some key parts of the University System of Georgia Copyright Policy include the following:

- Instructors are responsible for evaluating, on a case-by-case basis, whether the use of a copyrighted work on electronic reserves or GeorgiaVIEW requires permission or qualifies as a fair use (http://www.usg.edu/copyright/site/the_fair_use_exception ). If relying upon the fair use exception, instructors must complete a copy of the fair use checklist (http://www.usg.edu/copyright/site/fair_use_checklist ) before submitting material for electronic reserves or making it available on GeorgiaVIEW/Folio.
- A copy of the completed checklist for each “fair use” of a copyrighted work must be retained by the faculty member in order to establish a “reasonable and good faith” attempt at applying fair use, should any dispute regarding such use arise.
- The instructor, library or other unit of the institution must possess a lawfully obtained copy of any material submitted for electronic reserves or GeorgiaVIEW/Folio.
Course Syllabi

During the **first** week of each semester, faculty are required to send the department secretary an electronic copy of course syllabi for all courses, including independent study courses, that they will teach in the current semester. File names must contain the following information: course prefix/number/section, instructor’s name, and semester/year (i.e., READ 3330 01F.Jones.F15).

Development of course syllabi allows for flexibility, however, faculty should use the COE Syllabus Guide as a guide to help provide documentation related to NCATE/PSC standards and address information requested by the Provost for inclusion on course syllabi. The COE syllabus guide is located near the bottom of the COE Curriculum Committee website. This website can be accessed from the Governance link located on COE Dean’s Office homepage. Faculty should also include the Policy links found on the Curriculum Committee page either on course syllabus or on course website. Faculty must communicate with students that they are responsible for reading, understanding, and following the policies and procedures links on the syllabus and/or course website.

**Reminder:** Travel forms will not be approved until course syllabi for the current semester have been submitted to the department secretary.

Departmental Equipment (Off Campus Use of Equipment Policy)

Board of Regents policy allows for removal of inventoried equipment off-campus on a temporary basis. For all assets residing off campus, an “Authorization for Off Campus Use Form” should on file with IT Services. The forms are valid for one fiscal year and should be renewed each year upon request by IT Services.

The department has established the following policy regarding off-campus computer use:

- Approval for use of departmental computers off-campus is limited to one desktop computer and one laptop computer.
- Faculty and staff who fail to comply with department, university, and BOR policies regarding off-campus equipment use will have their off-campus computer authorization revoked.
- Exceptions to this policy require department chair approval.
Dissertations

It will be the responsibility of the student to work with Eagle Print Shop and University library regarding binding and delivery of dissertations (see ETD page on COGS website).

* In an effort to hold down printing costs for the department, faculty are not to allow copying or printing of student dissertations using departmental hardware or other resources. Please encourage students to mail hard copies to committee members for documents that are greater than 50 pages in length. The department will not mail dissertations (or student papers) to the homes of faculty members.

Empty Office Policy (approved by department on April 3, 2008)

The following criteria will determine eligibility of faculty to move into a vacant CFR office:
1) Faculty rank
2) Years as a regular (non-temporary) faculty member at Georgia Southern within rank
3) Hiring date

Errands

It is permissible to ask work study students to run work related errands on campus, providing it is during their scheduled work hours and you have checked with the secretary. Please do not ask a work study student to run personal errands for you.

Some Common Expectations of Faculty

• Respond to departmental e-mails
• Participate in fall and spring graduations
• Submit an electronic copy of final grades to the department secretary at the end of each semester
• Submit an electronic copy of course syllabi to the department secretary during the first week of each semester
• Attend departmental faculty meetings
• Adhere to deadlines (e.g., student evaluations, annual reviews, tenure and promotion, etc.)
• Verify attendance
• Attend committee and advisory board meetings
• Approve timecard in ADP
FYE Funds

Faculty must discuss plans to teach a First Year Experience (FYE) course(s) with department chair PRIOR to accepting this commitment. Faculty teaching FYE courses have the preferred option of having their money paid directly to them; a second option is to have their money transferred to the department’s operating budget to be used for travel or instructional purchases. Faculty must discuss compensation options with the department chair prior to making this decision. FYE funds transferred to the department must be expended by the faculty member no later than May 1. Once FYE funds are transferred to the CFR department, the monies are governed by USG and departmental policies, and expenditures must be approved in advance by the department chair. No more than $500 of FYE funds can be spent on books. Any items purchased with FYE funds transferred to the department remain the property of the university. FYE grades are to be submitted to the department secretary at the end of each semester.

Grade Changes

The paper grade change form is used to change a letter to letter grade, an “I” or “IP.” The online form in WINGS is only used for "I" and "IP" not letter to letter.

Grades

At the end of each semester faculty are asked to send the department secretary an electronic copy of course grades for each course they have taught during the semester. It is suggested that faculty copy and paste final grade sheet into MSWord and save as .pdf file. This works best in Google Chrome. File names must contain the following information: course prefix/number/section, instructor’s name, and semester/year. (Example: READ 3330 A.Jones.F14).

If a faculty member assigns a student a grade of Incomplete (I), he/she must submit documentation to the department indicating rationale for I grade and description of what student must do to complete course. An I grade should only be assigned for non-academic reasons and should be used judiciously. A grade of IP (in progress) should only be used for courses that extend over more than one semester (e.g., dissertation hours).

Reminder: Travel forms will not be approved until grades from the previous semester have been submitted to the department secretary.
**Graduate Assistants/GA Lab**

The department hires graduate assistants to assist faculty with their research and instruction. GAs work 20 hours per week and their employment begins the first day of classes each semester and ends the last day of final exams. Faculty may request dedicated GA time by contacting the graduate assistant coordinator or the department chair. All GA duties should be performed during regular business hours; please contact department chair or CFR’s GA coordinator, Dr. Meca Williams-Johnson, regarding needed exceptions to this policy.

The GA lab (COE 3122) is a space shared by Graduate Assistants in our department and the Department of Leadership, Technology, and Human Development. This is not an appropriate place for students to take tests. In addition, all computers in this lab are password protected and are intended for the use of GAs assigned to these work stations. It is not appropriate for other students or colleagues, friends, or family of CFR faculty to use these work stations. Computers are available for these individuals in the IRC.

Graduate assistants and student workers must complete on-boarding prior to first day of work.

**Guidance on Presence, Communication, and Community**

Development of community is a valued activity among members of the Department of Curriculum, Foundations, and Reading. Departmental faculty encourages their colleagues to support the campus, academic, and regional communities through their presence and interaction as they fulfill responsibilities and meet expectations of their roles. The Curriculum, Foundations, and Reading faculty expects its members to attend unit/program, departmental, and college faculty meetings, attend committee and advisory board meetings, and participate in fall and spring graduations. In addition, departmental faculty expects their colleagues to hold office hours primarily for out-of-class communication with students who benefit from the presence of their professors.

The Curriculum, Foundations, and Reading faculty expects its members to uphold campus meeting obligations in-person, and to avoid routinely requesting to telephone or video-conference into their assigned-campus meetings, except in cases where the committee chair or supervisor explicitly invites members to do so. Departmental faculty encourages all members to utilize telephone and video conferencing tools to expand additional communication opportunities with students and colleagues at a distance (e.g., across campuses), or to support communication during atypical circumstances such as colleague illnesses or work related travel, but not to regularly decrease in-person interaction during one’s assigned-campus face-to-face meetings.
**Office Furniture**

Standard furniture for faculty offices are a desk, a desk chair, two bookcases, a two-drawer lateral file cabinet, and two guest chairs. Office furniture is not to be surplussed, and is to remain in faculty offices. Do not place furniture in the hallway. Please contact department secretary if any furniture repairs or replacements are needed.

**Office Hours**

Office hours should be given to the department secretary, and posted on syllabi and office doors each semester to facilitate communication with students. Office hours should be developed with consideration of one’s teaching load and student needs for out-of-class discussion. A minimum of 3 office hours per week or 12 office hours per full month, on average, should be provided, though an average of 4 to 5 office hours per week may be advisable to fully support student needs. A “by-appointment” option may be added to office hours to further ensure students’ course communication needs are met.

Some office hours may be designated as virtual if any courses assigned are online, in order to support students who are not able to be on campus. The proportion of virtual office hours should be carefully considered relative to specific courses, assignments, and students. Providing the availability of some traditional, non-virtual office hours is strongly advised.

Office hours may be revised within a semester to support scheduling of standing-committee meetings, conferences, or other work conflicts that arise after initial office hours are established and shared. Students and the department secretary should be immediately made aware of any office hours revisions made. This flexibility can allow optimization of time use and encourage engagement in campus service and activity.

**Office Security**

COE 3125 should remain locked before and after office hours, and on weekends. Without permission from the faculty member, no one will be allowed access to his/her office. Exception to this policy is department chair, administrative secretary, and computer technicians. Due to security and fire code regulations, CFR’s mailroom should not be propped open.

**Office Supplies**

Supplies are housed in Room 3123A. It is extremely important that faculty notify the secretary when they open or take the last item of a kind. Faculty may place a note or empty carton on the secretary’s desk. Office supplies will not be mailed to faculty.
**OneUSG Connect**

Faculty can use OneUSG Connect to update their faculty profile, add degrees, check accruals, and request absences, in addition to some other benefits related communication. More information can be found at [http://jobs.georgiasouthern.edu/oneusg/faculty-information/](http://jobs.georgiasouthern.edu/oneusg/faculty-information/).

**Out-of-Office E-mail Notification**

Out-of-office e-mail notifications should be activated if an instructor will be away from the office for a substantial amount of time. Faculty may set their out-of-office response reply by logging into Google mail and clicking on options (far right side of page). Scroll down to vacation responder, enter begin date, end date, and brief message. The vacation responder will send an automated out of office notification in response to incoming messages. The message may direct inquiries to the department (912-478-5091) and/or COE (912-478-5095) telephone numbers.

**Out-of-Office Voice Mail Notification**

Out-of-office voice mail notifications should be activated if an instructor will be away from the office for a substantial amount of time. Faculty may set their out-of-office greeting by dialing 84637 to access their voice mail box. Press “U” to change user greetings; press 4 to record your out-of-office greeting. Record the begin date, end date, and a brief out-of-office message for your callers. The message should direct inquiries to the appropriate individual(s).

**Postal Services**

The departmental postage budget should only be used for department related mail. If faculty are working with an organization that requires mailings or overnight packages, please mail these items separately or reimburse the department’s postage account. We would encourage not using overnight mail whenever possible. If necessary to send something Express Mail, please make a copy of the label so we can make sure we are not being overcharged on those packages. All outgoing mail must have a return address. Personal flat mail (envelopes 9 x12 or larger) cannot be mailed through campus mail. Any UPS/FedEx charges at the GSU post office must be approved in advance.

**NOTE:** All departmental outgoing mail/UPS must be at University Postal Services by 3:30 p.m. in order to be processed the same business day. The United States Postal Services, UPS, and Coastal Mailing make their mail pickups from Georgia Southern at approximately 4:00 p.m., Monday thru Friday. Postal service information may be found at [http://auxiliary.georgiasouthern.edu/storesandshops/printshop/postal-services/](http://auxiliary.georgiasouthern.edu/storesandshops/printshop/postal-services/)
Recycling

Recycling boxes are available for faculty offices. Please note that Physical Plant does not empty these boxes for faculty. Recycling polycarts are available in the IRC and in the vending area of the COE classroom building. Do not leave boxes in the hallways; boxes should be broken down and taken to recycling area.

Room Requests

To request an academic classroom go to the Registrar’s website, click on Resources for Faculty and Staff, click on Academic Room Request, complete form and submit.

To request a room in College of Education for a special event (e.g., academic classes taught in non-academic classrooms, candidacy exam, doctoral defense, committee meeting, etc.), click on http://events.georgiasouthern.edu/ and create an Event in 25Live, (exception - CFR conference room 2123). If a room confirmation is not received within two business days, contact Janina Jones at janinajones@GeorgiaSouthern.edu to confirm.

A COE/Georgia Southern faculty or staff member must be present at any function, meeting, etc. held in the COE Building.

Scanner

The copier in COE 3123A is equipped with a scanner allowing documents to be scanned and sent directly to your email.

Smart Classroom Access

To apply for initial access to a smart classroom (1121, 1122, 3158), faculty should complete the Key Request Authorization and Acceptance Form found on the Physical Plant website http://bf.georgiasouthern.edu/facilities, get appropriate signatures, and take it to Physical Plant, attn: Jason Aultman. Faculty needing semester-to-semester access to smart classrooms should send an email to the department chair including faculty member’s name and Eagle ID #, and class room number. The department chair will forward the e-mail to Physical Plant requesting continued access to the smart classroom(s).
Student Ratings of Instruction

Student Ratings of Instruction forms should be given two weeks before the last day of classes. Any situation that requires an exception to this timeline must be discussed in advance with department chair or secretary. All student ratings for fully and partially online courses are conducted online via CoursEval with face-to-face classes required to use the SRI form. Student ratings are completed each semester including summer. It is important that faculty teaching online courses encourage their students to complete this process.

Effective Spring 2001, all instruments must comply with the University standard set of 23 questions first, followed by additional questions that must be approved at the Dean level, and ending with the two required open-ended questions. Additional open-ended questions may be added if approved at the Dean level. However, the normal time to complete the entire survey should not exceed thirty minutes.

Team-taught, independent study, internship, practicum, labs, dissertation sections, and classes with only one student are exempt from assessment.

Faculty who fail to make Student Ratings of Instruction available to students will be required to submit a justification to the department chair. The justification will be submitted to the Provost Office.

Student Registration

The department Secretary will not add/delete students from courses without written permission from the course instructor or department Chair. The CRN of the course and the Eagle ID of the student must be provided.

Students’ Work

Faculty are responsible for collecting and returning students’ work, and should not involve the department secretary or student workers. Students’ work will not be mailed to faculty members.

TAP Registration

The department secretary does not keep a list of TAP students. On the day TAP students can register, one of two things should happen: 1) Instructor sends a list of TAP students, student’s Eagle ID #, and the CRN to the department Secretary. 2) TAP students send written permission (e-mail) from instructor granting override permission into his/her course, student’s Eagle ID #, and CRN to the department Secretary. In the event the department secretary is not available on TAP registration day, the student should send the information to the Registrar’s Office requesting registration assistance.
Telephones

On-campus calls can be made by dialing the *steering digit followed by the 4-digit extension. (e.g., 8-5091) Dial 9 first for off-campus calling.

*Steering Digits
- 8 – Statesboro Campus
- 4 – Armstrong Campus
- 7 – Liberty Campus

Faculty are asked to place their office telephone number on course syllabi and correspondence as the primary number on campus. Please do not use the main office telephone number. When recording voicemail message, faculty can give caller the option of dialing “0” if they need immediate assistance and the call will be transferred to the main department number.

Telephone Repair Requests

Faculty are encouraged to report telephone problems directly to the Office of Networking and Telecommunications. Many times they try to troubleshoot the problem over the phone and frequently ask questions that only the specific faculty member can answer. Telephone, networking, cable TV, and other telecommunications should click here MyTechHelp Support Request or click here Support request for Networking and Telecommunications Services or contact the IT Helpdesk at 912-478-2287 or e-mail cats@georgiasouthern.edu.

Thermostats

Thermostats are located in only a few CFR offices – if you have control of the thermostat in your area, please be considerate and work with others in your area to maintain a reasonable temperature. Fans are permissible; heaters must meet Physical Plant specifications. Contact Physical Plan at 478-5867 with questions about heaters and/or fans.
Travel Forms

A person traveling on official university business should be familiar with the University’s travel regulations which are published by the State Accounting Office. The Georgia Statewide Travel Regulations can be accessed on the State Accounting Office website at: https://sao.georgia.gov/state-travel-policy

Note: All travel forms must be typed, complete, and accurate. Forms that do not meet these criteria will be returned to faculty members. Please include employee ID, not Eagle ID, on form.

Travel forms can be found at: http://businesssrvs.georgiasouthern.edu/forms/#finacct/

Request for authorization to travel form should be submitted no later than 30 days prior to intended travel. This form should be submitted for both in-state and out-of-state travel. Note: Request to travel forms must be completed and approved before airfare is booked, before conference registration is paid, etc.

The purpose of the trip should be clearly stated on form. In addition, please submit a more detailed description (no more than 1/2 page) of your proposed travel including how this travel will benefit you in the area(s) of teaching, scholarship, and/or service. A detailed itinerary must also be attached to request if professional travel is not associated with an organized event (e.g., conference, workshop). If your proposed travel budget is greater than authorized travel amount, sign the partial payment box acknowledging that you are aware that all costs may not be covered.

The original travel request form will be returned to the faculty member after all required signatures are obtained on the form. It will be the responsibility of the faculty member to keep his/her original travel request form for submission with travel expense statement.

Employees should submit expense reports to the department secretary within 10 days of the completion of the trip following professional travel. Expense reports should be submitted to Accounts Payable no later than 45 calendar days following return. Statements submitted after 45 days require the applicable Vice-President’s approval.

Attach original travel request form with approval signatures original receipts (e.g., airplane, conference registration, parking, taxi/shuttle, etc.) to the travel expense statement when submitting it to the department secretary. Receipts should be submitted in an organized fashion and taped on a sheet of paper for ease of copying. It is the responsibility of the traveler to see that the most current form is correctly completed and receipts are attached.

Memos should be attached to travel expense forms explaining any unusual expenses. (Examples: If driving to a conference, faculty should provide an explanation showing that driving was more cost-effective than flying. Provide an explanation if valet parking is used at hotel instead of self-parking).
Faculty may pre-pay their conference registration and be reimbursed prior to travel by completing a travel expense statement form. Note: If a prepaid expense is listed in the prepayment section of the final travel expense statement, it should also be listed in the miscellaneous section.

**Reminder:** Travel forms will not be approved until grades from the previous semester and course syllabi from the current semester have been submitted to the department secretary. In addition, noncompliance with other departmental/college tasks will be taken into account when considering travel requests.

A link to the Georgia Southern Statewide Travel Regulations, including meal per diems for high cost areas, is also provided on the Controller’s website at: [http://businesssrvs.georgiasouthern.edu/forms/#finacct](http://businesssrvs.georgiasouthern.edu/forms/#finacct). If you have questions regarding travel, contact Rebecca Smith at rebeccasmith@georgiasouthern.edu or Vickie Reid at vreid@georgiasouthern.edu.

**Typing**

Typing requests may be given to a work study student or graduate assistant. The faculty member and the student should work out all details, expectations, date and time for completion of the assignment. Students may need to be reminded to proofread the assignment for typographical errors. Editing of materials will not be provided by work study students.
Avaya Digital Telephone Quick Reference

**PLACE A CALL**

- **To campus extn:** Lift handset, hear dial tone, Dial a 5-digit campus extn (8xxxx)
- **To external #:** Lift Handset, hear dial tone, Dial 9 and an external telephone number
- **To redial:** Lift handset, Press REDIAL key. Last number dialed is redialed.

**HANG UP A CALL**

- **To disconnect:** Place handset in the cradle or depress the switchhook

**HOLD**

- **To place a call on hold:** Ask the party to hold
- **To reconnect:** Press the call app to call on hold

**TRANSFER**

- **To transfer call to an extn:** Ask the party to hold. Press TRANSFER key. Dial the 5-digit extn.
- **To cancel:** Press DROP if you wish to cancel the transfer and to return to the call

**CONFERENCE**

- **To activate:** (Conference up to 6 parties including yourself.) Press CONFERENCE to hold first party. Hear special dial tone. Dial 5-digit extn # or outside number, announce call. Press CONFERENCE again to bring your parties together. Repeat steps to add additional parties.

**SEND CALLS**

- **To send all calls to voice mail:** Press SEND-CALLS, observe indicator on display by call app
- **To cancel:** Press SEND-CALLS again

**CALL FORWARD**

- **To activate:** (Temporarily redirect all your incoming calls to another extension) With handset in place, press CALL-FWD (display will prompt) Enter the 5-digit extn you wish to forward to
- **To cancel:** Press CALL-FWD again

**SPEAKER PHONE**

- **To activate:** Press SPEAKER key or Top Left Call Appearance key (if handset in on hook) to initiate a speaker phone call. Press SPEAKER key to switch from handset to speakerphone and then hang up handset
- **To end call:** Press SPEAKER to hang up the telephone.

**MESSAGE WAITING**

- **To retrieve VM:** Press MESSAGE key to connect to voice mailbox to retrieve message

**CUSTOM RING**

- **To customize ring:** From the home screen, press OPTIONS key and scroll options To set ring pattern, select RING OPTIONS desired
- **To exit:** Press EXIT to return to home screen

**CALL LOG**

- **To view log:** From home screen, press LOG softkey From log summary screen, select appropriate type of calls to view Use the left and right arrow keys to scroll through pages
- **To call a logged #:** Select desired number, press CALL softkey
- **To exit:** Press EXIT to return to home screen

**PERSONAL SPEED DIALING**

- **To add new entry:** Press SP DIAL softkey to open the personal speed dial directory Press ADD soft key and enter new entry into speed dial directory
- **To call an entry:** Scroll to desired number. Press CALL softkey
- **To exit:** Press EXIT to return to home screen

*For additional information, contact GSU Telephone Support at extension 88411*
AVST CallXpress Voice Mail Quick Reference

ACCESSING AND SETTING UP YOUR MAILBOX

LOG IN (From your campus phone)  
Press MESSAGE button (digital sets only) or dial Extn. 84637  
Enter your security code/password  
(Initial setup password is 9999)

LOG IN (From another campus phone)  
Press MESSAGE button (digital sets only) or dial Extn. 84637  
Enter * * and then your mailbox number (your 5-digit extension #) Enter your security code/password  
(Initial setup password is 9999)

LOG IN (From a non-campus phone)  
Dial the external voice mail access number (912) 478-4637  
Enter * and your mailbox number (your 5-digit extension number) Enter your security code/password  
(Initial setup password is 9999)

SECURITY CODE CHANGE  
Log into your mailbox with your current security code, then Press 8-1-4  
Follow prompts and enter your new security code/password  
(minimum of 4 characters)

FORGOT YOUR PASSWORD?  
Dial GSU Telephone Support at Extn. 88411 or (912) 478-8411

RECORD YOUR NAME  
Log into your mailbox, Press 8-1-5 and follow prompts

RECORD PERSONAL GREETINGS  
Log into your mailbox, Press the keys below and follow prompts:  
TO UPDATE:  
For Standard Greeting Press 8-4 8-1-3-2  
For Out-of Office Greeting Press 8-6 8-1-3-3

MESSAGING COMMANDS

PLAYING/HANDLING MESSAGES
- Play first message  
- message again  
- to Top of next message  
- (save) message  
- Discard message  
- Recover last discarded message  
- (reply to) message  
- Give message to another user  
- eXit to main menu  

Press 7 (P) Play  
Press 7 (P) Skip  
Press 8 (T) Keep  
Press 5 (K)  
Press 3 (D)  
Press * Answer  
Press 2 (A)  
Press 4 (G) + Extn #  
Press 9 (X)

MAKING MESSAGES
- Make a new message  
- Review your recording  
- Discard and start over  
- and continue  
- addressing options  
- eXit to main menu  

Press 6 (M)  
Press 7 (R)  
Press 3 (D) Append  
Press 2 (A) Message  
Press 6 (M) Send and eXit  
Press 9 (X)

USER OPTIONS
- User personal mailbox options  

Press 8 (U)

TRANSFER A CALL TO A MAILBOX  
Press TRANSFER (digital sets only) or momentarily press the Switchook or LINK/FLASH key (analog sets). Special dialtone heard. Dial Ext. 84638  
At the prompt, enter the 5-digit extension/mailbox number  
Press TRANSFER (digital) or hang up (analog)

TRANSFER A CALL TO ANOTHER PHONE #  
Press TRANSFER, Dial the 5-digit extension, press TRANSFER.

For additional information, contact GSU Telephone Support at extension 88411.