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Physical Operations Key Takeaways

Physical Operations Policy 901: Office, Clinic, and Research Lab Space
Space assignments within the School of Communication Sciences and Disorders are managed by the Dean for faculty and staff offices, and by the Associate Dean for classroom assignments. Faculty and staff office space is assigned with consideration of research needs, while shared office space may be provided to adjunct or part-time faculty if available. PhD students may request office space at the dissertation stage, while AuD and MA students have access to shared labs for clinic work. Classroom and conference room reservations are made through the Administrative Associate, and clinic facilities are scheduled via the Skedda system. Research space use requires prior approval from the faculty member overseeing the research. All other space issues should be directed to the Dean.

Physical Operations Policy 902: Clinical Materials and Equipment Requests
MSHC clinical materials and equipment are the property of the School of Communication Sciences and Disorders and are available for use within clinical or classroom activities. Unauthorized use by individuals outside the School requires express permission from the Dean. Any use of equipment outside routine clinical activities must be approved by the respective Director of Clinical Education, and items must be returned by the end of the day. Special permission is needed to remove materials from the premises, and research-related use must be cleared by relevant personnel. Audio-visual equipment can be checked out through the Audiovisual Multimedia Specialist, and any equipment damage or loss should be reported immediately to prevent delays in replacements.

Physical Operations Policy 903: Building Use
The Community Health Building (CHB) and MSHC spaces should be kept clean, safe, and secure. Access to the building is granted through University ID badges, with additional caution advised for evening and weekend use. Security protocols include ensuring all doors are securely closed and reporting any access issues promptly. Maintenance of classrooms, research labs, and therapy rooms is everyone's responsibility, and any issues should be reported immediately. Smoking is prohibited, and mailboxes are assigned based on faculty, staff, and student status. Collaboration and quiet spaces are available for study and relaxation. Food services are provided during the semester, and COVID-related procedures should be followed as per University guidelines.

Physical Operations Policy 904: Parking Procedures
All personnel must park in assigned locations and display the appropriate parking permits. University parking permits are required for all vehicles on campus, with different procedures for students, faculty, and staff. Students receive a general parking permit at no additional cost upon enrollment, while faculty and staff must purchase permits, with automatic deductions for full-time and certain part-time employees. Part-time employees working less than 7.5 hours per week will receive a client parking pass. Client parking is designated in specific lots, and clients must display a dash-tag during their visit. Research participants and visitors must follow the CSD-Parking calendar to manage limited spaces.

Physical Operations Policy 905: Use of Copy Machines

CSD copy machines on floors 1 and 3 are for official business and should only be used by authorized personnel. Each faculty and staff member is assigned a personal four-digit copy code for academic and clinical purposes. Research, grant, or NSSLHA/SAA-related copies require an additional code for billing purposes. Graduate Assistants may use the copiers for work-related tasks with assigned codes, but students cannot make personal copies without faculty permission. For personal copies, individuals can load funds onto their University ID to use the copier in the second-floor student mailroom. All users must comply with copyright laws.

Physical Operations Policy 906: Ordering Keys
Key requests, returns, and reissuances must be processed through the CSD Administrative Associate. Initial key requests for students must be made by faculty or staff. If a key is available, it will be reissued, and the new keyholder's details will be logged. For new keys, the administrative associate will place orders, and students need faculty approval for key issuance. Lost or stolen keys must be reported to University Police and may incur a replacement fee of $4. When leaving the university, individuals must return all keys to the CSD administrative associate, who will log them back into the system.

Physical Operations Appendix 9.1: Email Guidelines
The key takeaways for email etiquette emphasize using email for routine, non-urgent communication, and handling emergencies via phone. The subject line should be clear and descriptive, and emails should be concise, focusing on short information, not lengthy discussions. When replying, avoid unnecessary "reply alls" and ensure responses are clear and address all questions. Forwarding emails requires permission, and distribution lists should be used thoughtfully. General guidelines include avoiding overuse of high priority tags, being mindful of professional language, and refraining from discussing confidential matters through email. Emails should be well-structured, with proper grammar and punctuation, and attachments should only be included if necessary.

Physical Operations Policy 901

Office, Clinic, and Research Laboratory Space

Effective Date: August 8, 2022
Supersedes Date: January 25, 2019
Review Date: May 2028

Policy: Space Assignment
Assignment of office and research laboratory space is made by the Dean of the School of Communication Sciences and Disorders. Classroom assignments are made by the Associate Dean of Academic Programs when the semester schedule is determined. Other spaces (conference rooms, meeting spaces, etc.) are formally reserved through the Administrative Associate. Clinic space is assigned by designated clinical faculty.

Procedure:
  I. Offices
     a. Faculty and Staff
        i. The CSD Dean assigns faculty and staff offices and closet storage.
        ii. Laboratory space is assigned with consideration for the faculty member's research needs.
        iii. CSD Emeritus faculty members are not guaranteed a private office or lab space.
        iv. A designated, shared office space will be available to CSD adjunct faculty or part-time faculty/instructors during the semester they are teaching or working with students, if available.
        v. Space justifications may be requested at any time.
     b. Student(s)
        i. New PhD students will be assigned carrel space in the PhD workroom (room 2030). Students at the dissertation stage of their program (after courses and comprehensive examinations) are eligible for offices upon request and availability.
        ii. Office space may also be assigned to PhD students with written justification of the need of an office. Reasonable requests include work assignments requiring some privacy, such as teaching or clinical assignments or supervision.
        iii. AuD and MA students may use the CSD HIPAA lab (room 2015) on the second floor to complete clinic reports on a first come, first serve basis. The computer lab in 2028 may also be used by all CSD students.
        iv. Private offices are not provided for AuD or MA students.

  II. Classrooms & Conference Rooms
     a. Request for classrooms and 3rd floor conference rooms, to use on a temporary basis, maybe scheduled with the School Administrative Associate.
     b. 4th floor conference rooms are available by making reservations in the student study space spreadsheet maintained by the School Administrative Associate. Email fwright2@memphis.edu if you need more information.

c. Please reserve as early as possible to ensure access to the desired spaces.

III. CSD Clinic Facilities
   a. Therapy rooms for internal use (CSD faculty) and external use are reserved in the online Skedda scheduling system. The SLP Co-Director of Clinical Education provides clinicians with Skedda user accounts and monitors room use and accessibility.
      i. CSD/MSHC, contact Adele Dunkin (adunkin@memphis.edu)
      ii. Outside of CSD, contact Katherine Mendez (krgraham@memphis.edu)
   b. Audiology booths are used on a first come, first serve basis except for some booths periodically reserved for special purposes.
      i. Audiology booths for external use must be reserved through the Director of Clinical Education in Audiology.
   c. The business office door is locked, and admission is subject to approval of the HIPAA Privacy Officer via the CSD administrative associate. CSD students are only to be in the business office to access the file room or complete GA tasks. Non-CSD personnel should not be in the business office without authorization.
      i. There should be minimal traffic in the business office. Individuals who use this space are responsible for ensuring all access doors to the business office are closed and locked when not currently in use.

IV. Research Facilities
   a. Requests for scheduling research space and equipment should be made only with the consent of the faculty member directing the research project. The use of space in a particular laboratory should be requested through the primary faculty member who has responsibility for the laboratory. This should be done well in advance of the proposed use of the lab.

V. All other space issues should be directed to the Dean.

Physical Operations Policy 902

Clinical Materials and Equipment Requests

Effective Date: August 18, 2015
Supersedes Date: September 7, 2001
Review Date: May 2026

Policy: MSHC clinical materials and equipment are the property of the School of Communication Sciences and Disorders and are available within the school, clinical or classroom activities. Individuals who are not members of the School of Communication Sciences and Disorders are not permitted to use the equipment or materials without express permission of the Dean of the School. Special permission to remove materials or equipment from the premises is required.

Procedure:
I.   MSHC/CSD Clinical Materials/Equipment
   a. Use of the clinical equipment or materials outside of routine clinical use should be requested through the respective Director of Clinical Education(SLP or Audiology). This is true for both entities outside CSD and for research activities.
   b. All items are to be returned at the end of the day.
   c. Materials and equipment should not be removed from any therapy room without notifying the Director of Clinical Education in SLP or from a sound suite or clinic rooms without notifying the Director of Clinical Education in Audiology.
   d. The portable audiometers in the sound rooms are **not** to be removed or checked-out for screenings.
   e. The portable audiometers available for use at satellite programs can be checked out from the Audiology infection control/materials room. Those used for Head Start and preschool screenings are in the SLP materials room (also labeled as Sam Cooper 1205.
   f. Clinic space and/or materials used for research purposes that are independent of patient services should be cleared by the Director of Clinical Education and any other relevant personnel.

II. Classroom and Research Equipment
   a. Classroom and research equipment can be obtained through the permission of the professor directing the research laboratory or class involved.
   b. Priority will be given to sponsored research activities and approved dissertation activities.

III. Audio-Visual Equipment
   a. The Audiovisual Multimedia Specialist, Devan Yanik, should be the primary contact for checking out portable equipment (e.g., camcorders) or for setting up recording or remote classroom equipment (e.g., meeting OWLs).
   b. Repairs of equipment and materials should be reported immediately to either the clinical faculty member or the instructor in charge.

c. CSD school equipment and materials are extremely costly and fragile, and care must be taken to protect all of them. If equipment is abused or lost, there may not be funding necessary to permit immediate replacement.

Physical Operations Policy 903

Building Use

Effective Date: August 30, 2022
Supersedes Date: August 10, 2020
Review Date: May 2028

Policy: The spaces used by CSD should be kept clean, safe, and secure.
              The building is staffed for clinical services weekdays between 8:00
              a.m. and 5:00 p.m. CSD students and faculty with permission may
              have access to the clinic, sound rooms, and student computer
              area during evenings and on weekends.

Procedure:

I.   Building Access
   a. The University ID badge provides electronic swipe-access to the building, student workrooms, and CSD/MSHC clinic space. It is activated through the CSD Dean's office based on individual access needs.
   b. CSD students may use the building during evenings and on weekends; however, caution should be used during these times.
      i. Students are advised not to keep late hours at the Center. If entering or exiting the building after dark, please do so in groups.
      ii. When leaving late, call Building Security (x3848) for an after-hours escort to your car. Alternatively, the Tiger Patrol/Police Service has a 24/7 on-campus escort program, which one can reach by calling 901-678-HOME.

II. Building Security
   a. The north doors to the building (facing Park Avenue) are unlocked from 7:30 a.m. to 6:00 p.m. The security desk is manned from 6:30 a.m. till 7 p.m. The south doors (facing parking lot) are always locked.
   b. You must have your ID badge to enter the building at any time that the exterior doors are locked. The security guards have permission to stop anyone who is not wearing an ID badge.
   c. Do not prop open building doors for any reason. Do not open the doors for anyone you do not know who cannot produce a University ID. Make certain that you completely close exterior doors when you are entering or exiting the building..
   d. All stairwell doors onto the floors should be closed after 8 PM and on the weekends.
   e. Report any door access issues to the CSD Administrative Associate (x5877) as soon as you notice them.

III. Library
   a. The library is located on the second floor of the CHB and staff are available Monday through Thursday 8:00 a.m. to 6:00 p.m.; Friday 8:00 a.m. to 4:30 p.m.; and Monday through Friday 8:00 a.m. to 4:30 p.m. between semesters. The library is not open on the weekends.
   b. All books and/or materials must be returned on or before the designated date to avoid a late fee charge.

c. All persons entering the library shall ensure with their behavior that the library is always kept quiet.

IV. Classrooms, Research Labs and Therapy Rooms
   a. All faculty, staff, and students are expected to help maintain all classrooms, research labs, and clinic rooms. This includes individual responsibility to help always keep these areas clean and orderly.
   b. Items/signage are not to be attached to walls, doors, or cabinets either by nails, tape or any type of adhesive, without approval from the CSD Dean.

V. Physical Plant Maintenance and Repairs
   a. Any problem with building operation should be reported immediately to the CSD Administrative Associate (x5877). Including, but not limited to, temperature control, elevator operation, water and waste drainage, and swipe-card function.

VI. Smoke Free Area
   a. The Community Health Building/Memphis Speech and Hearing Center has been designated as smoke free to offer an optimum environment for clients and employees. Therefore, smoking is not permitted in the building.
   b. Please refer to the Limited Tobacco Use recommendations for designated in which to smoke: Limited-Use Tobacco Policy - Limited Tobacco-Use Campus - The University of Memphis.

VII. Mailboxes
   a. First floor, clinic area mailroom: CSD clinical faculty and staff.
   b. Second floor mail room: CSD MA and AuD students are assigned mailboxes. Students should check their mailboxes and University-issued e-mail daily.
   c. Second floor PhD student lab: CSD PhD students are assigned mailboxes.
   d. Students should not utilize the School address as their permanent mailing address.
   e. Tenure Track Faculty and Research Staff: TT faculty and research staff are assigned mailboxes in the 3rd floor workroom.
   f. Personal deliveries and mail should not be sent to the School.

VIII. Collaboration Space
   a. Spaces are available for all students to congregate and break from class/clinic.
      i. The Collaboration Space on the 3rd floor is designated for Graduate Student use.
      ii. Room 4016 is designated for CSD student use and is available 24/7.
   b. Quiet space for individual and group study can be accessed in the Health Sciences Library or by reservation with the CSD Administrative Associate. See Policy 301 for locations and reservation procedures.

IX. Food Services
   a. The Atrium Café on the first floor is open during the semester when classes are held in the building. It is not open in the summer or during University breaks.
   b. Refrigerator and microwave use
      i. A refrigerator and microwave are available to CSD clinical students in the closet of Room 2015 on the 2nd floor.

        ii. PhD students have access to a refrigerator and microwave in the PhD Student lab (CHB 2030) on the 2nd floor.

      iii. There are also refrigerators and microwaves in the Clinic breakroom (1st floor) and Dean's Suite breakroom (3rd floor). These are available as long as they remain clean.

   c. There are vending machines located in the 2nd and 3rd floor collaboration spaces. If you discover they are empty, please let the School Administrative Associate know.

X. COVID related Procedures

   a. For guidance associated with containing the spread of COVID, please see: https://www.memphis.edu/coronavirusupdates/

   b. Coronavirus Disease 2019 (COVID-19) | COVID-19 | CDC

Physical Operations Policy 904

Parking Procedures

Effective Date: August 6, 2018
Supersedes Date: August 18, 2015
Review Date: May 2028

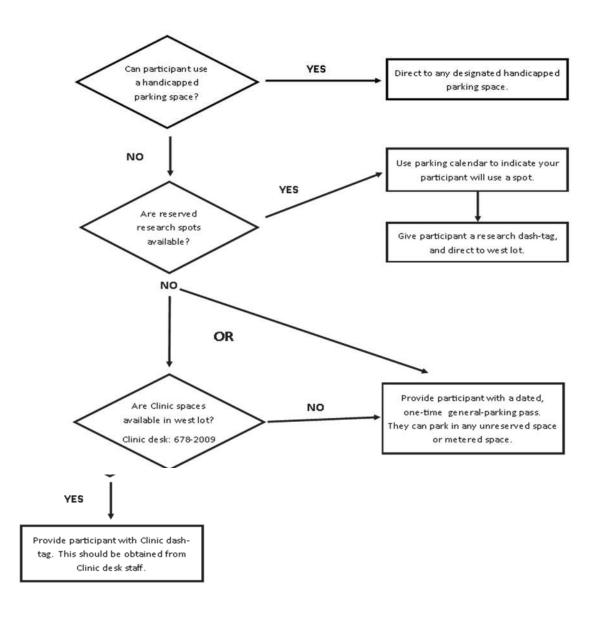Policy: All personnel should park vehicles in assigned locations and with the appropriate permits.

Procedure:
I. Parking for Faculty, Staff and Students
   a. Every vehicle parked on campus property must have a university parking permit (hangtag) properly displayed. The University Parking and Transportation Services is located at 120 Zach Curlin Parking Garage. Hours are M-Th 7:00-6:00, F 7:00- 4:30. Phone: 678-2212.
   b. Contact the Parking office (X2212) for more information on permit cost and options.
   c. Pay or appeal parking citations online through MyMemphis or TigerPark.
   d. Students
      i. A parking permit, which provides access to the University's general parking areas, is issued to each student upon their initial enrollment at the university. After fees are satisfied, the parking office issues the university-parking permit (hang- tag).
      ii. There is no additional charge to students for their initial general parking permit and validation sticker. These are issued each subsequent semester the student enrolls and satisfies registration fees.
   e. Faculty and Staff
      i. Permits are purchased through the Parking Office and paid through automatic deductions for all regular full-time employees and part-time employees working more than 7.5 hours a week or for longer than a month.
      ii. Part-time employees working on site less than 7.5 hours per week or for less than a month will be given an MSHC Client Parking pass, and they will park in the Client parking lot.

II. Parking for Clients
   a. Client parking is designated by signage in the lot to the West and North of CHB.
   b. Clients must obtain dash-tag from the MSHC staff to place in their car for the duration of their visit. Clients may receive a citation if the dash-tag is not visible. If this happens, please bring it to the attention of the Practice Manager.

III. Parking for Research Participants or other visitors
   a. The CSD-Parking calendar is to be used for sharing the limited participant spaces.
   b. See CSD guide to research participant parking below:

CSD's guide to research participant parking

```
                    ┌──────────────────┐                              ┌─────────────────────────────┐
                   ╱ Can participant use ╲           YES              │ Direct to any designated handicapped │
                  ╱  a handicapped       ╲ ──────────────────────────▶│ parking space.                │
                  ╲  parking space?      ╱                            └─────────────────────────────┘
                    ╲                  ╱
                       ╲            ╱
                          │
                         NO
                          │
                          ▼                                           ┌─────────────────────────────┐
                    ┌──────────────────┐           YES                │ Use parking calendar to indicate your │
                   ╱ Are reserved       ╲ ──────────────────────────▶ │ participant will use a spot.  │
                  ╱  research spots      ╲                             └─────────────────────────────┘
                  ╲  available?          ╱                                          │
                    ╲                  ╱                                            ▼
                       ╲            ╱                                 ┌─────────────────────────────┐
                          │                                          │ Give participant a research dash-tag, │
                         NO                                          │ and direct to west lot.       │
                          │                  OR                      └─────────────────────────────┘
                          ▼                      
                    ┌──────────────────┐           NO                 ┌─────────────────────────────┐
                   ╱ Are Clinic spaces  ╲ ──────────────────────────▶ │ Provide participant with a dated, │
                  ╱  available in west lot? ╲                         │ one-time  general-parking pass. │
                  ╲  Clinic desk: 678-2009 ╱                          │ They can park in any unreserved space │
                    ╲                  ╱                              │ or metered space.             │
                       ╲            ╱                                 └─────────────────────────────┘
                          │
                         YES
                          │
                          ▼
                    ┌──────────────────┐
                    │ Provide participant with Clinic dash- │
                    │ tag. This should be obtained from │
                    │ Clinic desk staff.     │
                    └──────────────────┘
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Physical Operations Policy 905

Use of Copy Machines

Effective Date: August 18, 2015
Supersedes Date: June 12, 2008
Review Date: May 2028

Policy: Copy machines in the mail rooms on floors 1 and 3 are for CSD business and to be used by authorized personnel only. Funds may be placed on a University of Memphis ID to make personal copies on the copier located on floor 2 on the CSD side of the building.

Procedure:

I.   Each CSD faculty and staff member is assigned a personal four-digit copy code. Copies on this code are intended to support academic and clinical education.

II.   Individuals making copies related to research, grant, or NSSLHA/SAA activities will be assigned an additional code to ensure that the appropriate account(s) are billed.

III.   CSD Graduate Assistants (GA) are allowed to make copies on CSD School copiers as part of their work assignment. GAs will obtain codes from authorized faculty and staff. Students are prohibited from making personal copies on CSD School or MSHC Clinic copiers without faculty permission.

IV.   Students, faculty, and staff may place funds on their University of Memphis ID which will allow them to make copies for personal use on the machine in the student mailroom on the second floor. Materials may also be scanned and emailed on this machine for free.

V.   Individuals are required to be aware of and follow all copyright laws and regulations.

Physical Operations Policy 906

Ordering Keys

Effective Date: August 30, 2022
Supersedes Date: July 27, 2016
Review Date: May 2028

Policy: Internal Process for Ordering New Keys, Returning Keys, Reissuing Keys

Procedure:
I. All initial requests for keys should be submitted via email to the CSD Administrative Associate.
   a. Requests for student keys need to come from faculty or staff members.
   b. Once a request is made, the CSD administrative associate will check to see if a key is available for reissue.
   c. If the requested key is available, they will make an entry of the new holder's name, UID # and the date the key is reissued in the Key Control Spreadsheet.
   d. Key transfers will be recorded through the B&F Door Access System when the key being transferred has an individual core mark.
   e. Individual key holders will be responsible for reporting the loss or theft of the key and paying for its replacement if it is lost or stolen.

II. Ordering a New Key
   a. New key orders will be made by the CSD Administrative Associate.
   b. Student keys must be requested by a staff or faculty member and must also be authorized with an email from the CSD Dean to the lock shop that includes the work order #, the student's UID # and permission to issue the key.
   c. Key holders will need to present a university ID at the Physical Plant office in order to claim their key(s). Individual key holders will sign for keys and be responsible for reporting the loss or theft of the key and paying for its replacement if it is lost or stolen.

III. Replacing Lost or Stolen Keys
   a. If you have a lost or stolen key, you will need to file a police report with University Police reporting the loss of your key/keys. They can be reached at 678-4357.
   b. Check to see if a key can be reissued to you.
      i. If one is available, it will be reissued following the procedure listed above.
      ii. If no key is available in house, the administrative associate will order a new key(s) for you following the procedure listed above.
      iii. If you lose your keys, you will be responsible for paying for the replacement keys which are currently $4/key.

IV. Returning Keys
   a. If you are graduating or leaving your position at the University, you are responsible for returning all keys to the CSD administrative associate or Physical Plant before you leave CSD on a permanent basis.

i. They will log your keys back in on the Key Control Spreadsheet and through the B&F Door Access System.
ii. Graduating students will have the appropriate return of their keys noted on their School Check Out form.
iii. Any employees who receive keys from students or other employees who are leaving the University are responsible for those keys, including replacing them if they are lost or stolen, until they have been returned to the CSD Administrative Associate and have been logged into the School's Key Inventory.

Physical Operations Appendix 9.1

Email Guidelines

The number one rule is that e-mail is for routine rather than emergency correspondence. If something is a real emergency, it should be handled by phone.

Subject Line:
- Make sure that the subject line is descriptive of the topic in the message. This will make it easier to find it later if you need to or to scan your mail quickly.
- If you need an immediate response, use the High Importance tag (use this strategy sparingly.)

Body of the E-mail:
- E-mails are intended for short information bites and not for long discussions.
- Discussions, brainstorming, problem solving, and conflict resolution are for face-to-face meetings, not e-mail.
- Do not read emotion into e-mails. E-mails are often responded to quickly and bluntly compared to a personal conversation. Topics that have the potential of being emotionally charged are not for the internet.
- Consider using bullet points in your e-mail if you are addressing more than a couple of topics or have several questions for the recipient to answer.
- If you are generating the e-mail, reread it to be sure that it is providing enough information that the reader can understand your point or question. A brief intro of the topic can help for example, "Regarding my schedule", "For our next meeting", etc.

Replying to Messages:
- When to "reply to all": If the message was sent to a group, and the sender is asking for opinions from all, use the reply all. If your reply is not of interest to others or does not add to the original message, only reply to the sender. This will reduce the number of messages the others receive.
- If you Bcc a large group of recipients instead of adding them to the To line of the email, any "reply all" responses will only go to you as the sender.
- When responding to a list of issues or questions, say "see below" and respond to each one listed in the body of the message you received.

Forwarding E-mail:
- When forwarding a message, be sure that you have permission to forward the information from the original sender.
- It may be that only a portion of the e-mail is appropriate to forward. Edit the message before forwarding.

Distribution Lists:
- The School has a set of distribution lists available for use.
- If you use an established list, but not all recipients need to be included on the e-mail, remove the names for which the message is not intended.

- Limit the use of "CSD Everyone" to communications that are of importance to everyone in the School.

What are etiquette rules?
- There are many etiquette guides and many different etiquette rules. Some rules will differ according to the nature of your business and the corporate culture. Here is [a video of 26 email etiquette rules](#) and how to follow them.

General Guidelines:
- Do not overuse Reply to All
- Do not overuse the high priority option and avoid using URGENT and IMPORTANT
- Do not copy a message or attachment without permission
- Use a professional email address that easily identifies you
- Don't forward virus hoaxes and chain letters
- Don't reply to spam
- If you're unsure whether an email is spam, forward it to [abuse@memphis.edu.](mailto:abuse@memphis.edu) The people in IT will let you know if the email is legitimate or not.
- Process your emotions before responding or hitting 'send'
- Give recipient time to respond – at least 24 work hours

Content:
- Use a meaningful subject line
- Be concise and to the point
- Make it personal, but use humor carefully
- Answer all questions, and pre-empt further questions
- Add disclaimers to your emails
- Does not use email to discuss confidential information (use the phone)
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks
- Read the email before you send it
- Check recipient's name

Format:
- Use proper spelling, grammar & punctuation
- Take care with abbreviations and emoticons
- Use active instead of passive voice when you write
- Keep your language gender neutral
- Use proper structure & layout
- Avoid long, complex sentences
- Avoid difficult to read fonts
- Do not write in CAPITALS
- Include the message thread
- Do not attach unnecessary files
- Include a signature to professional emails

Reference:

Morgenstern, J. (2005). Never check e-mail in the morning: and other unexpected strategies for making your work life work. New York, Fireside.