Bentley Admin Go-to Guide

Guide to Administrative Functions across Campus

BENTLEY UNIVERSITY

MAY 2019

INTRODUCTION -	Bentley's *Administrative Go-to Guide* is intended to make doing business at Bentley easier. It provides users with the information needed to successfully navigate the business and administrative functions at Bentley University. Included in each section of this Guide you will find links to tools, checklists, forms and other documentation that are commonly accessed and needed in administrative roles. This *Guide* may not describe exactly how business is done in all departments, and is not meant as a policy in that regard. Where noted, an editable tool may be tailored to fit the specific needs of a department. The electronic version of this *Guide* is available on the Employee Resources page of the Bentley HR website.
NAVIGATING AROUND CAMPUS	Knowing how to navigate via email, who to contact with a problem, and generally how to use communication tools around campus helps all employees do their jobs more efficiently. There are a few key sources. **Group email and calendar** – To request a group email account or group calendar request, see the information on the Administrative Requests page, where there are directions stating what kind of information is needed to set up a group email or calendar. **Outlook** – The Address Book feature in Outlook is especially useful for storing frequently emailed individuals, groups, or DLs (distribution lists). In addition to the Global Address List, you can search or store contacts several different ways. The Global Address List gives you the office location, title, department, and personal extension (helpful if the Directory below lists a department number for the person). To use the Global Address List, open a new email and click the "To:" button. A dialogue box with a search bar will appear – make sure to choose "Global Address List" from the Address List dropdown menu. *Keep in mind, this address book includes students.* **Workday** – All employees can see some data about other employees, such as title, telephone, office location, department, and place within their department structure, by entering a name in the main search bar. **Faculty Staff Directory** – The Directory allows one to search by first or last name, and by department and is listed alphabetically by last name. It is available here on the Bentley website or is found under "Quick Links" on MyBentley. **MyBentley** (requires sign-in) – Some functions are found within the Faculty/Staff Self-Service page of the internal My Bentley page. Event tickets, Falcon Funds, parking decal, etc. are all accessible through this page.
SETTING UP NEW EMPLOYEES	Prior to the new employee's start date, the HR Administrator sends an account set-up email to the department Administrator, copying the Hiring Manager and the Key User of the department.

	Work Station Set-up – To set up a phone, computer, printer access and a desk, use this form, which submits to multiple departments as needed (e.g., Facilities Management, Telecommunications, etc.) • New Hire Move Request Form **Systems Access –** To set up an account; emails and other systems access, the key user of your department should fill out this form. • New Hire Account Request Form Most department Administrators are involved in the smooth onboarding of new employees in the department. The Department Administrator's Checklist: Preparing for a New Employee is a tool to help users remember all the key steps required for a successful onboarding experience.
KEYS, CARD ACCESS AND PARKING DECAL	Bentley maintains strict control over the dissemination of keys and key card access. Bentley's key control policy is maintained by University Police. The webpage outlining the terms and conditions is located on the Staff and Faculty Key Policy page. All new keys need to be requested via the Key Request Form, which will then be submitted to Dottie McGuire (x2401). The Falcon Card is the official identification card for all Bentley faculty and staff. This card is also used by staff and faculty to gain access to designated buildings and offices. See the Card Office web page for hours and information. Additionally, the Falcon Card is used for debit transactions to purchase food and other campus services, and works like a debit card on campus. You can pre-load funds onto your card by visiting the card office in person, or logging in to MyBentley and clicking on the "HR Information" tab. All staff and faculty who park a vehicle on Bentley's campus must have a valid **parking decal** visible on the vehicle. Information about obtaining parking decal information is available here.
STUDENT EMPLOYMENT	Supervising the work of a student employee can be a rewarding and challenging part of an Administrator's job, as well as a development opportunity for career growth. Employee Supervisors are responsible for hiring, managing, and developing student employees. S/he is also responsible for ensuring that Bentley benefits from the investment it makes in student employees. **Recruitment –** Each year prior to the start of the fall semester, the Student Employment office sends instructions on how to post a student employment job on MyBentley. The contact person in the department is Karla Aguirre, x3441. After a job is posted, you can manage, view and screen applicants who applied for the position. Complete instructions for posting a job and recruiting a student worker can be found in Directions for Hiring a Student Employee. Once a student employee is hired, direct them to the Student Employment office to complete their I-9 form. You will receive an email from Student Employment office once your new student employee is authorized/approved to work.

	Time Sheets – Student employees submit their time-sheets in Workday. As their supervisor your job will be to review and approve their timesheets every other Monday. The process for approving/submitting student timesheets may vary by department. Total hours a student may work in a week is limited to 20 hours. The pay range is $12.00 - $13.25 per hour depending on the complexity of the job. You may have the need to create a student employee handbook customized to your own department. This is a sample Administrator's Training Guide to Student Employees available to use. This document can be edited in MS Word format here.
WORKDAY	Workday is the software platform Bentley uses to streamline and simplify its business processes. It allows for budget preparation and analysis using real-time financial data, and is also where expense authorizations, reimbursement requests, and purchase requisitions are created and approved. The system also tracks time off and pay slips, and serves a multitude of HR functions including recruitment and performance management. Any expense incurred using a Bentley issued credit card needs to be reconciled in Workday, either via a Procurement Card Verification (for P-cards) or an Expense Report (for Expense/Travel cards). The division of Academic Affairs has a Workday support group that will assist with all types of transactions—the Business Service Center, located in Adamian 361. For all other divisions, job aids and various assistance is available on the Workday Finance training page, or write to ga_workdayfinance@bentley.edu for help. If you are experiencing technical difficulties with the software itself (including log-in issues, the app, etc.) please contact the Help Desk at x2854 or GA_HelpDesk@bentley.edu
WEBSITE CONTENT MANAGEMENT	Most Bentley department webpages follow a specific template to keep the site looking consistent. If you'd like to be trained on Drupal to learn to make the edits directly by becoming a page-master, information (and the request form) is available here. For those not trained in Drupal, or for technically complex website updates, send an email to GA_WebPublishing@bentley.edu. Include the link to the page and the changes you need (i.e., image replacement, title changes, updated content, etc.).
MARKETING AND COMMUNICATIONS	If you are working on publicizing an event, doing any external outreach, or need customized Bentley-branded printing materials, the Marketing and Communications department can assist you. They focus on web communications and social media; writing, editing, and design; photography; and video. Their homepage is located on the Bentley website (https://www.bentley.edu/offices/marketing-communications), and from there you can initiate a project request.

RETREATS AND OFF-CAMPUS MEETINGS	There are times when events and retreats need to be scheduled off campus. The following are venues used and recommended by Bentley: Forefront Conference Center 404 Wyman Street, Waltham, MA 02452 Contact: Caitlin Manning | 781-290-2724 The Conference Center at Waltham Woods 860 Winter Street, Waltham, MA 02452 Contact: Rosemary Burnham | 781-434-7387 The Connors Center (smaller and more intimate) 20 Glen Street, Dover, MA 02030 Contact: Tammy Donovan | 617-552-9229 Warren Conference Center (larger and for overnights) 529 Chestnut Street, Ashland, MA 01721 Contact: Lynn Sinclair | 508-231-3304 If the contract with the venue is under $5,000, a Purchasing or Expense card may be used to pay the balance and then reconciled in Workday. If the amount is over $5,000, you will need to work with Purchasing (x3456) to issue a purchase order.
SCHEDULING ON CAMPUS MEETINGS	You can reserve on-campus meeting space through Bentley's on-line room reservation system EMS. http://ems.bentley.edu/VirtualEms/ To Log in – Select My Account, Log In. Use your network credentials, Bentley short name (the characters of your email address before @) and your password. You may use the Browse option to search Events, Facilities and Space on campus. (This can be done without logging in.) After logging in, Bentley faculty and staff can use the Reserve option to request space and schedule events on campus (see options below). **Faculty and Staff Reservation Options** **"Classroom for general use" –** Consider using a classroom for your meeting! During non-class time, classrooms are available and offer a variety of locations along with built-in technology. Please allow for 24 hour processing of the request. **"Request Space" –** Use this option when you are booking the reservation at least 72 hours in advance. You may select from many rooms and set-up styles, as well as select services and technology options. "**Quick Reserve**" **–** Use this option when all you need is a room and require no additional services. You are not required to have any lead time to book these rooms. Only rooms that have a conference style setup will be presented. "**View My Requests**" **–** Allows you to see your current requests.

	Sodexo Catering Guide – The Conference Center provides an Extensive list of food options for on-campus events, Flavours-Bentley Dining/Catering Menu. Karen Murphy Administrative Assistant The Conference Center LaCava 300 781-891-2273 Michael Bope Catering Manager Michael.bope@sodexo.com 781-891-2674
NEARBY HOTELS	For visitors to campus, Bentley has negotiated rates with the following area hotels: Embassy Suites 550 Winter Street, Waltham, MA 02451 Contact: Justine Sirota | 781-487-4240 Westin Boston Waltham 70 Third Avenue, Waltham, MA 02451 Contact: Cate Eldridge | 781-290-5687 Crescent Suites (for single nights, extended stays or rooms with kitchens) 287 Crescent Street, Waltham, MA 02453 Contact: Cathy Gately | 781-314-7900 Hyatt House 54 4th Ave, Waltham, MA 02451 Contact: Lauren Copenhaver | 781-373-6055 Corporate discount code is: 204998 World of Hyatt number is: 540666100G Hilton Garden Inn 420 Totten Pond Road Waltham, MA 781-890-0100 Contact: Mileyvi Martinez
TRAVEL	Bentley has engaged with two travel service providers to support travel needs. Our Egencia® Travel program is designed to support most business travel excursions involving flights, hotel accommodations and car rentals. For more complex, multiple destination or international travel itineraries we have designated The Travel Collaborative. All staff and faculty who travel should register with Egencia, and start by contacting Purchasing, Campus and Administrative Services at x3456 to establish an account.

	Full instructions for utilizing these service providers is located on the Business Travel web page. Prior to securing any reservations for a business travel excursion, a **Spend Authorization** must be completed in Workday and approved by the traveler's Cost Center Manager. Individuals on campus who are involved in travel for Bentley should apply for a Travel Card. For information and forms, visit the Travel Card Program webpage. Before any travel is undertaken, it is important to review the Business Travel Policy.
CREDIT CARDS	Bentley issues credit cards in the form of Purchasing Cards (for employees responsible for departmental purchases) and Travel (Expense) cards, for employees likely to incur expenses related to travel. The policies for the cards are available here for Purchasing Cards and here for Travel Cards. New employees are provided training by the Purchasing department before the card can be activated. Any credit card related issue/activity/question, including the application process, please visit the websites linked above or contact the Purchasing department (x3456).
LETTERHEAD, ENVELOPES AND BUSINESS CARDS	Business cards, departmental stationery, and other customized office supplies can be ordered by the department Administrator through the vendor, Quad Graphics, through this online form: Bentley Online Stationery Order. Judy Metz in Marketing and Communications manages the vendor and can help with questions. Other standard office supplies are available through the Central Supply Office Form, managed by the Facilities Management department. The form includes a menu of what supplies are included; users input the department cost center for chargeback.
ORDERING THROUGH THE BOOKSTORE	The bookstore can provide Bentley items, such as coffee mugs, apparel, or other logo items to any department. Account Representatives: Chuck Ouligian or Matt Cushing Address: Collins Hall, Ground Floor | 781.891.3107 Textbooks e-mail: GA_Textbooks@bentley.edu Bookstore website: www.bentley.bncollege.com
PURCHASING - MASTER CONTRACTS	The Purchasing department makes available a directory of the most commonly used vendors with whom we do business, and therefore hold master contracts. This directory is a valuable resource to members of the Bentley community, enabling efficient and effective navigation of the ordering process through preferred vendors. The Purchasing department's website includes information related to policies and procedures associated with procurement. Master Contracts Directory Purchasing Policies and Procedures
MISC. VENDORS	Various meetings and campus events may necessitate the use of an outside vendor. Some recommended services are provided below:

	Transportation **Local Motion of Boston, Inc.** (Charter and School Bus Services) Bob Bassill | 781-535-6344 Address: 66B Roscam Park Road, Braintree, MA 02184 www.localmotionofboston.com **See also several options listed on the Purchasing website under Bus-Charters:** Florist **Brasco Florist** Keith Burke | 781-894-6161 229 High St, Waltham, MA 02453 www.brascoflowers.com Printing Services **Minuteman Press** John Fantasia 713 Main Street, Waltham, MA 02451 781-899-3180 John@colorconnection.com www.colorconnection.com Prizes and Swag (For customizable Bentley goods and products not available in the bookstore or created in bulk for more economical pricing) **IM Incentives** Norm Winston | 781-929-4927 www.imincentives.com Bentley has master contracts/business accounts with FedEx, Amazon, ReadyRefresh (coffee and water), and WB Mason (most office supplies). To get set up with your account and to properly link the accounting, please contact Barbara MacLean in the Purchasing Department (x3456).
WORK ORDERS	For plumbing, HVAC or electrical trouble or any carpentry, painting, or custodial requests, you make a request by submitting a work order through Facilities Management Work Order Request page. Use you Bentley ID number (without @) as your requestor I.D. If your request is an *emergency,* such as a power outage or a gas or burning odor, call x2436 (781-891-2436). For non-emergency requests, you can check the status of your work order by calling Work Order Control at x2208.
OFFICE MOVES	All office moves of current employees, new or departing employees necessitate the completion of a Facilities Management Move Form. Visit the Moving Services page for complete information on moves, including the Moving Policy and Tips for Moving.

DEPARTING EMPLOYEES	When an employee terminates from the university, the department administrator should complete a New Vacancy Form that ensures that the employee's computer, phone, and keys are returned to the appropriate departments.
NOTARY PUBLIC	Departments sometimes need the service of a Notary Public, and there are several Notaries on campus. This list of Notary Publics is maintained by the Registrar's Office.
Information Below is Specific to Academic Affairs	
TEXTBOOKS	Faculty can order their course-related textbooks directly from the Barnes and Noble bookstore on campus using FacultyEnlight. **FacultyEnlight:** https://www.facultyenlight.com/?storeNbr=752
MASTER SCHEDULE LOAD	For Academic Affairs Coordinators, the Master Schedule Load is the system where you may be asked to input data each semester for the upcoming teaching semester. This task usually occurs twice a year, in March and October. (For example, you may be asked in the Spring (March) to enter the upcoming Fall/Winter session Teaching schedule. In the Fall (October) you will be asked to enter the upcoming Spring/Summer Teaching schedule). Your Chair should provide you with the upcoming teaching schedule after directive has been given from the Registrar's Office. Log into MyBentley with your Bentley credentials. Under the "Faculty/Self Service" tab choose "Main Employee Menu." Under "Main Employee Menu" click on the "Faculty Services" tab. At the very bottom you will find "Master Schedule Load." A more detailed explanation on term codes and section codes can be provided by the Registrar's office.

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This Guide is published on the HR website, Employee Resources page.