Solutions to Frequently Asked Questions and Common Problems

1. Your chair, the department secretary, and the College Administrative Officer (CAO) will be your best resources when you arrive on campus. Don’t hesitate to knock on their door when you need help.

2. Where do I get my keys and key card access?
   a. Keys are issued by the Key Shop (see http://admin.utep.edu/Default.aspx?tabid=30346) in the Facilities Services Building on Sun Bowl Drive. The key control and issuance policy can be found at http://admin.utep.edu/Default.aspx?tabid=39665, and the procedures to request a key are at http://admin.utep.edu/Default.aspx?tabid=30544. The request process differs per college and sometimes per building depending on which unit manages it. Your chair or director must initiate the request (typically it’s prepared by the administrative assistant of your unit), in some cases it is approved by the Dean’s Office, and then it is forwarded to the Key Shop. Once the Key Shop receives the request it usually takes only a few days to cut your keys. You do need to pick it up yourself, because you have to personally sign for it. You can contact the Key Shop by calling the Service Desk at (915)-747-7187 or via e-mail at keyshop@utep.edu.
   b. Your Miner Gold Card gives you access to electronically locked areas after hours (http://admin.utep.edu/Default.aspx?alias=admin.utep.edu/minergold). Usually the administrative assistant for the college of your unit can enter you in the system.

3. Who makes sure I’m known in the UTEP computer information system as a faculty member?
   a. The CAO is responsible for setting up your appointment and entering your information correctly into the UTEP-OAMS computer system.
   b. If you need to find out if you are “in the system” and listed as a faculty member you can do that by contacting your college CAO (your department or college secretary will know who that is), or call the HELP desk at 915-747- HELP (4357), or email them at helpdesk@utep.edu.
   c. Please be aware that the UTEP Library maintains its own database; check to make sure they entered your information correctly.
   d. Also check your Miner Gold Card to make sure the information on it is correct.

4. When will I have an email account?
   a. As soon as your college CAO enters your data into the UTEP computer system it will automatically generate an email account that you can start using.
   b. How do I find out what my account is? Who do I ask?
      i. To find out your email address call the HELP desk at 915-747- HELP (4357) or email them at helpdesk@utep.edu.
c. Who do I call for HELP when email doesn’t seem to work?
   i. Call the HELP desk at 915-747-HELP (4357) or email them at helpdesk@utep.edu. They will get back to you quickly and often can solve your issue on the spot. Other times they will put in a work request and will give you a confirmation number with an approximate day when they will get to your problem.

5. When will my phone be set up?
   a. Your department is responsible for contacting IT to have a phone number assigned to you or buy you a new phone and connection if necessary. Contact your department chair or program director if you have no phone connection or phone.
   b. You personally have to set up your voicemail box because of security requirements. It is password protected.
   c. Where do I go for problems with my phone, such as voicemail?
      i. Call the HELP desk at 915-747-HELP (4357) or email them at helpdesk@utep.edu.

6. Can I opt out of the UTEP Directory?
   a. Yes, you can opt out of the UTEP directory that appears on the main UTEP webpage and in the phone book, but you have to let Human Resources know. Call their main line at 915-747-5202.

7. What do I do when it appears mistakes have been made in accounts, agreements, etc?
   a. Your first contact is your department chair or program director. S/he can then further investigate the cause of the error.

8. When do I get my first pay check?
   a. You will receive your first pay check on October 1. The reason that you don’t get a paycheck on September 1 is that your employment officially starts on September 1, and the State of Texas policy requires you to work before you get paid, so the October 1 paycheck is your salary for the work you did in September. Classes do start prior to September 1 but this early start is compensated in May when you receive full pay for that month even though classes end mid-May.

9. Where can I find information about benefits, retirement plans, confidential help and counseling, employee discounts, and educational assistance?
   a. You can call Human Resources (HR) at 915-747-5202 and ask for one of the benefits representatives, or
c. The University of Texas System has a website on Retirement Programs at
   http://www.utretirement.utsystem.edu/ with lots of information about insurance benefits,
   retirement program, a list of resources, and a “Living Well” page.
d. You will be assigned a personal benefits representative in HR. This will be either
   i. Ms. Lucy Ogas, 915-747-7926 or logas@utep.edu
   ii. Mr. Bert Garcia, 915-747-7927 or bgarcia@utep.edu
   iii. Ms. Diana Llavona, 915-747-8437 or dllavon@utep.edu
e. HR Assistant Director Armida Ruiz Martinez specializes in working with faculty. She can
   be reached at armartinez10@utep.edu
f. A summary of benefits can be found at

10. Where can I find detailed information about my health insurance coverage?
   a. UTEP covers the 90 day exclusion period instituted by the Texas Legislature several years
      ago to ensure that you are covered from the moment you start working at UTEP.
   b. Please contact your HR benefits representative if you have questions about health
      insurance coverage
      i. Ms. Lucy Ogas, 915-747-7926 or logas@utep.edu
      ii. Mr. Bert Garcia, 915-747-7927 or bgarcia@utep.edu
      iii. Ms. Diana Llavona, 915-747-8437 or dllavon@utep.edu
c. HR also has a page of Frequently Asked Questions concerning medical benefits at

11. Does UTEP have child care services for my young children?
   a. UTEP’s Adalante Child Development Center provides UTEP students, staff and faculty
      with high quality child care. It is conveniently located on campus and open from 7:15am -
      9pm on weekdays. For more information see
      http://studentaffairs.utep.edu/Default.aspx?alias=studentaffairs.utep.edu/childcare

12. Where can I find information about El Paso and information and services that
    can help make my move easier?
    b. The El Paso Convention and Visitors Bureau has lots of information on its page at
       http://www.elpasocvb.com/

13. What do I need to do to register my car and get a Texas driver license?
    a. New residents moving into Texas, who have a valid driver license from their home state,
       have 30 days after entry into Texas to secure a Texas driver license. Set aside half a day
       because this one takes a bit of effort and a bunch of documents.
b. To start this process first check the TX Department of Public Safety website for specific information at http://www.txdps.state.tx.us/administration/driver_licensing_control/movingtotexas.htm

c. Applicants age 18 and over with a VALID out-of-state driver license must show
   i. Proof of Identity: you need either a passport, or two pieces of secondary identification (see their website)
   ii. Provide proof of your Social Security Number.
   iii. Proof of Texas vehicle registration and proof of liability insurance on all vehicles owned. This means you have to register your car in Texas first and at the County Tax Assessors office on 500 E. Overland Street in downtown El Paso (satellite locations charge you money to do this). Phone (915)-546-2140 or ctaxassessor@epcounty.com. You need proof of insurance, a check (no credit cards accepted, and your driver’s license to register your car, but you can register it with your current out-of-state driver’s license.
   iv. Complete required forms available at any Texas Driver License office and pay the required fee. They require that you pass a vision exam.
   v. If you have a VALID out-of-state license in your possession, it must be surrendered at the driver license office and you will receive a temporary one.
   vi. There are several offices in El Paso. Check their website for the closest one.
   vii. Now you need to get your vehicle inspected.

14. **How do I get my moving expenses reimbursed?**
   a. If moving expenses were approved as part of your hiring agreement, you can submit your moving costs receipts for reimbursement.
   b. As soon as you have completed your move, take all original receipts to your college CAO, except faculty in the College of Engineering who need to take their receipts to their department’s administrative assistant. The CAO will submit a reimbursement request to the Provost’s Office from where it’s forwarded to Payroll. The process should take no longer than 2 weeks. Your CAO can follow up if you have not received notice of reimbursement after 2 weeks.

15. **Where do I go to get my parking permit and parking problems addressed?**
   a. As a new full-time faculty member you can get a 30 day parking permit for free to assist you during your first 30 days at UTEP so you don’t have to park at a parking meter or stop at the booth every day. To obtain your pass, visit the Office of Parking and Transportation in the Academic Services Building Room 122 in person.
   b. If you need to be on campus and don’t have a 30-day pass or a permanent parking permit yet, make sure to get a day pass at one of the guard booths on University Avenue regardless of where you’re going on campus. Tickets will be given if a vehicle is parked without a parking permit.
i. If you receive a citation you can pay or appeal it by going to http://admin.utep.edu/Default.aspx?tabid=50643

c. Get your permanent parking permit prior to the week before classes start; the rush during the first week of classes is tremendous.

d. To get your parking permit you can visit the Parking and Transportation Services website at http://admin.utep.edu/Default.aspx?tabid=50621. You can click on “My Parking Account” and follow the instructions.

e. You can also visit their office in the Academic Services Building Room 122, but be aware that at the start of the semester they are very, very busy.

f. You can call them at 915-747-5724 or E-mail them at parking@utep.edu but you may have difficulty getting through during peak times at the beginning of the semester.

16. What types of new faculty orientations are offered?

a. There are several new faculty orientations offered and numerous training sessions depending on your responsibilities.

i. University Relations organizes a university-wide orientation for new faculty and staff on the Wednesday before classes start. The president and provost speak, as well as the vice-presidents, to welcome you and introduce you to their respective units. This orientation lasts half a day.

ii. The Center for Effective Teaching and Learning offers the Fall Faculty Retreat on teaching and learning. It usually occurs on the Thursday prior to the first week of classes, is conducted by a guest scholar of national reputation, and includes breakfast and lunch (see http://academics.utep.edu/cetal for more information).

iii. If you have administrative or research responsibilities you may need to attend various training sessions such as the one for BIS, UTEP’s accounting software.

iv. The College most likely has a faculty meeting at the start of the new academic year.

v. If you plan to offer your courses online you will need to make an appointment with Instructional Support Services (ISS) http://academics.utep.edu/iss to be introduced to our system and have your account set up.

vi. The Office of Research and Sponsored Projects also conducts workshops for new faculty, or you can visit their college representatives individually. http://research.utep.edu/Default.aspx?alias=research.utep.edu/orsp

17. Does UTEP have a Faculty Mentoring Program?

a. The Center for Effective Teaching and Learning (CETaL) organizes the Collaborative Faculty Mentoring Program for all new tenure track faculty. It consists of 7 monthly meetings that meet every second Friday of the month throughout the academic year for 90 minutes over lunch. You will be in a team of faculty from your college with one or two mentors from your college.
b. CETaL can also assist you in finding a personal mentor to work with you on your research efforts, for example.

18. Where can I receive some help on developing my courses and suggestions on effective teaching?
   a. The Center for Effective Teaching and Learning (CETaL) provides services to assist you in the design of your courses and the development of effective teaching strategies. Please visit http://cetal.utep.edu/ for more information or contact Cecy Desantiago at (915)-747-8459 or cetal@utep.edu.

19. Where can I receive training on the use of instructional technology and Web tools in my teaching?
   a. The Faculty Instructional Technology lab http://academics.utep.edu/fitlab is located in the Undergraduate Learning Center Room 306 and offers organized training workshops on a variety of software tools.
   b. The FIT lab also provides individualized one-on-one instruction for faculty on any tool.
   c. Contact Cindy Castro at 747-5940 or ccastro@utep.edu and arrange an individual consultation.
   d. You also need to contact them to have your courses setup in WebCT or BlackBoard CE8 (starts in Fall 2009).
   e. Organized workshops are scheduled based on the availability of instructors so make sure to contact them in advance.

20. How do I order textbooks for my courses?
   a. Considering that textbooks have become very expensive, and most of our students are from economically disadvantaged areas, check if used books are available for your course.
   b. Usually the department administrative assistant submits your textbook request to the UTEP bookstore. Due to the delays in the ordering process work with your chair and the administrative assistant several weeks before the semester starts to get your book orders placed.
   c. You can check whether a book has been assigned to your class by visiting http://www.bkstr.com/Home/10001-15728-1?demoKey=d and clicking on “Textbooks”

21. How do I find out how long I have to wait before I get my new faculty computer?
   a. Contact your college Technology Implementation Manager (TIM). Your department secretary will know who that is and how to reach her/him.
   b. If your acceptance letter was processed prior to July 15, your computer will be available during new faculty orientation. If you missed that date, your computer will likely arrive at
the end of September.

22. **Who do I contact when my computer acts up or the instructional technology equipment or software dies in my classroom?**
   a. Each college has a technical support staff. Find out before classes start who they are and how you can get in touch with them in an emergency. Go to class 15 minutes early and test the system so you can get problems addressed prior to class.
   b. The Information Technology (IT) website has lots of information on support systems at [http://admin.utep.edu/it](http://admin.utep.edu/it)

23. **When will I receive my start-up funds so I can start spending?**
   a. After you sign your appointment letter and return it to the Dean of your college, you should contact your chair and discuss your Research Development Plan. Startup funds can be awarded from different accounts through the Office of Research and Sponsored Projects (ORSP), the Provost Office, or your College.
   b. Regardless of the funding source, you need to develop your Research Development Plan, which should address the following:
      i. Summary of your research history, expertise, and capabilities
      ii. Your plan for establishing your research activities at UTEP
         1. Include major milestones and timelines
      iii. Your plan for acquiring extramural funding as a continuation of how you plan to use your start-up funds
      iv. A two year budget (all start-up funds have to be expended by the end of your second year or you will lose them). The budget should include an itemized list of research equipment.
      v. A budget justification for all items in your budget.
   c. Submit this plan before or during the very first weeks of the semester to prevent any delays in receiving your funding.
   d. Make sure that any space needs (labs, offices) are clarified and your chair and dean have a cost estimate for renovations (if needed).
   e. Your start-up account is established by the UTEP Budget Office. Be aware that the Fiscal Year at UTEP ends on August 31 and the new one starts on September 1. This is a very busy time for the Budget Office and it may take up to a month to set up all the accounts for the new FY. Your account should be available for use at the latest in early October.

24. **Are there resources on campus to help me with my research and grant writing efforts?**
   a. Several Colleges now have Associate Deans or other persons in charge of helping faculty develop their research programs. Contact your chair or program director to find out who that person is in your college.
b. The **Office of Research and Sponsored Projects** provides many services that can help you in your research. [http://research.utep.edu/Default.aspx?alias=research.utep.edu/orsp](http://research.utep.edu/Default.aspx?alias=research.utep.edu/orsp)

c. The **Expertise** system [http://orspprofile.utep.edu/profilesystem/indexnew.php](http://orspprofile.utep.edu/profilesystem/indexnew.php) allows you to search for UTEP faculty who are conducting research related to your interest. This makes building your on-campus research network so much easier.

d. The **UTEP Library** provides the University community with a modern and efficient facility for study and do research. The building houses over 900,000 books, including 200,000 government documents, more than one million microforms, and excellent electronic search tools and databases. Each college has its own librarian to serve you. They are tremendous resources, get to know them. [http://www.utep.edu/library](http://www.utep.edu/library)

**25. What do I do when people don’t follow through with what they said they would do?**

a. Remain patient, but politely and persistently follow up with that person until things get done. It may be frustrating, but with lots on people’s plates things sometimes get overlooked.

b. Use MS-Outlook to flag items in your To-Do list for follow up. You can do the same with emails.

**26. What can I expect from purchasing?**

a. Buying something using university funds involves a process that can vary in complexity depending on the amount of money items cost.

b. In general, someone in your department or college (usually the admin assistant) is responsible for generating a Purchase Requisition. This is submitted electronically to Purchasing and General Services ([http://admin.utep.edu/purchasing](http://admin.utep.edu/purchasing)) where your college representative converts the PR to a Purchase Order and sends it to the vendor. Depending on the amount of the order you may have to attain bids which increases the complexity and time of the process.

c. Please note that there are at least four entities involved: you, the admin assistant, the Purchasing representative, and the vendor. Your request can be delayed by any one of these four entities. Follow up on the status of your order on a regular basis. Use MS-Outlook to help you remember to do this.

**27. Are there policies and procedures related to business travel?**

a. UTEP developed a Quick Reference Guide for travel to assist the University faculty, staff and students prepare, plan and process travel requests and reimbursements. [http://admin.utep.edu/Default.aspx?tabid=42778](http://admin.utep.edu/Default.aspx?tabid=42778)

**28. Does UTEP have a faculty handbook that spells our policies and procedures?**

a. We no longer have a faculty-specific handbook, but we do have a Handbook of Operating Procedures (HOP). The handbook list policies and procedures specific to UTEP. You can use the table of contents for a brief description of each section of the handbook.
http://admin.utep.edu/Default.aspx?alias=admin.utep.edu/hoop

29. Where can I find out more about activities, events, clubs, and organizations in and around El Paso?
   a. The El Paso Scene, http://www.epscene.com/, is a unique resource that lists almost all events and organizations in the EL Paso, Juarez, and Southern New Mexico area. Don’t believe folks who tell you there is nothing to do in El Paso.