



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

## Operating Policy and Procedure

**HSC OP:** 55.03, **Texas Tech Telephone Directories**

**PURPOSE:** The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to set forth the procedure for providing telephone directories for Texas Tech.

**REVIEW:** This HSC OP will be reviewed on May 1 of each year (EY) by the Chief Information Office (CIO) for TTU System and the CIO for TTUHSC, with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration by May 15.

### POLICY/PROCEDURE:

1. **Texas Tech University System Directory (Campus Directory).** Annual time table and responsibilities:

Date

Responsibilities and Action

**a. Contract with Publisher**

October/November

Every three years, beginning in FY 2005, the contract with the current publisher will be reviewed and a Request for Procurement (RFP) will be submitted for the next three years.

Publisher who is awarded the contract will sell advertisement based on the schedule of the publisher (Texas Tech assumes no role in the selling of advertisement). Approval process for advertisement is defined under Item 1.g., Final Review and Distribution of Directories.

**b. Directory Cover and Front Pages**

May 1

The Office of the CIO, TTU System will contact the Director of Printing Services at TTU to have the outside cover prepared and approved by August 1.

July

The Office of the CIO, TTU System will send the inside cover pages text to the President's offices at TTU and TTUHSC for review and update. Signature approvals for the inside cover information will be received by July 31.

July – August

The Office of the CIO, TTU System will forward the front pages for all campuses to the appropriate contacts for review, update, and approval.

August 1

The Office of the CIO, TTU System will forward the outside cover to the publisher.

August 1

The Office of the CIO, TTU System will forward the inside cover to the publisher.

August 31

The Office of the CIO, TTU System will forward the front pages to the publisher.

**c. Campus Maps**

- May 1 The Office of the CIO, TTU System will contact Planning and Site Development at TTU and Facilities Information at TTUHSC to provide campus maps by August 1.
- August 1 The Office of the CIO, TTU System will forward the maps to the publisher.

**d. Departmental Listings.**

- Monthly On an ongoing monthly basis, the Office of the CIO, TTU System will follow update eRaider changes that need to be made with departmental delegates in the system. Departmental delegates are those individuals responsible for the department listings. They are identified in the Department Directory System.
- June The Office of the CIO, TTU System will request to be put on the agenda for TTU and TTUHSC Administrators meetings to market and announce the printed directory process.
- July The Office of the CIO, TTU System will prepare the detail directory schedule for July – October.
- July An email will be sent from the Office of the CIO, TTU System to departmental delegates announcing the printed Campus Directory schedule. The email will provide the deadline for review, update, and confirmation of departmental listings for the printed directory.
- July – August Departmental delegates will review, update, and confirm listings the accuracy of the listings for the printed directory.
- August 1 The Office of the CIO, TTU System will send an email to delegates reminding them of the September deadline for changes and approvals to departmental listings.
- September Deadline date for confirmation of departmental listings.
- September The Office of the CIO, TTU System will follow up with delegates who have not approved their listing, proof departmental listings, run edit reports, and correct data if needed. Dual departmental listings for TTU and TTUHSC sides of printed directory will be validated.
- September - October The Office of the CIO, TTU System will electronically forward the departmental listings to the publisher.

**e. Faculty and Staff Listings.**

- Ongoing Faculty/Staff new hires, terminations, and status changes are submitted to Personnel (TTU) or Human Resources (TTUHSC) through the electronic HPAF (Personnel Action Form) process.
- August 1 The Office of the CIO, TTU System will inform Personnel (TTU) and Human Resources (TTUHSC) of the directory schedule and request that information be sent to employees to update their biographical data to be in the printed directory.

August - September (mid-month) The Office of the CIO, TTU System will test and review the Faculty/Staff listings for printing issues. The Office of the CIO, TTU System will work with the Chancellor's Office to approve individual Faculty/Staff dual listings.

September (mid-month) The Office of the CIO, TTU System will electronically forward the Faculty/Staff listings to the publisher. The Personnel (TTU) and Human Resources (TTUHSC) Offices will review and approve the final proofs sent back from the publisher.

**f. Student Listings.**

Ongoing Students update their personal information, and choose which information will be released in the printed directory through the student system.

September (mid-month) The Office of the CIO, TTU System will send a test file of the TechSIS data to the Registrars of TTU and TTUHSC to proof for validity.

September The Office of the CIO, TTU System will electronically forward the Student listings to the publisher after the 12<sup>th</sup> class day.

**g. Final Review and Distribution of Directories**

September/October The Office of the CIO, TTU System will electronically receive the proofs from the publisher. The proofs will be approved and returned to the publisher within five (5) working days. The proofs will be approved as follows:

1. Departmental listings will be reviewed and approved by the Office of the CIO, TTU System. Additional review will be performed by the Presidents' Offices of TTU and TTUHSC or their designees.
2. Faculty/Staff listings will be reviewed by the Office of the CIO, TTU System and approved by Personnel (TTU) and Human Resources (TTUHSC).
3. Student listings will be reviewed and approved by the appropriate Registrars of TTU and TTUHSC.
4. Yellow Pages and Advertisements will be reviewed by the Office of the CIO, TTU System and will be forwarded to the Chancellor's Office and the Presidents' Offices of TTU and TTUHSC, or their designees, to review for appropriateness of content and signature approval.

October / November Communication Services receives notice from the publisher when the new directories are scheduled to arrive. Communication Services will notify TTU Central Warehouse and TTUHSC Technology Services of the scheduled delivery date. Delivery and notification procedures are as follows:

1. The Publisher's designee will deliver the requested number of directories to TTU Central Warehouse and to the loading dock at the HSC.
2. Central Warehouse will notify the campus community that the new directories are available and the procedures for obtaining them.

3. TTUHSC Technology Services will notify the HSC Lubbock campus and their remote campuses that the new directories are available and the procedures for obtaining them.

2. **AT&T Directory.** Communication Services delegates to each respective organizational unit outside of Lubbock the responsibility for listings and advertisements in the directories of the local operating telephone companies. The procedures outlined below apply to Lubbock organizations only.

a. **White page business section listing under “Texas Tech University / Texas Tech University Health Sciences Center”**

<u>Date</u>	<u>Responsibilities and Action</u>
August 11	The Office of the CIO, TTU System will generate a report of the listing to be submitted to AT&T and forward the report to the Chancellor’s Office and the Presidents’ Offices of TTU and TTUHSC for review and signature approval by August 15.
August 15	The Office of the CIO will electronically forward the file to AT&T.

b. **White pages additional straight line listings in the business section**

July	Communication Services will electronically receive from AT&T a list of individual/department listings from the previous year.
July / August	Communication Services will contact each individual or departmental representative on the list to verify the information for the new AT&T directory.
September 1	Communication Services will electronically forward the updated information to the publisher.

c. **Publication and delivery of AT&T Directory**

November	Publication date of AT&T directory.
November	AT&T is responsible for delivery of the AT&T directories to the TTU and TTUHSC campuses.