

UNIVERSITY of **HOUSTON**

ADMINISTRATION & FINANCE

Just The Basics



Bookstore



Cougar Card Office



Parking & Transportation



Department of Public Safety



Vending



Sustainability Program

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AUXILIARY SERVICES

Bookstore

126 University Center
713-748-0923
www.uh.bkstore.com

Calhoun Lofts
713-741-6311

Stadium Parking Garage
713-440-9347

UH Barnes & Noble Campus Store is your one stop shop for all your campus needs. Students looking for affordable course materials will find options such as; rental new, rental used, digital downloads, new books, used books, and custom books. The latest in school supplies, electronics, national best sellers, and all the UH logo and fashion merchandise you can imagine. Get ready for Cougar **“Red”** Fridays. Stay connected with us, when you download the bookstore app from your App Store or Google Play and get 25% off UH merchandise instantly. Shop on-line 24/7 at <http://uh.bncollege.com> or www.uhfanshop.com.



► Faculty Services

We are here to support faculty. Check out our on-line web portal design by faculty for faculty called, **“Faculty Enlight.”** You can research course material, review how other are using your textbook, request a desk copy, submit your course content to the bookstore, and your course content information will saved for future use. Log on today at www.facultyenlight.com or look for the link within Black Board, UH learning management platform. Faculty and Staff enjoy a 15% discount in-store on all UH merchandise, accessories, general reading books, and school supplies! Go Coogs!

► 3 Campus Stores

The Main Store is located in the Student Center R130, 4455 University Drive Houston, TX 77204-3030. UH Calhoun Lofts Store is located on the corner of the Calhoun Lofts building, 4700 Calhoun Road Suite R101 Houston, TX 77204-6028. The UH FAN SHOP is located in the stadium garage retail space, 3874 Holman Street Houston, TX 77204-6011.

Catering on Cullen

4700 Calhoun, Ste. 102
832-842-5998
www.cateringoncullen.com



Catering is more than just great food. It’s creating an experience that your guests will remember. Executive Chef James Colson is dedicated to ensuring that your event is not only delicious, but seamless as well. Receptions, dinners, luncheons, coffee breaks, we do it all!

Please call our office or visit our online ordering system to place an order. If you would like to find out more about the basics of hosting a catered event, please view our [general information page](#).

Cougar Card

Welcome Center Suite 151

832-842-9053

www.uh.edu/cougarcard

The Cougar Card is the university's official identification card for students, faculty and staff; however, the Cougar Card can be used for many other purposes like building access and library services.



► Getting Your Card

Faculty, staff and students can save time by taking advantage of the online photo submission option through AccessUH. It takes approximately 7 to 10 business days to process online photo submittals. Once the photo is processed and ready for pick up, an email directing them to pick up their Cougar Card in the Welcome Center Suite 151 will be sent.

► Employee Printing

University employees get a \$25 printing allocation on their Cougar Card each semester that can be used to print at the M.D. Anderson Library printing lab. Please note that the allocations do not carry forward into the next semester.

► Online Services

A full list of the card's functions and features can be found [online](#). Here you will be able to submit a specific photo to [AccessUH](#).

Dining

4700 Calhoun, Suite 102

832-842-5998

www.uh.edu/dining



University of Houston Dining Services (UHDS) offers you convenience and quality in dining. Visit our restaurants and enjoy a wide variety of delicious food offerings including national, local, and specialty brands. Please visit our dining location map. Follow UHDining on social media today!

► \$5 Friday

UH Dining sponsors \$5 Fridays for Faculty and Staff at our two residential dining halls. Show your Cougar pride by wearing red every Friday and enjoy an all-you-care-to-eat lunch at Fresh Food Company in Moody Towers and Cougar Woods for just \$5 plus tax on Friday. Must show faculty and staff ID to receive the discount.

► **Dietician**

UH Dining is committed to bringing fresh and healthy dining options to diners including vegetarian and gluten-friendly options. UH Dining offers faculty, staff, and students an opportunity to meet with our registered dietician, Travis Ramirez. He is able to recommend healthy alternatives and provide advice on special dietary needs. Please click here for more information.

► **Meal Plans**

University of Houston faculty, staff, and students can enjoy the convenience and savings of a meal plan. By combining block plans with Cougar Cash, you can customize a plan that's right for you.

A block plan offers all-you-care-to-eat meals at either Fresh Food Company in Moody Towers or Cougar Woods Dining Hall. Cougar Cash can be used at any dining location across campus including retail restaurants, dining halls, convenience stores and food trucks. Please click here for more information about the meal plans offered.

► **Faculty/Staff Meal Plans:**

All faculty/staff meal plans are payroll deductible and can be purchased by visiting the Cougar Card Office in the Welcome Center Parking Garage. You may also contact their office with any questions at 832.842.9053 or auxiliaryservices@uh.edu.

► **Block 15**

- 15 all-you-care-to-eat meals per month at the residential dining halls
- \$80 per month (plus tax)

► **Block 10**

- 10 all-you-care-to-eat meals per month at the residential dining halls
- \$55 per month (plus tax)

► **Block 5**

- 5 all-you-care-to-eat meals per month at the residential dining halls
- \$30 per month (plus tax)

► **Cougar Cash**

- The minimum amount is \$25 per month and more can be added at any time.

Parking

Welcome Center

832-842-1097

www.uh.edu/parking



Whether you have questions about parking permits or citations, Parking and Transportation is here to serve you. The parking desk in the Welcome Center provides maps of the different parking lots and garages on campus and one-on-one interaction with one of our friendly customer service reps who will gladly answer any questions you might have.

▶ Commuter Club

Here at UH, we have a Commuter Club that's free for faculty, students and staff to join. The only requirement to become a member is that you must refrain from purchasing a parking permit of any kind. Participants enjoy several perks, including a 25% discount on their METRO fare. For more information or to join, just visit www.uh.edu/parking and click on the "Getting to Campus" followed by "Commuter Club."

▶ Online Parking Services

Everything from purchasing your permit to locating your lot can be done online via through AccessUH. Here you can even pay parking citations.

▶ Parking Permits

There are several different permit options available, so to find the one that's best for you, visit our website and check out our [interactive parking map](#). Once you are ready to make a purchase, just visit AccessUH.

▶ Shuttle

UH also has three different shuttle routes that go around campus and are free to faculty, staff and students. All we ask for you to do is swipe your Cougar Card each time you ride so we can adjust our routes and schedules as needed. You can also find out when the next shuttle is going to be at your shuttle spot before you journey out by tracking it on Cougar Trax through your mobile phone at www.uh.edu/cougartrax-mobile.

▶ Zipcar

Parking and Transportation is now partnering with Zipcar, a global car-sharing company, to provide UH faculty, staff and students the opportunity to reserve vehicles as necessary in exchange for "driving credits." Anyone interested in participating is encouraged to fill out an application at www.Zipcar.com/UH.

Parking Enforcement

713-743-5869

www.uh.edu/parking_enforcement

www.uh.edu/police/UHlotmap.html

The university has adopted a parking and traffic program to create an orderly traffic flow and equitable parking conditions on campus. Your personal safety, the recognition of others' needs, campus appearance and applicable laws were considerations in the formulation of these regulations, as we are a part of the UH Department of Public Safety. More information is available [online](#).

Printing and Postal

General Services Building

713-743-5900 or 713-743-5840

www.uh.edu/pp



The UH Printing and Postal Services Department supports the mission of the university by providing on-campus centralization of specialists and equipment to assist the faculty, staff and

students with high-quality printing and mail processes at a competitive and reasonable price. It is also responsible for the inter/intra-office distribution of mail among faculty, staff and students. We provide the university a one-stop shop concept which comprises three components: design, print and mail. We work closely with UH Marketing to maintain the graphic standards of the university. Our award-winning print shop offers a full array of services including offset and digital printing, and a wide format for banners, posters and signs. UH Printing is also the only non-profit FSC (Forest Stewardship Council) certified printer in Houston. All incoming and outgoing mail for the Houston campus is processed by UH Postal Services.

► Campus Address

UH Postal issues the campus addresses and mail codes for the colleges/ departments on the Houston campus. The current official campus address and internal mailcode list can be viewed at [online](#) under Quick Links. Hard copies of the internal mailcode list can be obtained by calling 713-743-5840.

► Stationery

University business cards and other related stationery items can be ordered through us.

► Student Mail

All incoming USPS letter mail along with incoming parcels from USPS, UPS, FedEx and DHL addressed to students in the seven residence halls are processed and delivered by UH Postal Services. If you have any questions or concerns, please email us at postserv@central.uh.edu.

Office of Sustainability

Welcome Center Suite 151, shared with the Cougar Card Office

832-842-9051

sustainability@uh.edu

www.uh.edu/sustainability

The Office of Sustainability serves as the hub for campus sustainability efforts. Engaging the campus and community, the office fosters collaboration and educates individuals about social, economic and environmental factors that impact today's society and generations to come. On-campus sustainability initiatives include academic programs and research, educational events, the campus community garden, single-stream recycling, water bottle refill stations, renewable energy use, sustainable transportation, green building and more.

► Events

#BYOBottle, Sustainability Meetup, Sustainability Fest, RecycleMania, Earth Week, Bike to UH Day, Campus Community Garden volunteer events and cleanup events.

► FM Sustainability Program

In 2012, Facilities Management (FM), the service-oriented sector of Plant Operations, made a path-changing decision to embrace sustainability. For FM, whose mission is to provide responsible and quality stewardship for the long-term preservation and growth of the university's physical assets, it has become a great opportunity to instill and promote sustainability concepts and practices. The FM Sustainability Program strategy incorporates programs and projects, community enhancement, and staff resource development in close alignment with the metrics and guidelines established by the Association for the Advancement of Sustainability in Higher Education Sustainability Tracking, Assessment and Rating System (AASHE STARS).



Big Belly Solar Trash and Recycling Unit

Some of the FM Sustainability Program priorities include: installation of a building energy and water metering system, including energy audits and retrocommissioning; investment in cost-effective building energy-conservation measures; development of a systematic approach to accomplish the university's 2020 goal of 40% waste diversion; completion of a holistic infrastructure master plan; enhancement of the campus tree canopy and institution of low water use/reduced chemical use landscape management practices; improvement of Central Plant operations through new technologies and approaches; reduction of fleet emission profile through selective maintenance and management; building partnerships with faculty to offer student research and project opportunities to enhance student understanding of sustainable practices; initiating university and community initiatives to share sustainability goals and objectives (Adopt-A-Spot Program and Clean Up Day); setting deliberate programmatic goals for comprehensive staff training; employing alternate means of human-powered transportation (Ride Red Bicycle Program); and last but not least, documenting the accomplishments of all component programs and setting expectations for continued initiatives.

For more information about the FM Sustainability Program and for a copy of the 2013 published report, please contact Michael Burriello at mlburrie@central.uh.edu or 713-743-4562.

truecolor GRAPHICS at the University Copy Center

Welcome Center Suite 170

713-741-5200

www.truecolorgraphics.com

Truecolor GRAPHICS at the University Copy Center is your on-campus digital print and graphics provider. We are here to provide you and your department with all of your digital printing projects. Our experienced staff can help you with any color or b/w flyers, brochures, postcards, manuals, presentations and more!

► Course Packs

The University Copy Center also handles all course packets and course materials for the faculty. We clear any necessary copyrights and royalties can be added to any packet. We offer a variety of different options for course packets and can assist in getting any course materials to the students.

► Additional Services

Need a sign or poster for an event? Truecolor GRAPHICS is your home for on-campus signage from posters and banners to wall and window graphics. We offer free on-campus pick-up and delivery and are located in the Welcome Center garage. Please visit our online ordering system at www.truecolorgraphics.com to sign up. You can send files and projects directly to our production machines, receive quotes and keep track of past jobs.

We are also a full pack and ship location on campus to handle any of your shipping needs. We are authorized shippers of FedEx, USPS and UPS and have daily pickups at the store. We have all necessary packing supplies and forms so come by for a drop off or let us pack it for you!

Vending Services

Welcome Center Suite 151

832-842-9053

www.uh.edu/vending

Auxiliary Services and its contracted partners provide a wide variety of delicious snacks, beverages and ice cream for the campus community to enjoy. You can visit www.uh.edu/vending for more information on vending locations. There you can also learn how to report any issues you might have with our products and/or machines.



DEPARTMENT OF PUBLIC SAFETY

www.uh.edu/police/UHDPSemergencyref.pdf

www.facebook.com/pages/University-of-Houston-Department-of-Public-Safety/180505992253?ref=stream

twitter.com/uhdps

Office of Emergency Management

4343 Elgin, Room 106, (Center for Public Broadcasting)

713-743-2841

www.uh.edu/oem

www.uh.edu/emergency

www.facebook.com/UHEMB

twitter.com/uhemb



The Office of Emergency Management's (OEM) mission is to support our campus community of staff, faculty, and students to ensure that as a university we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. OEM is responsible for managing the university-wide emergency preparedness and business continuity programs, including the maintenance of the university's Emergency Management Plan (EMP). OEM provides guidance and training to departments in order to assist them in developing their own Emergency Response Plans and Business Continuity Plans. OEM also maintains the University's Emergency Operations Center (EOC) which would be activated in the event of a major campus emergency and used to support the emergency response.

Environmental Health & Life Safety

General Services Building, Suite 183

713-743-5858

ehs@uh.edu

www.uh.edu/ehs

Environmental Health & Life Safety, under the UH Department of Public Safety, works to ensure health and safety of faculty, staff, students, visitors, facilities, operations and infrastructure. It also ensures regulated activities are in compliance with applicable local, state and federal regulations/ institutional policies.

Primarily, the department works to identify, evaluate, analyze and control or mitigate new, existing, or potential workplace safety and health hazards. Comprehensive policies, procedures and practices are developed to achieve these objectives. Implementation is through regular facility inspections, review and analysis of high hazard operations, accident and incident investigation, taking proactive actions to eliminate future hazards through permits (fire and life safety permits, food safety permits, research laboratory safety permits), new building design and activity reviews for operations, major equipment use, etc. The department accomplishes the objectives through the different functional units and safety committees such as:

- ▶ Fire and Life Safety (Fire safety, life safety, food safety, etc.)
- ▶ Occupational Safety (industrial hygiene functions, indoor air quality concerns, office ergonomics, etc.)
- ▶ Research /Teaching Laboratory Safety and Compliance (chemical, biological, radioactive material, x-ray and laser radiation, etc.)
- ▶ Hazardous materials and Waste Minimization (chemical, biological, radiation and others)
- ▶ Environmental Protection
- ▶ Health, Safety and Compliance trainings
- ▶ Advisory Services and Code Enforcement
- ▶ Radiation Safety Committee, Institutional Biosafety Committee, Safety and Security Committee, Institutional Compliance Committee, etc.

Police

4051 Wheeler St.

713-743-3333

www.uh.edu/police

The University of Houston Police Department (UHPD) strives to enable students, faculty, staff and visitors to be safe while pursuing their on-campus endeavors. Every UHPD employee uses three principles to help ensure that the UH campus is a protected, user friendly venue by promoting and preserving a safe campus, identifying and implementing efficiencies, and providing great customer service. These principles, in practice, help to make the UH campus a great place to study, work and visit.



In the event of an emergency on campus, dial 911. Tell the 911 dispatcher that you need the police and they will immediately connect you with UHPD through a special line that alerts UHPD it is a 911 call. This will ensure that your call is handled immediately by someone at UHPD. The telephone number for non-emergency calls for the UH Police is 713-743-3333. Additionally, red emergency call boxes have been placed at various locations on the UH campus to provide assistance with contacting the UH Police Department. Operation is easy. Your call goes directly to the UHPD. Call boxes can be used to request police assistance, escorts, assists with vehicle problems and obtain other information.

Public Safety Systems

4051 Wheeler

713-743-0590

dsarkozi@uh.edu

www.uh.edu/police

Public Safety Systems, as part of the Department of Public Safety, designs and manages the campus security camera network of approximately 1,400 cameras. Cameras are placed in buildings to track activity on public areas and are not generally located in offices, laboratories and classrooms.

Public Safety Systems manages the campus access control system (card swipes). Departments generally manage their access locally and Public Safety Systems helps resolve problems that the local department may have.

Public Safety Systems also maintains the more than 140 emergency call boxes on campus. The call boxes are tested weekly to maintain the highest up time possible.

Security Services

4051 Wheeler

713-743-3333

police@uh.edu

www.uh.edu/security



The University of Houston security unit works in conjunction with the UH commissioned police officers to enhance the overall safety of the campus. As police officers patrol the campus, the security officers are also patrolling the campus looking for suspicious activities, emergency situations and/or people in need of assistance. When events happen, every second counts. The security officers also monitor the cameras in the virtual patrol room (VPR) daily and communicate various information to the police officers.

The UH Police Department continually works with the University community to make the campus a safe place to learn, work, and live. The security escort service is designed for community members who have safety concerns and desire having another present when traversing the campus. Based on availability, either a UH police officer or security officer will escort students, faculty and/or staff to locations beginning and ending on campus. If you feel that you need an escort please call 713-743-3333.



INFORMATION TECHNOLOGY

AccessUH

713-743-1411

accessuh@uh.edu

uh.edu/gethelp

accessuh.uh.edu

AccessUH is your gateway to the University of Houston's information and computing resources. Log into AccessUH with your CougarNet User ID and password and you will get immediate access to other critical systems that you use on a daily basis including myUH, Blackboard, PASS, email and many more.

Classroom Technology

713-743-1155

mdist@uh.edu

www.uh.edu/infotech/services/facilities-equipment/classrooms

UIT Classroom Technology supports the computers and projectors installed in all the general purpose classrooms throughout the campus and offers presentation and multi-media equipment checkout and setup, free training on classroom equipment use, and assistance with designing multimedia classroom environments. UIT Classroom Technology can provide the classroom equipment you need to maximize your teaching. Requesting equipment is simple. Just email an equipment request at least a day before you need it to mdist@uh.edu, or submit an online equipment request form.

Emergency Contact Information

ecomm@uh.edu

www.uh.edu/emergency

During a campus emergency incident, the UH Department of Public Safety (UHDPSS) will issue notifications to faculty, staff and students via email and by text messaging (SMS).

UHDPSS may also use text messaging to reach out to faculty and staff after a crisis to communicate information about resuming work and check if faculty and staff can safely return to work. This feedback will help UH leadership make informed decisions regarding when to re-open the campus.

To ensure that you can receive emergency texts and emails, update your information at www.piersystem.com/go/doc/1093/155718/.

Important Related Resources:

UH Emergency Operations Center: uh.edu/emergency

UH Check-In Center: uh.edu/checkin

Help Desk Services

Tech Commons, Basement of MD Anderson Library

713-743-1411

support@uh.edu

www.uh.edu/gethelp

www.uh.edu/uit

The UIT Support Center at the Technology Commons is available to assist all faculty, staff and students with their IT needs. The IT Support Center can be contacted by phone, email, chat or walk up. Many colleges also have support staff for your computing needs so be sure to check with your college to see what services are available to you.

Lync Unified Communications

713-743-1411

LyncSupport@uh.edu

www.uh.edu/lync

Microsoft Lync is a communications application that provides phone service, instant messaging, desktop videoconferencing and desktop collaboration similar to Go-To Meeting. Lync works in conjunction with Microsoft Exchange to allow faculty to schedule online meetings and desktop videoconferencing with peers both at UH and at other institutions. By March 2014, Lync will be available to all faculty and staff, making UH one of the first Universities in the nation to offer this powerful tool.

UIT Security

832-842-4695

security@uh.edu

www.uh.edu/uit/security

UIT Security is responsible for developing security policies and best practices, coordinating security issues, conducting investigations and working within UIT and other campus departments to minimize security risks and assure compliance with security policies and procedures. UIT Security is also available to assist faculty members in assuring the confidentiality of information resources.

The Information Technology section of the UH Manual of Administrative Policies and Procedures contains policies to assure compliance with state and federal information security requirements, such as the Texas Administrative Code, Title 1, Chapter 202 (TAC 202) Information Security Standards, and the Family Educational Rights and Privacy Act (FERPA). Faculty members are required to comply with these policies.

Faculty members can report information security incidents to UIT Security by phone or email. UIT Security personnel are available 24/7/365 to respond to reported incidents. Incidents can also be reported anonymously at www.mysafecampus.com.

FACILITIES SERVICES

Facilities Services

General Services Building, 4211 Elgin

713-743-4948

www.uh.edu/plantops/departments/fm



► **Building Coordinator Program**

The diversity of university programs, functions and activities often requires coordination and collaboration between building operations, building occupants and various campus departments. The Building Coordinator Program helps facilitate the communications between these components and represents user needs within each building. These relationships between building occupants and key campus support units and partners such as Plant Operations, Public Safety, Environmental Health and Life Safety, Research, Academic Affairs and Student Affairs will help to enhance and improve facility services on campus, which is the goal of the BC program. This program provides a forum for discussion and resolution of occupancy problems, training and development of building coordinator roles, opportunities for involvement in broader initiatives such as sustainability, safety and security, outreach programs, and communications and marketing.

Building coordinators (BC) are full-time university employees, selected and assigned by university leadership to fulfill the unique BC role. They generally will have a defined role in campus emergency and disaster preparedness in addition to building management; the BC responsibilities are in addition to the employee's other job duties. Each building has a primary and a secondary building coordinator assigned to represent building occupants and users and serve as building liaison to other campus departments and units. They help facilitate emergency preparedness planning and notify occupants of access interruptions, power outages, and will potentially have other responsibilities as the need arises.

As a UH faculty, staff or student, you are encouraged to look to your building coordinator as your point of contact for custodial and maintenance services, energy management, heating and cooling, fire and environmental safety, building security, construction planning and project management activities within your facility. For a complete list of building coordinators, please visit the building coordinator pages on the Plant Operations website located at www.uh.edu/plantops/bcp. For more information about the Building Coordinator Program, please contact Jacquie Vargas at 832.842.4861 or jmvarga5@central.uh.edu

► Facilities Services Center

Facilities Services (FS) is committed to providing our customers excellent and responsive service for facilities needs and repairs. The FM Facilities Service Center (FSC) acts as the university's central point of contact for facilities damage/usage concerns and processing facility work order requests for service. The FSC serves as liaison between campus customers, service providers, emergency responders and building coordinators.



There are four ways to report facility problems and request service: 1) call FSC at 713.743.4948 (on campus dial 3.4948); 2) submit an email to csc@central.uh.edu; 3) text the information to csc@central.uh.edu; and 4) Login on AccessUH and click on FAMIS.

When requesting service for facility needs or repairs, it is important to have the following information ready to share with the service center representative: department name; building name; room number where the problem is located; a contact name, phone number, and email address; and a description of the work needed that is clear and concise including the exact location and any specific and relevant information. Be prepared to respond to the representative's questions. This information will help the service representative create an efficient and effective work order.

Facilities Management works to ensure a quality environment for students, faculty, staff and visitors in support of the university's mission of teaching, research and community service. For more information about the FM Facilities Service Center, please visit the website at www.uh.edu/plantops/departments/fm/business-services/fsc/index.php or call the 24-hour customer service hotline at 713-743-4948.

► Keys

In addition to managing work requests and work flow, the FSC processes key requests for all applicable personnel. Key control is a function of the Facilities Service Center (FSC), and is operated by Facilities Management. Requests for individual room and building keys should start with your department (department head, professor, lab manager or building coordinator) and they can assist in requesting access. Keys may be picked up at the FSC lobby service window in the General Services Building.

Facilities, Planning and Construction

4211 Elgin

713-743-8025

www.uh.edu/plantops/departments/fpc/

The University of Houston System office of Facilities Planning and Construction is responsible for oversight and management of all capital facility renovations, additions and alterations, as well as new construction for all of the University of Houston System component campuses. The department provides planning, design and construction services in accordance with System policies, applicable codes, rules and regulations, industry standards for project delivery, University of Houston Campus Design Guidelines and Standards and component campus master plans.



► Construction Updates

Since design and construction services fall under FPC, they are also the department responsible for keeping everyone posted on the latest project and construction work updates. Important notices will be posted at www.uh.edu/plantops/news-events/index.php.