



Department of Industrial Engineering and Operations Research

IEOR DEPARTMENT
WORKSTUDY ASSOCIATE HANDBOOK

SCHOOL OF ENGINEERING AND APPLIED SCIENCES
COLUMBIA UNIVERSITY

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1. Welcome to the IEOR Department

Welcome to the Industrial Engineering and Operations Research (IEOR) Department at Columbia University. You have chosen the right place to work! This Handbook is available to assist you in becoming familiar with the Department and your responsibilities.

1.1. History of the IEOR Department

The Department was first established in year 1919, when Industrial engineering programs started at Columbia; the first class graduated in 1922. Operations Research courses have been offered at Columbia since 1952. Today, the Department is the home to four disciplines including Engineering Management Systems, Financial Engineering, Industrial Engineering, and Operations Research.

2. Logistics

We are located in the Seeley W. Mudd Building, located on 500 West 120th Street, between Broadway and Amsterdam Avenue in New York City. We are on the 3rd floor.

Industrial Engineering and Operations Research Department
Rm. 313, School of Engineering and Applied Sciences
Columbia University
500 West 120th Street
New York, NY 10027

Web: <http://www.ieor.columbia.edu>

Email: info@ieor.columbia.edu

2.1. Workspace

Workstudy Associates occupy the front desk reception area in the main office (313 Mudd). You are free to use the computer. We expect that the workspace is kept clean and tidy.

2.2. Time & Attendance

Promptness and adherence to your schedule is expected. If for any reason you are unable to work, please inform Jaya at (212) 854-1480 or jaya@ieor.columbia.edu. We would appreciate advance notice of your absence.



You are to fill out your timesheets on a bi-weekly basis. Ms. Jaya Mohanty will process them accordingly. Failure to fill out your timesheet will result in delay of payment. Log on to http://www.columbia.edu/cu/sfs/docs/Federal_WorkStudy_Student_Employment/index.html and click on Student Timesheet Log-in.

2.3. Professional Staff

The IEOR Department has eight full time professional staff responsible for its daily operations and programming. Any one of them may solicit your help in special projects in addition to your day-to-day responsibilities. Brief descriptions of their functions are found below.

Emmanuel Casuscelli Administrative Coordinator

313 S. W. Mudd Building
Phone: +1 212-854-8404
Fax: +1 212-854-8103
Email: emc2135@columbia.edu

Office hours: Mondays – Fridays, 9:00 am – 5:00pm.

Provides administrative support to the chairman, faculty, visiting scientists (housing and visa), research centers, and seminars; coordinates textbook ordering and manages IEOR library and resources.

Ufei Chan Business Manager

309 S. W. Mudd Building
Phone: +1 212-854-1473
Fax: +1 212-854-8103
Email: ufei@ieor.columbia.edu

Office hours: Mondays - Fridays, 9:00 am – 5:00 pm.

Provides management and oversight of Departmental financial operations including payroll, expenditures and budget; coordinates grant application with faculty. Oversees Departmental accounting and management of financial records.



Risa Cho

Academic Coordinator and Webmaster

313 S. W. Mudd Building

Phone: +1 212-854-4351

Fax: +1 212-854-8103

Email: risa@ieor.columbia.edu

Office hours: Mondays - Fridays, 10:00 am – 6:00 pm.

Provides academic administrative support in course scheduling and registration, academic requirements, student record keeping, special events, correspondence and announcements; administers IEOR Web site.

Donella Crosgnach

Student Services Coordinator

309 S. W. Mudd Building

Phone: +1 212-854-2942

Email: dc2309@columbia.edu

Office hours: Mondays – Thursdays, 9:00 am – 2:00 pm.

Provides organization and support in doctoral student affairs including admissions, funding, academic progress, and record keeping; provides support in graduate admissions, vendor/catering services & special events.

Jenny S. Mak

Director, Administration, Academic & Professional Development

313 S. W. Mudd Building

Phone: +1 212-854-0757

Fax: +1 212-854-8103

Email: jenny@ieor.columbia.edu

Office hours: By appointment

Provides organization and leadership in administrative, financial and human resource operations, employer/industry outreach and relationships, academic advising and programs, programming development, professional and career development, and admissions; liaises and consults with university offices and agencies; advises MSFE students.



Jaya Mohanty

Administrative & Financial Assistant

313 S. W. Mudd Building

Phone: +1 212-854-1480

Fax: +1 212-854-8103

Email: jaya@ieor.columbia.edu

Office hours: Mondays - Fridays, 9:00 am – 5:00 pm.

Processes purchase orders, travel reimbursements, payments to students, facilities requests; maintains departmental directory; handles in/outgoing mail.

Michael Mostow

Systems Administrator

323 S. W. Mudd Building

Phone: +1 212-854-2405

Email: mikem@ieor.columbia.edu

Office hours: Mondays - Fridays, 9:00 am – 5:00 pm.

Provides organization and support in computer-related administration and procurement; administers departmental electronic equipment; and manages IEOR computer lab.

Traci Pickerell

Student Affairs Officer

315 S. W. Mudd Building

Phone: +1 212-854-1934

Fax: +1 212-854-8103

Email: traci@ieor.columbia.edu

Office hours: Mondays - Fridays, 9:00 am – 5:00 pm.

Provides organization and support in the areas of admissions (recruiting and marketing), academic programs, corporate affiliations, alumni outreach, seminars and events; advises MSIE and MSOR students.



3. Workstudy Associate Responsibilities

The following section details the day-to-day operational support responsibilities for Workstudy Associates.

3.1. Reception Area Duties

While sitting on the reception area, the following tasks need to be completed:

Direct visitors: As they come to the Department office, inquire about their visit, then direct them to the right office. Students are not permitted to wander to the Faculty Lounge or the copy/fax room to find mailboxes for faculty and TAs (Doctoral Students). Students can drop off or pick up their assignments located in the shelves in the main office.

It is a good idea to familiarize yourself with the responsibilities of the Professional Staff, so you can direct traffic accordingly. If students claim to have appointments with a member of the Professional Staff, please check their respective calendar in Outlook, to confirm.

Answer phones:

1. (212)854-2942 is the IEOR Office Main line.
2. (212)854-2941 is the IEOR Admission line.
3. Check voice mail of both 4-2942 & 4-2941 and direct the messages accordingly. Messages regarding admissions should be given to Traci or Donella, or emailed to admit@ieor.columbia.edu.
4. All messages for faculty and professional staff should be emailed to them.
5. Direct calls for faculty or professional staff should be transferred to their extension.

Refill and tidy resources: The reception area is often filled with magazines and papers; please tidy up, if necessary. In addition, the wooden shelf on the corner of the office needs to be refilled with bulletins and printed materials. You may take existing copies to make additional copies of the materials. The cabinet next to Risa holds bulletins.

Copier machine: Check paper in both copier machines (Canon & Ricoh) in the office. Leave a box of Xerox paper in the Canon copier room. No students (except doctoral students) are permitted to use the copier. By 5pm, please make sure the door to Canon is closed and the machine is turned off in order to conserve energy.

Television: The television should always be turned on to MSNBC or seminar announcements. Familiarize yourself with the computer in room 309 that controls the television, if an announcement needs to be posted.



3.2. Faculty Lounge Duties

The Faculty Lounge is reserved for faculty, professional staff and doctoral student use. On a daily basis, the following tasks need to be completed:

1. Deliver mail: Every morning, obtain the mail key from Jaya and pick up mail from the 1st floor Mudd and sort in mailboxes in the lounge. PhD student mail boxes are in the supply room.
Also check outgoing mail box and deliver to 1st floor mailboxes. Forms for the mail system are above the fax machine in the supply room.
2. Replenish refreshment service: water, cups, utensils, cookies, tea, coffee and sugar. Order more when necessary. Coffee is ordered through Office Depot (see COFFEE ORDER INFO on the work study desk top).
Other utensils are ordered from KING COFFEE (Sheet is in the files, under Jaya's desk)
For milk and food our primary provider is FreshDirect, however you may be asked to order from Morton Williams from time to time. To do this, fax order to Morton Williams (use the Morton Williams template on the desktop).
3. Anytime during your shift, clean counter and tables; remove old newspapers and magazines.
4. Clean refrigerator and microwave every month. This responsibility will be rotated since there are multiple Work-study Associates.
5. Request any unauthorized person to leave the premises.

3.3. Other General Office Duties

You may be asked to assist in other general office duties. Some of these duties include:

Water the Plants: There are plants in the Chairman's Office (Room 326, Emmanuel has the key), Jenny's Office (Room 324), Risa's Office space, and Reception area. Plants need to be watered twice per week (Tuesday and Fridays).

Filing: You may be asked to file student-related information; student records are located in the cabinets next to Risa. Ask her daily to see if she needs assistance in filing; there is always something to file!

Scanning: Professional staff may have documents that need to be scanned. The Canon copier has scanning capability. To scan, insert documents in the canon feeder and select "scan". On your computer, open Adobe Acrobat and go to File -> Create PDF -> from scanner. Save on a flash drive according to the following naming convention:

File Code_date_account number.doc

File Code examples – PO – Purchase Orders

TBE – Travel/Business Expense



Inv – Invoice
Misc - Miscellaneous

Door plates: In the beginning of each term, you will be asked to place new door plates identifying the individual(s) occupying our “temporary offices.” These offices include the Adjunct Faculty Office (Room 318), Doctoral Student Offices, Room 308, Room 308A, etc.

3.4. Seminar Duties

On occasion, you may be asked to assist with the coordination of seminars.

Financial Engineering Seminars

The Department holds FE seminars on Monday evenings during the fall and spring semesters. The seminars are organized by Professor Emanuel Derman and there are usually 7 or 8 seminars each semester. The seminars run from 6:00pm to approximately 7:30pm and are located in Davis Auditorium, 412 Shapiro CEPSR. The schedule of seminars is listed on our website: <http://www.ieor.columbia.edu/seminars/financialengineering/index.html>

You will be asked to set up Davis Auditorium and the area outside of Davis in CEPSR. Your set-up should start no later than 5:30. The following list is what you need to take over at 5:30:

- Keys to Davis Auditorium & Wireless microphone (check batteries)
- Wine (2 bottles of red and 2 bottles of white - in the lounge refrigerator)
- Wine opener
- Laser pointer

To set-up Davis:

- Turn on lights (top button)
- Open podium
- Log-in (login: instructor; password: instructor)
- Lower projection screen
- Start projector
- Make sure Davis is tidy. If you find you are picking up left over trash, inform Emmanuel and Traci the next day you see them.
- When catering arrives, request that they leave the plastic wrap on the food. Catering is arranged by Donella, so if there is a problem, please talk to her the next time you see her.
- Make sure to have the wine opened and food unwrapped by 7 or a little after
- Direct guests to the auditorium; leave the far door into the auditorium open for latecomers

During the seminar:



- Open the door for guests that come after 6:00 pm. (The main doors to the building locks at 6:00 pm.)
- Politely tell any interested hungry people that the reception *follows* the talk.

To break-down:

- Unplug USB for the pointer
- Put up projection screen
- Turn off projector
- Log-out of the system
- Lock the podium
- Turn off all lights (bottom button)
- Lock all doors to Davis Auditorium
- Return Davis Keys (place in an envelope and slide under glass double doors inside IEOR Main Office).
- Return the Pointer and Wine Opener to the IEOR Main Office (leave in an envelope – front desk drawer)

Contact Information:

Catering: 212-854-4630
Facilities: 212-854-8607
IEOR Main: 212-854-2942
Risa (until 6pm): 212-854-4351

Lastly, the Department would appreciate your feedback on how the seminar proceeded. For example, we are interested to know:

1. Was the food sufficient? Too much?
2. Approximately how many guests attended? How about students?
3. Feedback from the guests.



4. Confidentiality

The nature of the assignments given to the Workstudy Associate may contain confidential information including, but not limited to, student records, employer information and financial information. The confidential information belongs to the Industrial Engineering and Operations Research Department at Columbia University, and may not be shared with third parties. By accepting the position, the Workstudy Associate understands that he/she may not share any parts of the information with anyone at the discretion of the supervisor, outside of the Staff and/or Faculty of the Industrial Engineering and Operations Research Department at Columbia University.