

# Quick Reference Guide

[Business Operations](#) | [HR/Payroll/Leaves](#) | [Web Development and Marketing Design](#) | [Communications and Connect Center Operations](#) | [Academic Operations](#) | [Undergraduate Coordination](#) | [Graduate Coordination](#) | [Research Advancement Team](#) | [Undergraduate Advising Team](#) | [Student Workers](#) | [Helpful Links](#)

## Business Operations

**Jean Memberto** – Assist. Director of Operations  
Social Sciences Building 221  
480-965-7542  
[Jean.Memberto@asu.edu](mailto:Jean.Memberto@asu.edu)

**Brenna Hansen** – Business Operations Manager  
Social Sciences Building 217A  
480-965-4263  
[Brenna.Hansen@asu.edu](mailto:Brenna.Hansen@asu.edu)

**JoAnne Groot** – Department HR Specialist  
Social Sciences Building 217A  
480-965-0003  
[JoAnne.Groot@asu.edu](mailto:JoAnne.Groot@asu.edu)

**Shelley Linford** - Communication/Web Development  
Social Sciences Building 100F  
[Shelley.Linford@asu.edu](mailto:Shelley.Linford@asu.edu)

**John Keeney** – Communication/The Connect Center Operations  
Cowden Building 224E  
480-965-3094  
[John.Keeney@asu.edu](mailto:John.Keeney@asu.edu)

## Academic Operations

**Sarah Ericson** – Academic Operations Manager  
Social Sciences Building 100A  
480-965-4233  
[Sarah.Ericson@asu.edu](mailto:Sarah.Ericson@asu.edu)

**Gere Clark** – Academic Operations/Events  
Social Sciences Building 144  
480-965-3735  
[Gere.Clark@asu.edu](mailto:Gere.Clark@asu.edu)

**Bobette Makelele** – Graduate Coordination  
Social Sciences Building 100G  
480-965-3932  
[Bobette.Makelele@asu.edu](mailto:Bobette.Makelele@asu.edu)

**Ashley Bustamante** – Graduate Advising  
Prospective students: [graduatesanford@asu.edu](mailto:graduatesanford@asu.edu)  
Current students: [graduateadvisingsanford@asu.edu](mailto:graduateadvisingsanford@asu.edu)  
480-965-6978

**Nancy Landers** – Undergraduate Coordination  
Social Sciences Building 144  
480-965-6875  
[Nancy.Landers@asu.edu](mailto:Nancy.Landers@asu.edu)

## Research Advancement Team

**Catherine Ashmead** - Research Advancement Manager  
480-965-6326  
[Catherine.Ashmead@asu.edu](mailto:Catherine.Ashmead@asu.edu)

**Luz Hernandez** – Research Advancement Admin  
480-965-4773  
[Lucy.Hernandez@asu.edu](mailto:Lucy.Hernandez@asu.edu)

For questions related to proposal submissions and/or managing your awarded funds, see our contact information below:

Email: [sanford.ra@asu.edu](mailto:sanford.ra@asu.edu)  
Phone: (480) 965-6326

## Undergraduate Advising Team

### Tempe Campus Students

**Lois Goldblatt** – Academic Success Coordinator  
Social Sciences Building 100E  
480-965-3130  
[Lois.Goldblatt@asu.edu](mailto:Lois.Goldblatt@asu.edu)

**Denise Barnard** – Academic Success Specialist  
Social Sciences Building 100D  
480-965-2031  
[Denise.Barnard@asu.edu](mailto:Denise.Barnard@asu.edu)

### ASU Online Students

**Lisa Barth** – Academic Success Coordinator  
Social Sciences Building 100B  
480-965-7548  
[Lisa.Barth@asu.edu](mailto:Lisa.Barth@asu.edu)

**Kelli Ramirez** – Academic Success Specialist  
Social Sciences Building 100F  
480-727-7753  
[Kelli.Ramirez@asu.edu](mailto:Kelli.Ramirez@asu.edu)

**Wes Jackson** – Academic Success Specialist  
Social Sciences Building 100B  
480-965-7864  
[Wes.Jackson@asu.edu](mailto:Wes.Jackson@asu.edu)

---

## Business Operations

Jean Memberto, Assistant Director of Operations

[jean.memberto@asu.edu](mailto:jean.memberto@asu.edu)

- Financial oversight ASU and ASU Foundation accounts
- Payroll oversight
- Pcard manager
- Supervisor – school management team (Brenna Hansen, Sarah Ericson, Catherine Ashmead)

Brenna Hansen, Manager

[brenna.hansen@asu.edu](mailto:brenna.hansen@asu.edu)

- Payments, reimbursements, and purchases on ASU and ASU Foundation accounts
- Mileage reimbursement

In order to complete a mileage reimbursement claim you will need the following information:

- Request for Mileage/Parking Reimbursement Form located at [https://www.asu.edu/fs/forms/AP\\_Reimb\\_MileageParkingTaxi.pdf](https://www.asu.edu/fs/forms/AP_Reimb_MileageParkingTaxi.pdf)
- Agency/Org - this is the account number funding the reimbursement
- A Mapquest/Google map printout of your normal commute miles to ASU
- A Mapquest/Google map printout for each trip listed
- Business purpose for the trip

Things to remember when completing the form:

- If you are traveling roundtrip from ASU to a site you need to log each leg of the trip (to/from). All mileage is reimbursable.
- If you travel from home to a site or a site to home you must deduct the normal number of miles you travel to ASU.
- Home to ASU is 10 miles - normal commute
- Home to site 12 miles - request is for 2 miles reimbursement for this leg of the trip

- Management of department property control and surplus/salvage requests
- Manage space survey
- Facilities building liaison
- Graduate funding

## HR/Payroll/Leaves

JoAnne Groot, Department HR Specialist

[joanne.groot@asu.edu](mailto:joanne.groot@asu.edu)

- Hiring (faculty, postdocs, students, staff)
- HR/Payroll policy and procedure
- Leaves (medical and family)
- Paid holiday schedule (<https://cfo.asu.edu/hr-holidayschedule>)
- Payroll
- Travel Claims (employees and students) (<https://cfo.asu.edu/fs-forms>)

## Web Development and Marketing Design

Shelley Linford, Communications Admin

[shelley.linford@asu.edu](mailto:shelley.linford@asu.edu)

- News Blast
- Graphic design for flyers, brochures, special events, etc.
- Social media
- Website development and updates
- ASU branding standards
- iSearch directory administrator

## Communications and Connect Center Operations

John Keeney, Project Coordinator

[john.keeney@asu.edu](mailto:john.keeney@asu.edu)

- Article composition
- Media relations
- Content dissemination
- Press releases
- School news and event promotion
- Sales and order fulfillment
- Product creation and development
- Faculty publishing services
- Conference registrations
- Vendor relationships
- Intellectual property and copyright management
- Business consulting

## Academic Operations

Sarah Ericson, Manager  
[sarah.ericson@asu.edu](mailto:sarah.ericson@asu.edu)

- Academic personnel actions
- Graduate programs support
- Course scheduling
- Course evaluations
- Student worker supervisor

## Academic Operations Assistant

- Administrative support for director and academic operations
- Travel/hotel/scheduling (visitors and guests)
- Scholarship applications
- Faculty searches
- Faculty meeting minutes

## Academic Support

Gere Clark, Coordinator  
[gere.clark@asu.edu](mailto:gere.clark@asu.edu)

- Classroom change requests
- Conference room/University classroom reservations
- Event planning
- Key Request  
To complete a key request, please complete the Key Request form. Once you complete the form, please either email it to Gere Clark at [Gere.Clark@asu.edu](mailto:Gere.Clark@asu.edu) or bring it to the front office, Social Sciences 144.
- Office move coordination
- Telephones and voicemail
- Recycling  
Information for ASU Blue Bin Recycling can be found at: <https://cfo.asu.edu/fdm-recycling-at-asu>.  
To request pick up service for your small blue recycling bin in your personal office, please complete a service request online at: <http://webtma.asu.edu/ASUServiceRequest>.
- Shredding
- Undergraduate Scholarships

## Undergraduate Coordination

Nancy Landers, Coordinator  
[nancy.landiers@asu.edu](mailto:nancy.landiers@asu.edu)

- Classroom facility issues
- Conference room/University classroom reservations
- Final exam classrooms
- Keys (classroom zone)
- Mail/FedEx  
Mail is picked up at 8:40 each weekday morning
- Make-up exams

- Parking validation  
Advance notice is required for large quantities of 20 or more. Stamps are for guests only.
- Syllabi requests
- Textbooks
- Undergraduate course overrides
- Undergraduate registration issues
- Undergraduate roster grades

## Graduate Coordination

Bobette Makelele, Graduate Coordinator  
[bobette.makelele@asu.edu](mailto:bobette.makelele@asu.edu)

Master's programs:

- Online Graduate Programs Recruitment
- Graduate application process Graduate College liaison
- Graduate course overrides
- Graduate program support
- Graduate registration issues
- Graduate roster grades
- Graduate student accomplishments
- iPOS
- Maintaining Continuous Enrollment
- Academic Record Changes
- Academic probation and dismissals
- Online Graduate Programs Community Management

PhD programs:

- PhD program support
- Comps
- Defenses
- Graduate application process
- Graduate College liaison
- Graduate course overrides
- Graduate registration issues
- Graduate roster grades
- Graduate tuition remission posting
- iPOS
- Pass/fail forms (graduate)
- Tuition remission processing

## Research Advancement

The research advancement office at the T. Denny Sanford School of Social and Family Dynamics promotes and coordinates research activities across the enterprise and provides services to support faculty efforts to advance research.

For questions related to proposal submissions and/or managing your awarded funds, see our contact information below:

Email: [sanford.ra@asu.edu](mailto:sanford.ra@asu.edu)

Phone: (480) 965-6326

## Student Employees

- Copy and scanning requests

If there are copy and scanning requests that you would like completed by the student workers, please fill out a copy request form and attach it to the material you would like copied or scanned. (exams, worksheets, book pages, documents, etc.) and place it in the work baskets located in SS 144, Cowden 118, or Payne 308. All requests must be given a minimum 48 hours in advance.

Things to include on the copy request form:

- Duplex - yes or no Alternate Test forms A and B?
- Stapled - yes or no 2 different colors for forms A and B?
- Colored paper? Insert Scantron Answer Sheets?
- Specific colors? Number Tests and Answer Sheets?

Any other instructions:

You can also send an email with all of the same information to the student workers at:

[TDSSFDStudentWorkers@gmail.com](mailto:TDSSFDStudentWorkers@gmail.com)

- Mail delivery/mailbox maintenance

## Undergraduate Advising Team

### Tempe Campus Students

#### Walk-in Hours:

Tuesdays from 1-4pm

Wednesdays from 1-4pm

For available appointment times during the week, please email us:

[Lois.Goldblatt@asu.edu](mailto:Lois.Goldblatt@asu.edu)

[Denise.Barnard@asu.edu](mailto:Denise.Barnard@asu.edu)

### ASU Online Students

#### Schedule appointments online:

[https://webapp4.asu.edu/advsched/?acad\\_org=CSOCFAM](https://webapp4.asu.edu/advsched/?acad_org=CSOCFAM)

If you have questions, call 480-965-6978

## Helpful Links

### Business Operations

- [Business Meals Form](#)
- [Reimbursements Request - Non Food](#)
- [Doctoral Graduate Student Department Travel Request Form](#)
- [ASU Human Resources Forms](#)
- [ASU Purchasing Forms](#)
- [Copy and Scanning Request Form](#)
- [Cost Share Request Form](#)
- [Expense Advance Log](#)
- [Gift Card Petty Cash Questionnaire](#)
- [Technology Purchases Security Assessment](#)

### Facilities

- [Request For Service Form \(facility problems\)](#)
- [Key Requests/ Action Form](#)
- [Recycling Pickup Request](#)
- [Property Control - Off-campus use Form](#)

### Course Overrides

- [Graduate Course Override Request Form](#)
- [Undergraduate Course Override Request Form](#)

### Business Processes

- [Hiring Guide for Staff and Student Workers](#)
- [Hiring Guide for Faculty Positions](#)
- [The Sanford School Pre-Award Process](#)
- [The Sanford School New Award Process](#)