



OSU-CASCADES HANDBOOK

A user's guide to campus operations

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Campus Addresses

Oregon State University – Cascades
1500 SW Chandler Avenue
Bend, Oregon 97702

Graduate & Research Center
650 SW Columbia Drive
Bend, Oregon 97702

Century Annex
497 SW Century, Suite 105
Bend, Oregon 97702

Simpson/Columbia Parking Lot
1000 SW Bradbury Way
Bend, Oregon 97702

Hours of Operation

1500 SW Chandler Avenue				
	Monday-Thursday	Friday	Saturday	Sunday
Outdoor Spaces	5:00 AM – 10:00 PM	5:00 AM – 12:00 AM	5:00 AM – 12:00 AM	5:00 AM – 10:00 PM
Tykeson Hall				
Exterior Doors	7:00 AM – 10:00 PM	7:00 AM – 5:00 PM	Closed, except for weekend classes	3:00 PM – 7:00 PM (Card Access Only)
Learning Commons	8:00 AM – 8:00 PM	8:00 AM – 5:00 PM	Closed	Closed
Tutoring Center Room 203	7:00 AM – 7:00 PM	7:00 AM – 5:00 PM	Closed	Closed
Counseling Clinic Room 210G	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	Closed	Closed
IT Services	7:30 AM – 7:00 PM	7:30 AM – 6:00 PM	Closed	Closed
Computer Lab Room 102	7:00 AM – 8:30 PM	7:00 AM – 5:00 PM	Closed	3:00 PM – 7:00 PM (Card Access Only)
Dining/Academic Building				
Exterior Doors	7:00 AM – 10:00 PM	7:00 AM – 10:00 PM	9:00 AM – 7:00 PM	9:00 AM – 7:00 PM
Reflection/Quiet (Card Access Only)	7:00 AM – 7:00 PM (Card Access Only)	7:00 AM – 5:00 PM (Card Access Only)	Closed	Closed
Residence Hall				
Lobby	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	Closed	Closed
Lobby (Employees & Students Only)	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM
Lobby (Residents Only)	24 Hours	24 Hours	24 Hours	24 Hours

Fitness Center (Card Access Only)	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM	6:00 AM – 8:00 PM
Fitness Center (Residents Only)	6:00 AM – 10:00 PM	6:00 AM – 10:00 PM	6:00 AM – 10:00 PM	6:00 AM – 10:00 PM
Mail Room Counter	10:00 AM – 3:00 PM	10:00 AM – 3:00 PM	Closed	Closed
Mail Room (Card Access Only)	24 Hours	24 Hours	24 Hours	24 Hours

Graduate & Research Center 650 SW Columbia Street			
	Monday-Thursday	Friday	Saturday & Sunday
Exterior Doors	7:30 AM – 8:00 PM	7:30 AM – 8:00 PM	Closed, except for weekend classes

Century Annex 497 SW Century Drive			
	Monday-Thursday	Friday	Saturday & Sunday
Exterior Doors	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	Closed

Note: For special events or academic activities, the campus and facilities may be open for additional hours and days.

During academic breaks, building hours will not follow the schedules above. In general, academic buildings will be open from 8:00 AM to 5:00 PM and will be closed on holidays.

Campus Closures

At times, it will be necessary to close OSU-Cascades' campus for a portion of a day, or an entire day. Section 0700 of the OSU HR Manual covers campus closures or curtailment of operations. When a decision is made, by OSU-Cascades' Vice President, or designee to close campus, the community will be notified as follows:

- Messaging will be sent through OSU Alert (which uses telephone, text, and e-mail)
- A message will be posted to OSU-Cascades' homepage
- A press release will be distributed to local media

Campus Resources

Facility Survey –

OSU-Cascades values input from our campus community, and would like your feedback on our facilities. Please complete the survey here, follow the link below to a survey, to share what you like and where you think improvements can be made: <http://osucascades.edu/webform/facilities-feedback-form>

Lactation Room

The lactation room located on the first floor of Tykeson Hall is intended to provide the legally-required space for nursing mothers. Any other use of the room must be pre-approved. Access to the room is through electronic access control and access must be expressly requested through an Access Request Form.

Library

The Library and Learning Commons is located in Tykeson Hall 202. This space includes four study rooms; a resource room with a scanner, printer, and other office equipment; public seating areas; a staffed reference desk; and the tutoring room. On-site resources include the library browsing collection, course reserves (textbooks), DVD collection, and our technology equipment for check out. Available equipment includes laptops, projectors, camcorders, tripods, webcams, headphones, calculators, and more.

To search our physical and virtual collections, start at <http://cascades.library.oregonstate.edu/> - login with your ONID account to request items from any of our partner libraries. The library is open to students, employees, and the public. We can be reached at 541-322-2079 or library@osucascades.edu

Shower Rooms

Tykeson Hall and the Residence Hall feature gender-neutral shower rooms located on the first floor of each building. These rooms are available for all members of the campus community to use, with key card access, so please be respectful and abide by the following guidelines:

- Limit showers to 10 minutes
- Do not track large amounts of water across the floor
- Use shower shoes
- Do not leave personal belongings (except in lockers)
- Locker space is limited; only use lockers for the duration of your stay, do not use overnight.
- Please bring your own lock for lockers in Tykeson; lockers in the residence hall have a single-use lock; instructions are posted at the lockers.

In cases where a campus guest wishes to use one of the shower rooms, the guest may pick up a visitor ID card from Enrollment Services in Tykeson Hall or the Fitness Center desk in the residence hall. Guests may also contact campus Public Safety.

Prior to issuance of a guest ID card, guest name and phone number will be recorded. Guest ID cards must be returned following use; if not returned, or the ID card is damaged, a replacement fee will be charged.

Conference Room Reservations

OSU-Cascades has a variety of conference rooms available for employees and students to reserve. Conference rooms must be reserved using Microsoft Outlook calendars. Students or student organizations must work through a member of the faculty or staff to book a conference room.

Conference rooms may be reserved for non-OSU events by employees, students, and members of the public; in order to book a registration for an event, please contact OSU-Cascades' event planning office.

Residence Hall Lobby

The first floor lobby of the residence hall is open to all members of the campus community during certain hours of the day during the week. Upper floors of the building are not open to the campus community and these student living spaces should be respected. The first floor lobby includes televisions, pool table, kitchen, fireplace, and fitness center.

Televisions

In the near future, the televisions located in the 1st floor lobby will have content, at this time no content is available.

Kitchen

The kitchen includes a refrigerator, sink, and microwave. Food and utensils should not be stored overnight in this space, unless for a group event and arrangements have been made with facilities staff in advance. The refrigerator will be cleaned out daily. All food placed in the refrigerator should be labeled with name and date.

Pool Table

Do not sit on, or place food or beverages on the pool table. Pool balls and cues can be checked out from the reception desk in the residence hall.

Fireplace

The fireplace is on a thermostat control and can be manually overridden. Please visit the residence hall reception desk to request the system be overridden.

Fitness Center

The Fitness Center is located on the first floor of the Residence Hall. Access is free to all currently enrolled students. Faculty & Staff can purchase a term-long pass from the Info Desk in the Dining Hall. The Fitness Center is open daily from 7:00 AM – 8:00 PM. Free group fitness classes are offered each week with the purchase of your term-long pass. The Fitness Center is staffed 7 hours / day Monday – Friday by Student Fitness Center Attendants. These students are able to help with proper body mechanics, how to get the best workout, and how to avoid injury. For more information contact the Student Life Office.

Quiet Room/Reflection Room

The Reflection Room is located on the second floor of the Dining Hall and is intended as a room for quiet reflection and meditation. The space is available to OSU-Cascades students, faculty, and staff as well as invited guests. The space can be reserved for facilitated meditation sessions, spiritual worship, or other quiet or contemplative programming. The room cannot be reserved for meetings or active programs that have elevated sound volume which can be heard outside of the shut door. The room can be reserved for a program or a recurring activity through the Office of Student Life.

Freedom of Expression

Refer to the office of Campus Life

Public Safety

Hours of Operation

Refer to the Public Safety webpage for current hours of operation: <http://osucascades.edu/campus-safety>

When Public Safety staff is not on duty, non-emergency incident reports can be made on-line. Public Safety staff will follow up when they return to duty.

Contact Public Safety

Call 541-322-3110

Public.Safety@osucascades.edu

Visit Dining Suite 108

Dispatch

Calls for service to the Department of Public Safety will be answered by the OSU-Cascades answer point from 8:00am to 5:00pm, Monday through Friday. After 5:00pm Monday through Friday, and all day Saturday and Sunday, the phone call will automatically be forwarded to the on-duty OSU-Cascades Public Safety Officer.

Evacuation Plans

The Evacuation Plans are located in the Emergency Management website here:

<http://osucascades.edu/emergency/procedures>. Building-specific evacuation maps are posted at entry and exit doors. The Safety Zone is the parking lot adjacent to the Dining Hall.

Fire Drills

Fire drills will occur a minimum once per year in all buildings and in some cases twice per year. The drills will be both announced and unannounced. In the Residence Hall, there will be four per year, two in the fall, announced and then unannounced, then one in winter and spring, both unannounced.

Each Floor has a designated Floor Monitor that provides leadership during an emergency. They notify occupants to evacuate, check the floor to ensure everyone has left, direct occupants to the Assembly Area, and provides an accountability report to managing authority of the incident.

Nuisance concerns

The Department of Public Safety should be contacted at 541.322.3110

Safety Plans

The Emergency Operations Plan establishes procedures and responsibilities in which employees, students, co-located agencies and building occupants can plan for and respond to emergencies that require protection of life, research, academic viability, and property.

The Safety Policies and Procedures web site lists 17 topics on safety, security, communication and Administrative Rules and can be found here:

<http://osucascades.edu/campus-safety/safety-policies-and-procedures>

The OSU Safety Procedures Handbook can be found here: <http://fa.oregonstate.edu/saf-manual>

Safety & Security Systems

ID Cards

Every employee, student, and contractor at OSU-Cascades needs to acquire an ID card and carry it on his or her person while on campus. Your ID card will grant you access to OSU-Cascades facilities.

The ID Center is located in the mailroom, which is on the first floor of the residence hall, through the breezeway.

If you misplace your ID card, please notify public safety immediately so the card can be deactivated.

The replacement fee for a lost ID is \$25, which must be paid in exact change or with a credit or debit card. Replacement cards cannot be charged to student accounts or department indexes.

Please visit <http://osucascades.edu/IDCards> for more details

Electronic Door Locks

Most door locks on campus operate with your ID card. This includes the exterior doors, office suites, and classrooms. In order to gain access outside normal operating hours or to a secure space, complete the Facility Access Request Form, available at: <http://osucascades.edu/IDCards>

If your ID card stops working, please visit the ID Center in the mailroom.

Mechanical Door Locks & Keys

Doors to private offices, storage rooms, and conference rooms are operated with a physical key.

Private offices: one key will be issued to those who occupy a private office; replacement keys will be charged a lost key fee. Physical keys will be issued to those who need them at the same time as the ID Card.

Storage rooms: those who need access to the storage rooms will be granted access to the electronic key box. Your ID card will grant you access to the key box and specific keys. While the key is checked out to you, it is your responsibility, and if misplaced, you will be charged a lost key fee.

Building master: those who need access to the building master key will be granted access to the electronic key box. Your ID card will grant you access to the key box and specific keys. While the key is checked out to you, it is your responsibility, and if misplaced, you will be charged a lost key fee. The master provides access to the entire building and the entire building may need to be rekeyed in the event of a lost master key.

A lost office or storage key will be charged \$50, building master keys are charged \$300.

Electronic Key Boxes

Access to electronic key boxes is provided to those who need access to a storage key, building master key, or other common-space key. Once access to a key box is approved, use your ID Card to unlock the box, lift up on the handle when the light turns green, and keys to which you have access will be indicated with a green LED. Repeat the process to return the key, and make sure the key is locked in place before you leave the key box. Lost key fees will apply to keys not returned to electronic key boxes.

In order to gain access to a key box, please complete the access request form, available at: <http://osucascades.edu/IDCards>.

Security Cameras

Security cameras are located at select locations in the buildings and outdoors, including all entrances; the cameras record 24-hours a day and save the footage for a period of time. If you need access to video footage, please contact public safety.

Building Alarms

Campus buildings are equipped with fire alarms and forced-entry alarms. If a fire alarm is activated, exit the building immediately. The fire department and Campus public safety will be notified automatically. If you know someone is trapped in a building, dial 9-1-1 or contact Public Safety when you are in a safe location.

If doors are propped open, a silent alarm will register. Please do not prop open exterior doors or doors equipped with electronic access controls. If a door is equipped with a magnetic hold, the magnetic hold may be used to hold the door open; these will automatically release in an emergency such as a fire or lock-down.

Emergency Phone Towers

Blue emergency phone towers are located across the campus. To activate the phone, push the red button. The phone will dial directly to Public Safety. The location where you dial from will be known. After activating a blue phone, please do not leave the vicinity, unless your safety is at risk.

Fire Extinguishers & Suppression Systems

Fire extinguishers are located in cabinets throughout each building. Most fire extinguishers are Class ABC, meaning they can be used for trash fires, liquid fires (like oil or gasoline) and on electrical equipment. The residence hall kitchens are also equipped with Class K extinguishers, which can be used on cooking oil and grease fires. For fire extinguisher training, please contact Public Safety.

OSU-Cascades' buildings are equipped with fire suppression systems, which will be automatically activated in the event of a fire, in the immediate vicinity of the fire. If a fire sprinkler is activated, exit the building immediately, and once you have reached safety, contact Public Safety.

Automatic External Defibrillators (AEDs)

Each floor of all buildings at OSU-Cascades is equipped with an AED (Except GRC and Annex). Anyone can access the AEDs by opening the door. When the door to the cabinet is opened an audible alarm will sound and an alert will be sent to the fire department and campus Public Safety. Please only open the cabinets in case of emergency.

For AED training, please contact Public Safety

OSU-Cascades: Emergency Phone Towers



Facility Services:

Work Requests

Please go to: <http://facilities.osucascades.edu> to submit a request for facilities maintenance or to request assistance with moving furniture or equipment. Please use this system for all buildings occupied by OSU-Cascades.

1. Login using your ONID username and password
2. Under **Dashboard**, select *Create a New Work Order*
3. Select the *BUILDING & Room/Location* and provide an *Additional Description* if required
4. Complete the *Issue Description*
5. Indicate if the request is urgent (for emergencies, please call Public Safety)
6. Provide a desired date and time for the work to be performed

Once a request has been submitted, you will receive an estimate of when the work will be performed. Please use this system, as it will allow us to prioritize work and keep track of all work performed in our buildings.

Janitorial & Waste Disposal

Janitorial services on campus are performed daily by OSU-Cascades staff; janitorial services at the GRC and Annex are performed by a contractor. Restrooms, classrooms, and public areas are cleaned daily.

Large recycling and trash receptacles are located in the corridors. If you choose to have waste receptacles in your office, please empty into one of the common receptacles at least weekly. Receptacles in offices are not typically emptied by janitorial staff.

In an effort to conserve resources private offices will not be regularly cleaned and vacuumed by custodial staff; each building has a vacuum available and can be checked out by contacting the Custodial Supervisor. Offices will be vacuumed and wiped down twice a year: over the summer break and winter break. If there is a spill or other extraordinary circumstance, please contact the Custodial Supervisor immediately to schedule cleaning.

Comingle recycling receptacles accept the following:

- Tin & aluminum
- Plastic bottles and tubs 6 oz or larger
- Milk jugs
- Mixed paper
- Newspaper & magazines
- Cardboard

The following may **not** be placed in comingle recycling receptacles:

- Styrofoam
- Glass

Compost receptacles accept the following, only:

- Food waste
- Paper products

The following items may **not** be placed in compost receptacles

- Trash
- Compostable silverware
- Other recyclables

Sharps receptacles are located in restrooms throughout campus; please dispose of needles and other sharps using these receptacles. Students living in the residence hall may request a personal sharps container for their room. Such requests should be made to the Custodial Supervisor.

Building Controls

Thermostats

OSU-Cascades' facilities heating and cooling systems are managed through building direct digital controls, which allow OSU-Cascades to maximize occupant comfort while minimizing energy consumption. Wall thermostats will allow building occupants to adjust the temperature of their area +/- several degrees. If you need to adjust the temperature more than what the wall thermostat allows, please submit a Work Request to the facilities department.

Units in the residence hall are each equipped with a wall-mounted thermostat that allow the occupant to set the temperature between 40°F and 74°F.

- Press the “moon” icon to set the temperature at the preset night temperature of 60°F
- Press the “sun” icon to set the temperature to the present daytime temperature of 70°F
- To manually adjust the temperature up or down, use the arrow buttons to adjust the temperature up or down; the finger icon on the display will blink indicating adjustment is possible. When not blinking, the current room temperature is displayed.

Operable Windows

Offices and classrooms in Tykeson Hall feature operable windows, which allow for passive ventilation and cooling. If you choose to open the windows in an office or classroom, **please make sure to close the windows when you leave the room.**

Windows in the residence hall are also operable, these windows are connected to the heating system and will disable heat when the window is open; please keep the window closed and locked during the winter. Window screens should not be removed. Do not disconnect window restrictors. In case of fire, windows may be used for rescue by ladder.

Window Coverings

Offices, classrooms, labs, and many common spaces are fitted with roller shades. In some locations, the shades are motorized. Non-motorized shades are operated by pulling on the chain; pull one side of the chain to lower and the other side to raise the shades. **Please pull gently!**

Lighting Controls

Most lights on campus operate on motion sensors. Most offices and classrooms have a combination switch/dimmer. The switch will turn the lights on or off; when the switch is in the “on” position, the occupancy sensor will turn off the lights if motion is not detected for a period of time.

Lights near exterior windows will also automatically dim to account for daylight levels.

Classrooms and labs have pre-programed light functions. Training can be provided on the operation of the lighting controls by facilities staff.

Campus Operations

Mail & Shipping

Please label all mail with the following return address:

Campus Mailbox #
1500 SW Chandler Avenue
Bend, Oregon 97702

All mail is received in the mail room, located in the residence hall, Room 131. All full-time faculty and staff have an assigned mailbox located in the mailroom, unless their office is located off-campus. All residential students will have a mailbox in the mailroom. Access to the mailroom is provided through card access 24-hours/day. Packages may be picked up during mailroom hours, which are posted.

Postmarked mail may be dropped off at the mailroom using the marked mail slot. OSU-Cascades employees who need to send mail for work-related purposes may charge postage to a department index, and postage will be applied at the mailroom. Un-postmarked mail must include the appropriate mail index charging slip.

The following departments have designated department mailboxes:

Campus Mailbox #	Department
9	Enrollment Services
11	Public Safety
22	Associated Students of Cascades Campus (ASCC)
39	Resident Hall Staff
42	Library
47	Business Office
74	Vice President’s Office
83	Dining Services

Workrooms

Employee workrooms are located as follows:

- Tykeson Hall 106F, 302A, 340
- GRC 121, 229
- Century Annex
- Dining Building 108

Office Supplies

Basic supplies will be replenished on a regular basis in employee workrooms. The supplies are for employees of OSU-Cascades only. When custom items are needed, refer to the Office Depot website, identify the desired items, and email a list to Andrea Hykes (andrea.hykes@osucascades.edu) and CC your approver including:

- Item Numbers
- Quantity
- Index

Printing and Copying

Copy machines are located in the employee workrooms, as described above. All copy machines require a unique employee copy code to copy, print, and scan. Paper and toner are replenished daily, or as needed.

If you experience a malfunction with the copy equipment, please contact the Operations Coordinator, or visit the information desk in the Dining Building. Be prepared with a detailed description of the copy machine location and the malfunction.

Student print stations are available in the following locations:

- Tykeson Hall: 102 (Computer Lab)
- GRC: 108

Use of student print stations require students to log-in using ONID credentials; printing will be charged to the student account. Paper and toner are replenished daily, or as needed. Please contact the IT Help Desk for any questions or printer malfunctions.

Because workrooms are unsecured, and in order to comply with privacy laws, after sending a print job, you will need to go to the printer/copier and use your copy code to release the job using your personal copy code.

Banking

OSU-Cascades has partnered with Mid-Oregon Credit Union to provide an ATM on campus. The ATM can only be used to check the balance of accounts and withdraw cash. Transactions may be subject to a fee.

Vending Machines

OSU-Cascades has partnered with the Oregon Commission for the Blind to provide vending on campus. OSU-Cascades and OCB strive to provide a variety of healthy options to our campus community. Vending machines are located as follows:

- Tykeson Hall, first floor corridor near Room 106

- GRC, room 112
- Residence Hall, first floor elevator lobby

Visual Displays

Dry Erase Paint – Tykeson Hall Only

Most offices, conference rooms, and study rooms have one white wall coated with dry-erase paint.

- Only use dry-erase markers and only write on the designated walls.
- Do not use red as it will stain
- Remove writing with a whiteboard wipe

Personalization of Space

Office Walls

The interior office walls are painted with a variety of products. In Tykeson one of walls (typically adjacent to the door) has a dry marker paint and a sticker indicating the surface can be used for dry erase markers. Please do not use red dry erase markers as the ink may stain the surface over time. Disposable erase clothes are available in workrooms.

To keep maintenance and repairs to a minimum, please do not nail or permanently attached personal items to the walls. Use of non-damaging wall hangers (such as Command™ products) is acceptable or request a hanging display system through the on-line OSU-Cascades Facilities New Work Order Request system. Purchase of non-damaging wall hangers to hang personal items is the responsibility of the individual and does not qualify as a professional development expense item.

Any repairs or physical alterations of office space must be submitted through the on-line facilities request system. <http://facilities.osucascades.edu/>

Office Doors

Office doors are painted wood doors with a translucent glass panel. The glass panels were designed to allow daylight into corridors from exterior offices and provide some borrowed light into interior offices. Please do not mount notifications or hang clothing on the doors which will inhibit transmission of light and potentially scratch surfaces (specifically over the door hangers). The tackable sign panel next to the office door is intended for posting of announcements and coat hooks will be provided for storage of outdoor wear.

A template for room identification signage with occupant name and title will be printed and installed by academic support/facility services. Please coordinate with the appropriate department.

Office Furniture

To support healthy work environments, OSU-Cascades has identified adjustable height desks and task chairs which provide a range of adjustable features to accommodate a standard range of body frames as the planning and procurement standard. Additional furniture is provided for book and file storage and guest seating in offices. To ensure office spaces have consistent amenities, office occupants are requested to work with the existing standard of furniture provided as storage of furniture is limited.

Miscellaneous Equipment

OSU-Cascades is providing a healthy and safe working and learning environment with a goal to demonstrate energy sustainability by balancing energy usages with renewable energy sources. To support

this effort, office occupants should not utilize personal appliances in the offices. This includes microwaves, coffee makers, refrigerators, halogen lamps and space heaters which could result in fire or excessive energy usage. As a reminder, a breakroom is available at TYKH 302, DINE 108 and GRC 112. The OSU-C Safety Committee will conduct periodic inspections of offices to ensure that safe office environments are maintained.

Bulletin Boards

There are multiple bulletin boards throughout campus. Each have different content topics. There are four Campus Events Bulletin Boards (2 in TYKH, 1 in DINE, and 1 in the GRC) for postings relating to upcoming events sponsored by OSU-Cascades Student Organizations and Offices. One University News bulletin board in TYKH for postings related to Information about Campus including updates and notices. As well as one Community Board for postings not sponsored by OSU-Cascades. All postings need to be submitted to the Student Life office in TYKH 110 for approval and posting. Bulletin boards will be cleared at the end of each term and postings will be removed after 30 days or following the date of the event, whichever is sooner.

To [advertise in the residence hall](#), bring 4-8 copies to the Housing Office.

Artwork

Artwork is located throughout the campus of OSU-Cascades. Please enjoy the artwork, and be respectful. At this time, there is not a directory of all art installations.

Digital Display Boards

Digital display boards have been installed throughout campus in order to provide current and relevant information to the OSU-Cascades community. These digital displays are used to provide information on building energy consumption, activities, information on transportation, other public service announcements, and emergency announcements.

Information Technology

Classroom A/V Systems

For immediate help while in the classrooms please use the help phone in the room and press the quick dial button labeled Help Desk.

Classroom Technology Support Hours

Monday - Thursday: 7:30am to 7:30pm

Friday: 7:30am to 5:00pm

Saturday/Sunday: closed

Assistance may be scheduled in advance for off-hour events for a fee by calling 541.737.2121 during business hours

COWs

Information Services supports two Computers on Wheels (COWs) in Tykeson Hall and one COW in the Dining Center. COWs are reserved via the same process as classrooms. Contact Konnie Handschuch to reserve a COW.

Equipment check out

Laptops, headphones, projectors, camcorders, digital art tablets, tripods, and much more are available for check out at the Library.

IT Service Desk Access

The Service Desk is available to all OSU-Cascades students, faculty, and staff for campus information technology (IT) support and should be the first point of contact for all IT related issues at OSU-Cascades. The Service Desk is equipped to provide remote support and has access to the same information as on-site IT support. If the Service Desk cannot resolve a problem, a Service Desk agent will dispatch on-site IT support. Please do not bypass the Service Desk by calling on-site IT support directly for non-emergency issues.

Service Desk Hours During Term:

Monday - Friday: 8:00am to 7:00pm

Saturday/Sunday: 3:00pm to 7:00pm

Service Desk Hours During Winter & Spring Breaks:

Monday – Friday: 8:00am to 5:00pm

Saturday/Sunday: Closed

Service Desk Contact Info:

Bend local number: 541.322.2051 (2-2051)

Statewide: 541.737.8787

A direct dial phone in the Open Computer Lab will be available so students can contact the Service Desk if they need assistance in the lab. No walk-up support will be available for OSU-Cascades at this time.

Transportation

Bike Share

OSU-Cascades offers all students, staff, and faculty access to 30 bikes for personal or business purposes. Membership and the first two hours of every ride are free. Pick up a bike at the main campus, the GRC, or the Columbia/Simpson Parking lot. Register and download the app to ride today at zagster.com/osucascades

On-Campus Bike Facilities

Bike racks are located throughout campus, with two covered bike parking areas, each with a bike repair station. Residents living on-campus also have access to an indoor bike storage room with a bike repair station.

Shower facilities are available for commuters, and are located in Tykeson Hall, the Residence Hall, and the GRC. Access to the showers is provided by ID Card only.

Bus Service

All rides on Cascades East Transit (CET) routes in Bend are free with a current transit sticker, which are available at the information desk in dining building or at the ID Center located at the mail room, or the 2nd floor reception in the GRC. Service to campus is provided from 6 a.m. until 7:25 p.m.

Three transit routes connect campus and the off-site lot; two deliver passengers to campus, one delivers to the parking lot. Buses serve the OSU-Cascades campus and the off-site parking lot on Columbia Street/Simpson Avenue every 30 minutes via Routes 10, 11, and 12. Check [CET's website](#) for the latest routing and schedules.

CET Route 10

- Provides shuttle from off-campus parking to OSU-Cascades
- Picks up on Simpson Avenue in advance of the Columbia Street intersection at :37 after the hour
- Stops on Century Drive in front of the residential hall.
- Operates Monday-Friday from 6:37 a.m. to 6:37 p.m.

CET Route 11

- Picks up on Columbia Street, just south of the Simpson Avenue intersection
- Stops at campus along Chandler Avenue (near Yates Dr.) and on the east side of Century Drive (across the street from campus)
- Operates Monday-Friday at :08 after the hour, from 6:08 a.m. to 7:08 p.m.
- Operates Saturday at :38 after each hour, from 7:38 a.m. to 4:38 p.m.

CET Route 12

- Provides service from OSU-Cascades to the Graduate & Research Center, the Columbia/Simpson off-site lot and Central Oregon Community College every 30 minutes.
- Picks up at :25 and :55 after each hour from 6:25 a.m. to 7:25 p.m.

Information on other regional bus service can be found at www.osucascades.edu/transportation/trasit.

Rideshare

Carpool

Enjoy priority parking at a reduced fee by sharing a ride with one or more commuters. Coordination meetings will be scheduled to identify commuters that have a similar schedule and route to campus.

Enjoy free parking on all OSU-Cascades campuses by sharing a ride with one or more Cascades Commuters.

- Complete an application .
- Email a scanned copy of the application (with signatures of each member) to parking@osucascades.edu or drop it off at the information desk in the dining/academic building.

- Carpools can include more than one vehicle, to allow drivers to alternate, but only one vehicle will be permitted per day.

Suggestions for forming your carpool and earning rewards:

- Use www.drivelessconnect.com, a carpool matching and trip tracking system.
- Create an account at Drive Less Connect using your University-issued email and you will be added to the OSU-Cascades network by an administrator. You can set up and manage your own carpool or join an existing carpool to campus.
- In addition to earning free parking, you can earn rewards like gift cards or OSU-Cascades swag by logging your carpool trips online via Drive Less. Connect.

Vanpool

Join 5-7 others in a van from Redmond or other communities outside of Bend. Learn more and express interest directly to transportation@osucascades.edu.

Emergency Ride Home

Participating Cascades Commuter members will be provided free transportation in case of an emergency. This may be through a local taxi or other negotiated service.

Safe Escort

To enhance your safety, students may request a safe ride to the Columbia/Simpson parking lot through the OSU-Cascades Department of Public Safety. Rides are subject to availability of public safety staff during service hours shown in the table below. Please check the [Campus Safety](#) website for service updates.

Day of Week	Service Hours
Monday-Tuesday	7 a.m. to midnight
Wednesday-Saturday	7 a.m. to 3 a.m.
Sunday	7 a.m. to 3 a.m.

Please contact OSU-Cascades Department of Public Safety at 541-322-3110 to request a safe ride.

Commute Plan

Cascades Commuters: Multi-Modal Incentives

All faculty, staff, and students will have the opportunity to participate in Cascades Commuters, OSU-Cascades' multi-modal incentive program. Use your OSU-Cascades email address to register at the Drive Less Connect [website](#). Download the [Triplogger App](#) for your Apple or Android phone to make it easier to log trips and earn rewards. The program works like this:

- Employees and students track their trips walking, biking, rolling, carpooling, vanpooling, and riding the bus online at [Drive Less Connect](#).
- Earn rewards points that can be redeemed for gift cards to local restaurants, OSU branded items, and possibly cash incentives.
- Additionally, registered Cascades Commuters will receive a personal consultation to identify transportation options that will help you achieve personal goals around health and wellness or sustainability, all the while reducing your overall transportation costs.

Transportation Consulting

OSU-Cascades is committed to reducing campus impacts on the environment through limiting single passenger vehicle traffic and supporting alternative commute options. Transportation Program Manager, Casey Bergh, is available for on-on-one and group meetings to discuss multi-modal transportation options and assist in creating personalized multi-modal transportation plans. To schedule a consultation, call Casey at 541.322.2036 or email casey.bergh@osucascades.edu.

Parking Fees

1500 Chandler Campus

Employees and Students that register their vehicle at <https://osuparking.lprpermit.com> can park on campus for \$0.50 per hour up to \$2 per day

Visitors and unregistered parkers, pay \$1 per hour up to \$3 maximum per day at the kiosk.

GRC and Annex

- \$30/term for employees (Spring 2017). Register your vehicle online and email parking@osucascades.edu to request a permit.

Parking is free at the off-site lot located on the corner of Simpson and Colombia.



Campus Shuttle

A free shuttle runs every 10 minutes making a loop from the off-site lot to campus and the GRC.

Hours:

Monday – Friday

7:30 - 11:30am

2:30 – 6:30pm.

Stops:

Campus: Transit stop

GRC: Base of exterior stairs

Off- Site Lot: SW corner

Fleet Vehicles

OSU-Cascades' maintains a fleet of vehicles for use by employees and students, for University-sponsored programs. All fleet vehicles are outfitted with a usage tracking form that must be completed before and after every use of a vehicle. A flat rate will be charged based on the type of vehicle. For a trip with a duration of 6 hours or less, the user will be charged a flat hourly-rate. For trips in excess of that duration, a daily rate and per-mile rate will apply (for mileage in excess of 50 miles). Refer to the fleet webpage for details on rates and vehicle availability.

Driver training and authorization form must be complete prior to reserving a vehicle. Vehicles are reserved through Outlook calendars; please follow the instructions on the fleet webpage for directions on reserving.

Zipcar

Two Zipcar vehicles (a sedan and SUV) are available to rent by the hour or day. Rental fees include gas and insurance and are typically less than the cost of standard mileage. Sign up for a discounted student or staff/faculty membership at zipcar.com/osucascades. Reserve vehicles, in advance, by the hour or day at the zipcar website or download the zipcar app.

Business accounts are available to faculty and staff with approval from an academic dean or manager. Zipcar rentals under a business account are directly billed to your departmental account. Set up your business account at this link: www.zipcar.com/osucbusiness

COCC Fleet Vehicle Rental

Faculty, Staff and approved students for university sponsored events can rent COCC vehicles; they need to work with the OUS-Cascades Operations Coordinator, Amelia Roberts, to secure vehicles and make sure that the drivers are approved. Please reserve these vehicles 1 month in advance.

Enterprise Rental

To rent a car from Enterprise, login to My OSU. Click Employee tab. Under Employee Quick Link, click on Enterprise Car Rental. Follow instructions to book car rental.

Renter must provide the department index code, contact person and phone number to ensure that charges are being billed correctly to the right index code. OSU's contract covers the Limited Damage Waiver (LDW/CDW) insurance; therefore, no other insurance should be purchased.

Please send reservation confirmation to the Business Office.

More information about travel can be found at: <http://osucascades.edu/business-office/travel>