

## Logan University Frequent Asked Questions

In all organizations, it is often confusing which department is responsible for which items. This cheat sheet will assist in understanding which department and what person you should speak to first regarding a variety of subjects and topics. Please refer to the Logan website ([logan.edu/Directory](http://logan.edu/Directory)) to identify the name, position and office assignment of each person responsible. In the event that you don't feel that the person you spoke with gave you an adequate answer, please reach out to their supervisor next. Organizational charts can be found on the Logan website under "About Logan".

updated: 9/2/15

Topic	Department	Person Responsible	Phone Number
3+3 Partnerships	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Absence records	Registrar	Registrar	636-230-1756
Academic calendar	Academic Affairs	Vice President, Academic Affairs	636-230-1743
Academic Catalog (questions, changes, etc.)	Registrar	Registrar	636-230-1756
Account lockout	Information Technology	Information Technology Help Desk	636-207-4357
Accounts payable	Finance	Accounts Payable Coordinator	636-230-1769
Add/drop a course	Registrar	Registrar	636-230-1756
Admissions-Doctor of Chiropractic	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Admissions-International (DC)	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Admissions-Masters	Admissions	Assistant Director of Admissions (College of Health Sciences)	636-230-1724
Admissions-Undergraduate	Admissions	Assistant Director of Admissions (College of Health Sciences)	636-230-1724
Advertising (TV, Radio, Online, etc.)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Alarms	Physical Plant	Coordinator, Physical Plant	636-230-1980
Alumni lists	Career Development	Director of Career Development	636-230-1813
Alumni names living in a specific city or a Logan graduate	Postgraduate	Director, Alumni and Friends House	636-230-1962
Annual Report (creation and copies) Questions regarding specifically financials should be directed to the Chief Financial Officer	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Assessment Center Canvas Site	Assessment Center	Administrative Assistant, Assessment Center	636-230-1952
Assessment Center-Scheduling Extra Time (outside of scheduled activities)	Assessment Center	Director of Academic Assessment	636-230-1876
Assessment Center-Scheduling Time	Assessment Center	Class Instructor	n/a
Bereavement policy (students)	Student Affairs	Dean of Students	636-230-1797
Blood Pathogen Video (Work Study Students)	Human Resources	Assistant, Human Resources	636-230-1719
Books, media and bones	Learning Resources Center	LRC Staff on Duty	636-230-1781
Branding	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Brochures and flyers (creation)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Buildings	Physical Plant	Coordinator, Physical Plant	636-230-1980
Business cards	Purchasing	Director of Purchasing	636-230-1870
Business cards (intern)	Chiropractic Health Centers	Dean, Health Centers	636-230-1810
Calendar-Printed (creation and copies)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Campus grounds	Physical Plant	Coordinator, Physical Plant	636-230-1980
Campus map	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Campus tours	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Campus Visit Program	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Canadian financial aid	Financial Aid	Director of Financial Aid	636-230-1741
Canvas	Media	Associate Dean of Educational Technology	636-230-1821
Career expos	Career Development	Director of Career Development	636-230-1813
Change of address	Registrar	Registrar	636-230-1756
Checks	Finance	Bursar	636-230-1770
Chiro Games	Student Affairs	Director of Sports and Activities	636-230-1804
Chiropractic appointments (employees and family members)	Chiropractic Health Centers	PSR at the Outpatient Health Center	n/a
Chiropractic appointments (students and family members)	Chiropractic Health Centers	PSR at the Student Health Center	n/a
Class registration (DC)	Academic Affairs	Academic Success Coach, College of Chiropractic	636-230-1904
Class schedules	Registrar	Registrar	636-230-1756
Class substitutions (DC)	Academic Affairs	Dean of the College of Chiropractic	636-230-2701
Class substitutions (UG, MS)	Academic Affairs	Program Director	TBD
Classifieds ads (open jobs, office and equipment for sale)	Career Development	Director of Career Development	636-230-1813
Classroom reservations	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Classroom technology	Media	Media Specialist	636-230-1779
Class Registration (UG, MS)	Academic Affairs	Academic Success Coach, College of Health Sciences	636-230-1978
Cleaning/Spills/Restrooms	Physical Plant	Coordinator, Physical Plant	636-230-1980
Clinic marketing (outpatient)	Chiropractic Health Centers	Director of the Logan Health Centers	636-230-1759
Clinic performance numbers	Chiropractic Health Centers	Dean, Health Centers	636-230-1810

Clinician handbook	Chiropractic Health Centers	Dean, Health Centers	636-230-1810
Clocks	Physical Plant	Coordinator, Physical Plant	636-230-1980
Club guest speaker	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Clubs and organizations (new, renewals)	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Computers	Information Technology	Information Technology Help Desk	636-207-4357
Concession stands	Purser Center	Director of Events	636-230-1881
Counseling for students, faculty and staff	Student Affairs	Director for Counseling and Psychological Services	636-230-1970
Courses (that begin with BS, ANTA, PYSO, MICR, BCHM, NEUR, PATH)	Basic Science	Questions should be directed to the Instructor first and then referred to the Chair, Basic Sciences	n/a
Courses (that begin with CH, CMET, PHIL, TECH)	Chiropractic Science	Questions should be directed to the Instructor first and then referred to the Chair, Chiropractic Science	n/a
Courses (that begin with CL, CREA, DIMG, ILIT)	Clinical Science	Questions should be directed to the Instructor first and then referred to the Chair, Clinical Science	n/a
Courses (that begin with HC)	Chiropractic Health Center	Questions should be directed to the Instructor first and then referred to the Dean, Health Centers	n/a
CPR courses/certification	Student Affairs	Director of Sports and Activities	636-230-1804
Dean's List	Academic Affairs	Executive Secretary, Academic Affairs	636-230-1745
Degree audit	Registrar	Registrar	636-230-1756
Degree verification	Registrar	Registrar	636-230-1756
Demographic reports	Career Development	Director of Career Development	636-230-1813
Diplomas	Registrar	Registrar	636-230-1756
Disability services	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Doctor of Chiropractic program questions	Academic Affairs	Dean of the College of Chiropractic	636-230-2701
Doctor visits, networking opportunities	Career Development	Director of Career Development	636-230-1813
Email assistance	Information Technology	Information Technology Help Desk	636-207-4357
Emergency situation	Security	Chief of Security	636-230-1986
Employee benefits (Insurance, Retirement, etc.)	Human Resources	Director of Human Resources	636-230-1720
Employment opportunities	Career Development	Director of Career Development	636-230-1813
Enrollment notification/clearinghouse	Registrar	Registrar	636-230-1756
Escort to vehicle	Security	Chief of Security	636-230-1986
ExamSoft	Media	Instructional Media Specialist	636-230-1753
ExamSoft (login)	Information Technology	Director of Administrative Computing	636-230-1766
External advertising requests	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Faculty handbook	Human Resources	Director of Human Resources	636-230-1720
FAFSA	Financial Aid	Director of Financial Aid	636-230-1741
Faxing services	Logan Bookstore	Logan Bookstore	636-230-1784
FERPA coordinator	Registrar	Registrar	636-230-1756
Financial aid	Financial Aid	Director of Financial Aid	636-230-1741
Financials of Logan	Finance	Chief Financial Officer	636-230-1757
Grade changes (final approval)	Registrar	Registrar	636-230-1756
Graduation	Purchasing	Director of Purchasing	636-230-1870
Graduation photos	Media	Media Department	636-230-1779
Graphic design requests (employees)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Gym discounts for students, faculty and staff	Student Affairs	Director of Sports and Activities	636-230-1804
Health Center accounting	Finance	Accountant	636-230-1707
ID's (faculty, staff and students)	Media	Media Department	636-230-1779
In school deferments	Financial Aid	Director of Financial Aid	636-230-1741
Incident report	Security	Chief of Security	636-230-1986
Intern handbook	Chiropractic Health Centers	Dean, Health Centers	636-230-1810
International student questions	Admissions	Assistant Director of Admissions (College of Health Sciences)	636-230-1724
Intramural sports	Student Affairs	Director of Sports and Activities	636-230-1804
Licensure requirements	Career Development	Director of Career Development	636-230-1813
Lights	Physical Plant	Coordinator, Physical Plant	636-230-1980
Loan assistance for NBCE exams	Financial Aid	Director of Financial Aid	636-230-1741
Loan refund checks	Finance	Bursar	636-230-1770
Lockers (cutting a lock)	Security	Chief of Security	636-230-1986
Lost and found	Security	Chief of Security	636-230-1986
Masters concurrent aid	Financial Aid	Director of Financial Aid	636-230-1741
Masters in Nutrition and Human Performance program questions	Academic Affairs	Program Director	636-230-1942
Masters in Sports Science and Rehabilitation program questions	Academic Affairs	Program Director	636-230-2703
Media inquiries (official statements to the media)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Medical documentation for absence	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Medical records for patients	Chiropractic Health Centers	Data Entry Clerk	636-230-1755
Meeting/event planning	Purser Center	Director of Events	636-230-1881

Message boards (except the boards located outside of the Student Center)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Message Boards (Student Center)	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Military aid	Financial Aid	Director of Financial Aid	636-230-1741
Name change	Registrar	Registrar/Information Technology	636-230-1756
National Board Applications	Registrar	Registrar	636-230-1756
New employees	Human Resources	Director of Human Resources	636-230-1720
News Blog	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Notary	Registrar	Secretary, Registrar/Secretary, Chiropractic Science	636-230-1756
Office assignments	Physical Plant	Logan Website under Faculty and Staff Directory	636-230-1980
Outdoor athletic facilities	Student Affairs	Director of Sports and Activities	636-230-1804
P Cards (employees)	Finance	Accountant/Payroll Specialist	636-230-1708
Parking (overnight, regulations, etc.)	Security	Chief of Security	636-230-1986
Parking tickets	Finance	Bursar	636-230-1770
Password	Information Technology	Information Technology Help Desk	636-207-4357
Payroll, time and attendance (students and employees)	Finance	Accountant/Payroll Specialist	636-230-1708
Photo shoots (half and full day)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Photography for campus events (graduation, Tri 7 Card Ceremony, etc.)	Media	Media Department	636-230-1779
Postgraduate (programs, transcripts, attendance verification)	Postgraduate	Director, Alumni and Friends House	636-230-1962
Preceptorships	Chiropractic Health Centers	Clinic Business Systems Director	636-230-1808
Press and media inquiries	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Printers and scanning	Information Technology	Information Technology Help Desk	636-207-4357
Printing from an Ipad	Information Technology	Information Technology Help Desk	636-207-4357
Purser Center (including rental of the facility)	Purser Center	Director of Events	636-230-1881
Registration	Registrar	Registrar	636-230-1756
Resume assistance and review	Career Development	Director of Career Development	636-230-1813
Return all or part of refund check	Financial Aid	Director of Financial Aid	636-230-1741
Scanning a document to a flash drive	Information Technology	Information Technology Help Desk	636-207-4357
Scholarships (external and internal)	Financial Aid	Director of Financial Aid	636-230-1741
Seating charts	Registrar	Registrar	636-230-1756
Self Service (login)	Information Technology	Director of Administrative Computing	636-230-1766
Slice events	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Smart Cloud	Information Technology	Information Technology Help Desk	636-207-4357
Social media (Facebook, Twitter, Google +, Instagram and Linked In)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Staff handbook	Human Resources	Director of Human Resources	636-230-1720
Standardized patients	Assessment Center	Director of Academic Assessment	636-230-1876
State Board Applications	Registrar	Registrar	636-230-1756
Stationary	Purchasing	Director of Purchasing	636-230-1870
Status changes for employees (marriage, birth of a child, etc.)	Human Resources	Assistant, Human Resources	636-230-1719
Student accounts	Finance	Bursar	636-230-1770
Student Doctors' Council	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Student handbook	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Student health insurance	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Student loan forgiveness	Financial Aid	Director of Financial Aid	636-230-1741
Student loans	Financial Aid	Director of Financial Aid	636-230-1741
Student worker paychecks	Finance	Bursar	636-230-1770
Tax Forms (Employees)	Human Resources	Assistant, Human Resources	636-230-1719
Testing Center	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Title IX	Student Affairs	Dean of Students	636-230-1797
Tower (creation, stories and copies)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Transcript request	Registrar	Registrar	636-230-1756
Transfer credit	Registrar	Registrar	636-230-1756
Trimester 7 Card Ceremony	Career Development	Director of Career Development	636-230-1813
Tuition deposit	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Tutoring services	Student Affairs	Associate Dean of Student Affairs	636-230-1732
Unlocking a classroom (with permission)	Security	Chief of Security	636-230-1986
VA grants	Finance	Bursar	636-230-1770
VA/International Students/SEVIS Verification	Registrar	Registrar	636-230-1756
Vehicle issues (flat tire, locked keys inside, dead battery, etc.)	Security	Chief of Security	636-230-1986
Vehicle registration (tags, reporting a new car/license plate)	Security	Chief of Security	636-230-1986
Veterans benefits	Registrar	Registrar	636-230-1756

Videos (external) promoting Logan	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Videos-Instructional	Media	Media Department	636-230-1779
Website (information, edits, broken links)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Website directory (Faculty and staff)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
Website forms (all forms except: Inquiry, Campus Visit and Slice)	Information Technology	Director of Administrative Computing	636-230-1766
Website forms (only: Inquiry, Campus Visit and Slice)	Marketing and Communications	Director of Marketing and Public Relations	636-230-1932
White Coat Ceremony	Admissions	Assistant Director of Admissions (College of Chiropractic)	636-230-1709
Wi-Fi	Information Technology	Information Technology Help Desk	636-207-4357
Withdrawals	Registrar	Registrar	636-230-1756
Work Study jobs	Financial Aid	Director of Financial Aid	636-230-1741
Work Study paperwork and information regarding positions	Financial Aid	Director of Financial Aid	636-230-1741
Workout classes	Student Affairs	Director of Sports and Activities	636-230-1804
Workout equipment	Student Affairs	Director of Sports and Activities	636-230-1804
X-Ray (referral, make appointment, where to go for the appointment)	Chiropractic Health Centers	PSR at the Outpatient Health Center	n/a
Yellow Ribbon program	Financial Aid	Director of Financial Aid	636-230-1741