

CBE Support Channels

Employee Support Guidance

Guidance for Choosing the Right Support Solution

Purpose

The College of Built Environments provides several support channels to ensure requests reach the team best equipped to help. Use this guide to select the right channel, provide the information needed to begin work, and avoid delays caused by duplicate or misdirected requests.

Which Channel Should I Use?

CHANNEL	USE IT FOR	COMMON EXAMPLES
be-admin	General administrative and department support	Course and meeting support; events; calendars; front desk coverage; PAC administrative support and routing
be-grants	Sponsored program and grant administration	Proposal and budget preparation; award setup; sponsor requirements; compliance navigation; grant spending; subawards; grant reporting and closeout
be-finance	College financial transactions and financial operations	Purchasing; reimbursements; travel; ProCard; invoices; non-grant budgets; Workday financial questions; gifts and discretionary funds
be-help	Information technology support	Computers; accounts and access; software; printers; networks; shared drives; classroom or conference room technology; security concerns
be-hr	Employment and personnel support	Recruitment; hiring; appointments; payroll; costing that affects an employee; time and leave; compensation; personnel changes and employee records
be-research	Research support not centered on a specific sponsored award	Research development; research opportunity and resource identification; questions about research activity before a specific proposal or award is identified
Facilities	Building, space, access, and physical operations support	Building repairs; keys and building access; offices and workspaces; furniture and moves; event and room setup (as related to classes); studios and exhibits; physical asset coordination
cbe-oss	Student organizations, student engagement, and student community support	Student affinity groups; registered student organizations; clubs; student leadership; organization advising; student conduct; connection to college and campus resources.

Quick Rule:

Choose the channel or support area that matches the main action you need. If you are unsure, send the request to be-admin and the Administration Team will help route it.

Questions involving student affinity groups, student organizations, or clubs should begin with OSS.

Channel Details

be-admin (be-admin@uw.edu)

Use for general college and department administration that does not belong to Finance, Facilities, Grants, HR, IT, OSS, or Research.

- » Course and instructional administrative support, excluding Time Schedule changes routed through the established academic process
- » Department activities, front desk support, and PAC support
- » Event planning, scheduling, materials, and administrative coordination
- » General administrative intake when the correct destination is unclear
- » Meeting coordination, calendaring, agendas, materials, and routine follow up

be-finance (be-finance@uw.edu)

Use for college financial operations and transactions that are not grant specific.

- » Employee costing allocations or payroll accounting corrections
- » Non-grant budget questions, Workday financial reports, gifts, and discretionary funds
- » Purchasing, requisitions, supplier invoices, ProCard, and procurement questions
- » Service agreement billing and other college receivables
- » Travel, spend authorizations, reimbursements, and miscellaneous payments

be-grants (be-grants@uw.edu)

Use when the request relates to a sponsored proposal, active grant, sponsor requirement, or award transaction.

- » Award setup, grant Worktags, allowable costs, sponsor approvals, and subawards
- » Grant financial monitoring, invoicing coordination, reporting, and closeout
- » Proposal planning, budgets, routing, submission requirements, and deadlines
- » Questions tied to a specific sponsor, proposal, award, or principal investigator portfolio
- » Research compliance questions and coordination, including sponsor, regulatory and institutional requirements

be-help (be-help@uw.edu)

Use for technology, account access, equipment, software, and information security support.

- » Computer, monitor, printer, network, or classroom technology issues
- » Software installation, licensing, shared drives, and access permissions
- » Suspected phishing, compromised accounts, or other technology security concerns
- » UW account, email, device, and multifactor authentication support

be-hr (be-hr@uw.edu)

Use for employment, personnel, payroll, and workforce administration.

- » Employee pay issues, time entry, leave, compensation, and personnel records
- » Payroll issues, time entry, leave, compensation, and personnel records
- » Questions involving an employee's position, status, or employment record
- » Recruitment, hiring, appointment changes, separations, and onboarding

be-research (be-research@uw.edu)

Use for research support and navigation that is broader than a specific proposal or sponsored award.

- » Early coordination for research activities, collaborations, and college research initiatives
- » General research questions when there is not yet a specific proposal or award
- » Research development and identification of appropriate resources or opportunities
- » Support for research partnerships, networking, and interdisciplinary connections

Facilities (meegan@uw.edu)

Contact CBE Facilities for support involving college buildings, spaces, access, and physical operations.

- » Building maintenance, repairs, custodial concerns, and facility issues
- » Keys, card access, office access, and other building access needs
- » Office, classroom, studio, exhibit, and shared space readiness
- » Furniture installation, workspace moves, signage, and physical setup
- » Event space setup, furniture arrangements, deliveries, and facility coordination
- » Physical asset moves, storage, surplus, and inventory coordination

OSS (cbe-oss@uw.edu)

Contact the Office of Student Services for support related to student affinity groups, student organizations, clubs, and student engagement.

- » Advising and support for student affinity groups, clubs, and registered student organizations
- » Connecting student groups with appropriate college and campus resources
- » Coordination when a student organization concern involves student wellbeing or the student experience
- » Guidance and coordination for student wellbeing or conduct concerns, including connection to appropriate college and University resources
- » Student leadership and organization development
- » Questions about student engagement, organization requirements, and available support

Requests Involving More Than One Area

Some work requires support from more than one team. Start with the channel responsible for the main action needed. That team will coordinate with other support areas or advise whether a separate request is required.

SITUATION	START WITH
A new employee needs a computer and system access	» be-hr for onboarding coordination; they may coordinate with be-help for equipment, accounts, and technology access
A grant funded employee has a payroll or costing issue	» be-admin for a costing allocation or payroll accounting correction, or » be-hr to initiate an appointment, or report a pay, time or leave issue » Use be-grants when the question is about grant allowability or award management
Research planning may lead to a sponsored proposal	» be-research during early exploration; requests then move to be-grants once a specific proposal, sponsor, or submission is identified
An event requires administrative, facility, or financial support	» be-admin for event planning and administrative coordination; they will work with facilities for space access and be-finance for purchasing, payment, or reimbursement needs

A student club is planning an event and needs college support

- » **cbe-oss** for student organization guidance
- » Use **be-admin** for event logistics and **be-finance** for purchasing or reimbursement needs

What to Include in Your Request

A complete request helps the support team respond more quickly. Include:

1. A **clear subject line** that states the action needed
2. The **department, unit, course, event, employee, project, or award** involved
3. The **desired outcome** and any **relevant background**
4. The **date the work is needed** and the reason for any firm deadline
5. Relevant **Workday Worktags, transaction numbers, links, screenshots, or supporting documents**
6. The **best contact** email for follow up questions

Good Request Practices

- ☐ Send one request to one primary channel. Do not copy every support address.
- ☐ Track UW Connect requests through "[My Requests](#)", where you can access/view attached materials, review updates and respond to questions. If responding by email, keep related follow up messages in the same thread so the request history remains complete.
- ☐ Submit separate requests for unrelated needs so each item can be assigned and tracked correctly.
- ☐ Do not include Social Security numbers, banking information, medical information, or other highly sensitive data in email. Ask the support team for a secure submission method.
- ☐ For an urgent issue, state the deadline and operational impact clearly. A short deadline does not always mean the work can be completed immediately.

Still Unsure?

Send the request to be-admin with a short description of what you need. The Administration Team will route the request or connect you with the appropriate college or campus resource.