Multiple services are available in room 203E at the Faculty of Education to provide support for teaching and administrative staff, as well as students.

In order to better serve Faculty members, the following service norms have been established, which allow requests to be processed in a more efficient and timely manner.

**Contact information for Mélanie Halderson at 203E**

To contact Mélanie, please use one of the following contacts:

- **Email:** educphys@uOttawa.ca
- **Phone:** 613.562.5800, ext. 2025
- **Business hours:** from 8 a.m. to 12 p.m. and from 1 p.m. to 4 p.m.

**Contact information for Alex Forest at 265**

To contact Alex, please use one of the following contacts:

- **Email:** educphys@uOttawa.ca
- **Phone:** 613.562.5800, ext. 4059
- **Business hours:** from 8:45 a.m. to 12 p.m. and from 1 p.m. to 5 p.m. (September to May) from 8:45 a.m. to 12 p.m. and from 1 p.m. to 4 p.m. (June to August)

**Research purchases**

When purchases are for research purposes, please fill out the form “Request for purchase – Research account” and forward it by internal mail to the Manager, Financial and Physical Resources (L. St-Pierre) or the Financial Assistant (G. Mongeon).

The form must contain the following details:

- Requested items (purchase of computing materials, office supplies, photocopying, etc.),
- A justification of the expense,
- The financial code to be charged,
- Approval of the principal investigator.

Once the availability of funds has been verified, the Manager, Financial and Physical Resources or the Financial Assistant will approve the request and forward it to the proper person, who will process it.
For computing purchases, the form “Request for purchase – Research account” must be forwarded to the Assistant Director, Support Services (M. Clément). She will analyze the request and approve it before sending it off to the Manager, Financial and Physical Resources.

Once your order has been received, you will be notified by email.

Service norms: Providing all items requested are in stock, your request will be processed within 24 to 36 hours. If the items ordered are not in stock, the timeframe will be longer and you will be notified by a member of the team.