



Montclair State University Center for Clinical Services

FALL 2025 SEMESTER POLICIES & PROCEDURES

Welcome!

Welcome to the Center for Clinical Services (CCS)! Whether you're new or returning, CCS is a bustling hub with a diverse mission. On any given day, over **400 individuals**—including staff, faculty, adjuncts, researchers, and students—are engaged in activities across our **clinics, research labs, and grant projects**. Additionally, more than **800 professors and students** attend classes here each week, making CCS a **vibrant and busy environment**.

To ensure a smooth experience for everyone, it is important for **staff, faculty, and adjuncts** to familiarize themselves with CCS's services and operations, which helps coordinate effectively with programs and students. We also encourage everyone to **proactively prepare and test any equipment** you will be using to ensure everything is ready for the semester.

If you have questions after reviewing this overview, please contact ccs@montclair.edu.

We look forward to an exciting semester ahead and are committed to providing a rewarding and engaging academic experience for everyone!

CCS Vision Statement

We provide **high quality, multidisciplinary, and affordable clinical services, trainings, and consultations**. These are delivered and refined through **community engagement** by conducting and integrating **high quality research** and **best practices**. We provide **training opportunities for Montclair students** to contribute to this research and **develop skills under supervision** in their chosen **disciplines of study**.

Location Information

Location Address:

147 Clove Road
Little Falls, NJ 07424

Mailing Address:

Montclair State University
Attn: Center for Clinical Services
1 Normal Avenue
Montclair, NJ 07043





Parking Information

Visitor parking at the front of the building is **strictly reserved for clinic clients and research participants**. Unauthorized parking in these spaces will result in a **citation**, as this policy is **actively enforced and monitored**. Handicap spots are excluded from this policy.

For all other center parking, please use **Lots 60, 61, or 63**. A valid **MSU parking permit** or the **pay-by-phone option** is required. For further parking assistance, please visit [Montclair Parking Services](#).

Hours of Operation

Building & Computer Lab Hours

- **Monday – Thursday:** 7:30 a.m. – 11:00 p.m.
- **Friday:** 7:30 a.m. – 8:00 p.m.
- **Saturday:** 7:30 a.m. – 3:00 p.m.

University & Center Closures: **September 1:** Labor Day, **November 26 – 30:** Thanksgiving Break, **December 25 – January 1:** Holiday Break

Clinic Front Desk Hours

- **Monday – Thursday:** 10:00 a.m. – 8:00 p.m.
- **Friday:** 10:00 a.m. – 6:00 p.m.

Please note: Hours may vary during holidays or due to staffing changes.

CCS Front Desk Contact Information

Phone: 973-655-3600

Email: ccs@montclair.edu

Website: montclair.edu/clinical-services

Front Desk Team:

- Sofie Schoenrock, *Interim Operations Coordinator*
- Amy Bishay, *Graduate Student*
- Jasmine Jackson, *Graduate Student*
- Pranathi Harihar, *Graduate Student*

Front Desk: Assistance Overview

The **clinic front desk** supports **clients and research participants** and oversees **clinic rooms and waiting areas**. Center staff manage **clinical operations**, coordinate **room scheduling**, and ensure **professional services** for all external community members.

To protect **client privacy** during check-ins and payments, all professors, students, and staff should **use university-designated resources** and **contact the appropriate campus support offices** for any other assistance or questions. This helps ensure **smooth clinical operations** and avoids unnecessary disruptions.

Please note: The front desk is **not available** to assist with classroom-related issues or to provide materials or equipment for teaching or student use.

IT Support at CCS

Please request IT assistance through Information Technology's Technical Support Services at ccsitsupport@montclair.edu.

Even though an IT Specialist is on site at CCS, using this email ensures a **ServiceNow ticket is created**, alerts additional support staff, and records all actions. This process guarantees **timely responses**, even if the on-site IT Specialist is unavailable or busy.

For **urgent** or **time-sensitive** issues, please contact **973-655-3652**.

Other Campus Support Resources

University Police

973-655-5222 (x5222)

25Live

25Live@montclair.edu

Facilities Customer Service Center

973-655-5444 (x5444)

servicedesk@montclair.edu

<https://montclair.service-now.com/facilities>

IT Service Desk

973-655-7971 (x7971)

itservicedesk@montclair.edu

Option 1: General support questions
(Networking, Email, Log in issues, Software, and
Hardware)

Option 2: Canvas Support

Option 3: Student System Support (Nest, Banner)

Option 4: Audio-Visual Classroom Emergencies

Workday Support

973-655-5000 (x5000)

WCCSupport@mail.montclair.edu

Protecting Sensitive Information

The **Center for Clinical Services (CCS)** is committed to maintaining the **highest standards of confidentiality** for all records, documents, agreements, and sensitive information.

During your **employment, internship, or coursework**, you may encounter confidential information related to **clients, research participants, employees, students, or the institution**. This includes sensitive details that may be observed or overheard in a **clinical setting**.

It is essential to understand that any information you access is **strictly for fulfilling your assigned responsibilities** and **must never be shared or used for any other purpose**.

Professional Conduct and Etiquette

- Maintain courteous behavior and a professional appearance appropriate for a clinical environment.
- Use respectful language in community areas.
- Keep noise to a minimum in clinical, research, and office hallways.
- Respect shared spaces and clean up after yourself.
- Avoid lingering around the clinic front desk or waiting areas.

Building Access Guidelines

Swipe Door Access: Staff, faculty, adjuncts, and students needing access to **clinical, research, or office areas** must present their **MSU ID** at the **clinic front desk** during **staffed hours**. You will be asked to state your **reason for access** and may need to provide **verification from your supervisor or professor**.

Clinic Room Reservation Procedure

New Procedure for Reserving Clinic Rooms

- To reserve a clinic room, please complete the online **Clinic Room Reservation Request Form**: <https://forms.gle/yHqEAbmTivUXTT99>.
- This form is intended for **prearranged activities**, including students reserving rooms **outside of class time**. If your activities are not found on the form, please contact **Ashley Allison** at larka@montclair.edu.

Important: Professors and students using clinical rooms during class have been **preassigned rooms**, and the professor has been notified by email before the semester begins. Please **follow your assigned room numbers** to help ensure smooth scheduling for everyone.

Clinic Room Guidelines

Clinic Room Use Guidelines:

- Clinic rooms are **shared spaces** used daily for clinic clients, research participants, academic training.
- **Do not remove furniture** from the rooms.
- If you **rearrange furniture**, restore it to its original setup.
- Use the **door signs** to indicate if a room is **In Session** or **Available**.
- Keep rooms **clean and orderly** after use.
- **Non-compliance** may result in **suspension of room access**.

IVS VALT Access Request Procedure

New Procedure for Requesting User Access

- Access to the **IVS VALT system** is granted on a **semester-by-semester basis**.
- A **ServiceNow ticket** must be submitted to request access:
<https://montclair.service-now.com/ditportal>.
- **Faculty, adjuncts, and staff** must submit tickets; **students cannot request access** directly due to confidential data stored on the system.
- All users must **sign a Non-Disclosure Agreement (NDA)** before access is granted. For a smoother, quicker process, please ensure these documents are ready before submitting your ticket.
- For detailed instructions on how to submit tickets, go to
<https://www.montclair.edu/center-for-clinical-services/center-resources/>.

CCS Computing Lab Guidelines

The lab is available to **staff, professors, and students** who work, teach, or study in the building.

Lab Rules:

- Use **headphones** when watching videos to avoid disturbing others. Return borrowed headphones after use.
- **Sign off** from the computer before leaving.
- Do **not leave IVS VALT videos playing**, as the system continues recording after logout.
- For **technical support**, call **973-655-3652** or email ccsitsupport@montclair.edu.

Classroom & Conference Room Reservations & Setup

- **Reservations:** All personnel must make their own reservations using [25Live](#).
- **Location** is CCSV.
- **For system or center location access**, or for assistance using it, contact [25Live](#).
- **Parking:** Arrange in advance with Parking Services or use the pay-by-phone option. Do not use visitor parking spots.
- **Room Setup:** Submit a facilities work order in advance to schedule room setup.
- **IT Setup:** Contact ccsitsupport@montclair.edu to arrange IT setup ahead of time.

Classroom & Conference Room Guidelines

- The center's classrooms and conference rooms are **shared spaces** used by multiple departments for **courses, clinical training, meetings, workshops, and other events.**
- **Do not remove furniture** from the rooms.
- **Clean up after yourself** by wiping dry erase boards, pushing in chairs, arranging tables and chairs in rows, and disposing of all trash.

1372 Classroom (24)	1370 Classroom (24)	1366 Classroom (24)	1356 Multipurpose Room (30)	1354 File Room	1350 Computer Lab 19 desktops 3 desk workstations
---------------------------	---------------------------	---------------------------	-----------------------------------	-------------------	--

← Exit Way →

← Hallway →

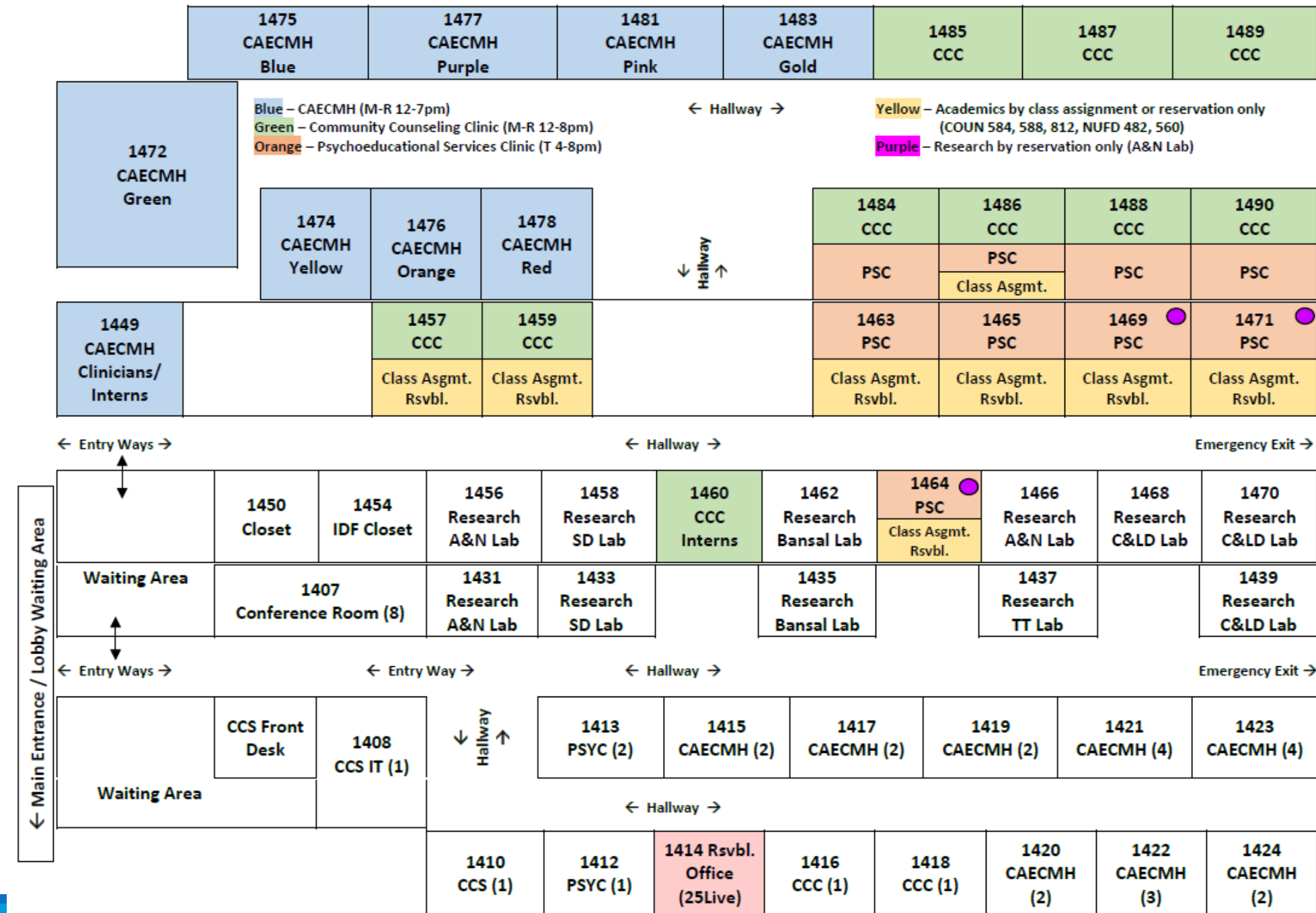
1330 Mechanical Room	Women's Restroom		1363 Clean Up Room	Family/ Gender Neutral/ Handicap Restroom			
	Men's Restroom	1318 Janitor's Closet	1314 Breakroom	1310 Conference Room (16)		1304A COPE (1)	1304 COPE (6)

← Exit Way →

← Hallway →

Lockers				
1323 Classroom (20)	1321 Classroom (20)	1315 Classroom (24)	1307 Conference Room (16)	

← Hallway →
← Main Entrance / Lobby Waiting Area



← Entry Ways →

← Hallway →

Emergency Exit →

← Entry Ways →

← Entry Way →

← Hallway →

Emergency Exit →