University Directory FAQs

How do I update my photo?
An updated photo can be submitted directly to newcard@newschool.edu. All photos must meet these specifications as delineated by Card Services:
- It is strongly advised that photos have a white or off-white (neutral) background.
- Photos must be in a .jpg format.
- Please name photo with your last name and N number (i.e. LASTNAME_N01234567.jpg)
- Head shot should be positioned directly facing the camera.
- Photo should capture from slightly above top of hair to middle of chest.
- Eyes should be open and facing the camera.
- Eyeglasses should be worn if normally used.
- Include headpieces if worn daily for religious purposes; they should not obscure or cast shadows on the eyes or any other part of the face.

My department is incorrect. Who do I contact?
Please email hrhelp@newschool.edu if you think your department is incorrect.

My title is different from how it was posted in the previous directory. Why is this?
Titles are pulled from Banner. If you notice that your official title isn’t listed or is incorrect, contact hrhelp@newschool.edu.

My email address is missing or incorrect. How do I update it?
Updates to email addresses can be made by contacting Information Technology at bannerhelp@newschool.edu. Only newschool.edu email addresses are included in the online directory.

How do I update a phone number that is missing or incorrect?
Your phone number was initially pulled from the telephone system. If you don’t have a phone number listed or would prefer to use an alternate number, you can update that information on the directory self service page. You can reach this page on the Employee or Faculty tab in MyNewSchool. Follow the "New School Employee Directory Profile" link in the Self Service/ALVIN channel. Any updates you make will be automatically uploaded overnight. From this point on, all faculty and staff will be responsible for keeping their phone number up to date.

How do I add or update my room number?
You can update this information on the directory self service page. You can reach this page on the Employee or Faculty tab in MyNewSchool. Follow the "New School Employee Directory Profile" link in the Self Service/ALVIN channel. Any updates will be automatically uploaded overnight. Buildings are pre-loaded and can be selected from a drop-down list. Room numbers can be entered directly on the directory self service page. Any updates you make will be automatically uploaded overnight. From this point on, all faculty and staff will be responsible for keeping their building location and room number up to date.
How long does it take for changes to the directory to go live?

Factual information:
- Self-submitted and HR updates to information will be uploaded to the server every night.

Photos:
Photos submitted to Card Services will be reviewed and uploaded based on their review and workflow.

Feedback:
We appreciate any and all feedback. To provide feedback or ask additional questions, please use the Feedback form at the bottom of the online university directory.