



LACA Phone Information

As of February 17, 2023

Effective on the afternoon of Friday, February 17th, we will be converting to the Zoom phone system. With this conversion there will be some changes to call flow that we believe will better serve each of you as you call in to our offices. All direct dial numbers and our main line will stay the same. Please see below for key numbers and call flow overview.

The best way to reach a member of our staff is to call the team lines. Here are the team lines for your reference:

Student – 740-242-6022

EMIS – 740-242-6020

Fiscal – 740-242-6023

Technical – 740-242-6019

Library - 740-242-6021

These numbers ring directly to all members of that team. If there are no available team members, you will get the option to leave a voicemail for the team or to speak with someone else at LACA. If you choose to leave a voicemail, the first available team member will return your call. If you choose to speak with someone else at LACA it will ring all available team members in all our groups.

You can also choose to call our main number: **740-345-3400**. Once connected you will be presented with a “phone tree” with each support team listed and an option to dial a team member by name. The options for the phone tree are:

Menu Items

1 – Student

2 – EMIS

3 – Fiscal

4 – Technical

5 – Library

9 – Dial by Name (First Name)

* – Repeat Menu

The call flow will work the same as if you dial the team line directly. If there are no available team members, you will get the option to leave a voicemail for the team or to speak with someone else at LACA. If you choose to leave a voicemail, the first available team member will return your call. If you choose to speak with someone else at LACA it will ring all available team members in all our groups.

We believe this new set up will allow you to get to the specific support team and/or individual you would like to reach in a more effective manner. If you have questions or would like to provide feedback please contact Greg Rhoads, Joey Alexander or Kellie Hayden.