FAQs

New Street Addresses for ETSU Main Campus

Will our department’s U. S. postal service (USPS) address change? When I call 9-1-1 for a campus emergency, what information should I provide?

No. The ETSU Post Office will continue to receive all incoming U.S. mail and distribute it to departments. You will continue to pick up your departmental mail at the ETSU post office box in the D.P. Culp Center if this is how you currently get your mail. If your department currently has mail delivered to your department by the ETSU Post Office that will continue.

Will building names go away or change?

No, buildings will continue to have their official name and official building number for things like class schedules. A proper street address will be added and used for dispatching first responders.

How will I know what the number portion of the street address is for each campus building?

Each building will have the new number affixed to the building or on a sign out front with the name of the building.

Will building numbers for class scheduling change?

The building numbers for classes will remain the same.

If we want to order pizza and have it delivered to our residence hall room should we use the new street address?

Yes. Food deliveries to your residence hall or office for your personal meals should use the new street address.

Why do buildings have both an ETSU building number and a different number for the street address?

These are two different numbering systems. The street address number is part of the complete street address. The building number is used mainly for scheduling classes and other university business. For example, the street address for academic building Gilbreath Hall is 441 Stout Dr. The ETSU building number for class schedules is 10.

When will I receive my new address?

The list of new street addresses for each building can be found here. You should use the new address starting August 1, 2013.

Will the address on my business cards and office stationary need to change from 807 University Parkway?

A few offices may want to add the new street address right away, but most offices can add the address when supplies need to be reprinted. The new main address for the University is 1276 Gilbreath Dr. However, most correspondence will utilize the address for the building in which the department is located.
Our department has a supply of envelopes and stationary with the old 807 University Pkwy. address. Can we use these?

Supplies with the old 807 University Pkwy. address can be still be used. When it is time to reorder supplies please use the new addresses.

Will the current addressing scheme of person name, department name and ETSU PO Box have to change for department mailing labels and the addressing of interoffice mail envelopes?

The addressing scheme for interdepartmental mail will not change. Departments on the ETSU campus will continue to use the person name, department and PO Box number for addressing interoffice mail.

Will deliveries from suppliers and shipping companies now come directly to the departments?

No. For the safety of our students, staff and visitors ETSU limits the number of delivery trucks on campus. ETSU Central Receiving will continue to receive goods and distribute them to the departments.

Will the address for deliveries to campus change? Do we need to make changes to requisitions in eBucs?

The delivery address for Central Receiving is now 325 Treasure Ln. This default shipping address has been changed in eBucs and will appear on the requisitions and purchase orders.

What will our new address look like?

**USPS mail delivery address example:**

East Tennessee State University  
Financial Services  
Box 70732  
Johnson City, TN 37614-1710

**Physical address example:**

East Tennessee State University  
Financial Services  
Burgin Dossett Hall, Room 201 E-F  
1276 Gilbreath Dr.  
Johnson City, TN, 37614-1710

It is important to note that the U.S. Postal Service reads your address from the bottom up for the two required lines. What that means for the departments/units is that the city, state and ZIP be accurate and the second line from the bottom is the address assigned to that facility including room number.

Will addresses on the Veteran’s Administration campus change?

No, the address changes will only be for the ETSU main campus.

When I call 9-1-1 for a campus emergency, what information should I provide?

There are several vital pieces of information that go into a 9-1-1 call. The location can be your address, an intersection, or block range on the street. Always be sure that you specify any special directions that may help locate where the emergency is taking place such as the building name, room number. The type
of call indicates the nature of the situation and whether this is a call for Police, Fire, Medical or all three agencies. Your name and telephone number is important to the 9-1-1 responders in case you get disconnected or need to call you back for updated information that needs to be relayed to responding units. If your call is involving a vehicle such as a possible drunken driver or reckless driver please make sure to get a vehicle description and tag number if it is safe to do so. Stay on the line with the 9-1-1 dispatcher and answer any questions they have. Please be mindful of your own safety!

Will People Search on the main website be updated?

ETSU People Search currently includes the building name, room number and PO Box for the person. This will continue. Street addresses will not be added to this information.

Can I still use my building name during an emergency when I call for help?

The consolidated functions of many different first responders into one dispatching location will tremendously complicate the use of a building name to identify your location. This is because those dispatchers will not have first-hand knowledge of our previous addressing system. It will require the caller to identify their location by the locatable street address and specific room within that facility. If you fail to do this, it may significantly delay emergency response to assist you.

Will our ZIP Code change?

The 5-digit portion of your ZIP Code will not change.

Are ZIP +4 codes still being used?

Yes, the ZIP +4 codes will continue. Using the ZIP +4 codes will greatly speed up mail delivery.

Will services such as Google Maps, MapQuest, etc. now work on campus?

It will take some time for the addressing updates to work on mapping services such as Google Maps, MapQuest, Garmin, TomTom, etc. ETSU has no control over these services, which all pull their mapping data from different sources. ETSU representatives are working to reach out to the major services to update them on the new addresses now for buildings on campus.

As for global positioning systems (GPS), the coordinates for any location on campus are the same as when the facility was built; addresses have no impact on GPS coordinates.

Will Procard billing addresses update automatically?

Procards monthly summary statements are currently sent to the department’s campus PO Box address. This will not change.

How long do we have to notify everyone that mails to us?

Because the departmental address will not change, you do not need to notify others of any change in address for mailing purposes.

What do we ask of you?

We ask that you adopt these changes, communicate them, and think of any systems or processes that may be changed based on the new addressing.
Who to contact with questions?

The Addressing Project Committee is being led by Kathy Kelley, ETSU (kelleyk@etsu.edu, 423-439-7481). Please contact her with any questions or comments.