

UNION UNIVERSITY

Microcomputing Services

Student Lab Assistant Handbook

Academic Year 1999-2000

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Mr. John David Barham, *Director of Microcomputing Services*

Mrs. Robin Navel, *Computer Support Administrator*

Be strong and courageous, and do the work. Do not be afraid or discouraged for the Lord God is with you. He will not fail you or forsake you until all the work of the Lord is finished.
I Chronicles 28:20.

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Mission Statement and Goals

Microcomputing Services' Mission Statement

In order to support the guiding principles of undergraduate and graduate academics as stated in Union University's Statement of Purpose, the administrative Department of Microcomputing Services proposes to plan and to implement promotion, training, use, resource acquisition and technical support of university-owned, computer-based systems. This will allow students, faculty, and academic support staff to integrate up-to-date tools and concepts into their academic tasks. All services will form a foundation for the goals and directions adopted by the Computing Steering Committee and the Microcomputing Services Committee.

Microcomputing Services' Goals

- Goal 1. Encourage and support productive, effective, university-related work and information access primarily by students, faculty, and academic support staff. This will be accomplished by providing services including promotion, training, purchasing, development, installation, and maintenance of computer hardware, software, and networking; consultation about computer hardware, software, and networking; and inventory, distribution, and charging of computer supplies.
- Goal 2. Support academic programs by providing a breadth of up-to-date, effective computer-based tools as a means of study, as an object of study and as a means of personal productivity and communication.
- Goal 3. Provide services that help students complete their computer-based, academic work efficiently and successfully.
- Goal 4. Provide to students, faculty, support staff, and departments/schools/colleges university-owned resources (hardware/software, space, etc.)
- Goal 5. Anticipate and attempt to meet future needs for facilities (number of labs, number of computers in the labs, environment in the labs), services (training options, etc.), and personnel (number of student workers, number of professional staff).
- Goal 6. Place hardware/software in locations on campus (central labs, satellite labs, library, dorm commons, etc.) that are accessible to students and serviceable by staff.
- Goal 7. Provide an un-intimidating atmosphere for students, faculty and staff to purchase hardware and software at a reasonable cost.
- Goal 8. Provide a positive working and learning environment for student lab assistants employed to support students, faculty, and staff needing help in labs and offices.

Fall and Spring Semester Computer Lab Hours

Computer Services labs

Monday - Thursday	7:00 am – 12:30 am
Friday	7:00 am - 5 pm
Saturday.....	7:30 am - 6 PM
Sunday.....	2 PM - 5 PM,
.....	8 PM – 12:30 am

BAC-45

BAC-45 is opened in between classes that are scheduled in the lab. This varies by semester. It is opened only as needed on nights and weekends.

All labs are closed between terms and on University holidays.

University Holidays

New Year's Day
Good Friday
Maundy Thursday (Thursday preceding Easter)
Easter
Memorial Day
July 4th
Labor Day
Fall Holiday
Thanksgiving and Friday
Dec. 24-31

The business office and computer labs will be closed on these days.

“This is a Real Job”

Okay so maybe you don’t have to drive to work everyday and get stuck in traffic jams to go to “your office.” But, this is a real job . . .

What does this mean?

Well, it means that even though this is a Union University Workshop or Workstudy job where you don’t have to dress in “Sunday clothes,” you generally see people who are associated with good old Union University. You’re still getting paid and people depend on you. And, Uncle Sam does get his share of the action too!

Why do I need to know this? To inform you to:

1. **Be on time - (7-10 minutes early)** so that the person whose shift is ending can get to class. The person whose shift follows yours will be arriving early so that time will even out.
2. **Be polite and professional.** When in doubt (or whenever possible), say “Yes sir,” “Yes ma’am,” (except to students, of course), and (to everyone) “Thank you,” “Please,” “You’re welcome,” etc.
3. **Dress neatly.** Shorts, T-shirts and other typical college student attire are permissible within limits. No ragged anything, no too short, too tight, too sloppy anything. Do not come to work unbathed or ungroomed or with wet hair from jumping out of the shower or coming from an intramural game (e.g. straight from a night’s sleep, working out, an intramural game, tractor pull, you get the hint). Please practice proper hygiene, so that those you communicate with are comfortable.
4. **Come to work.** You will have to miss work occasionally which is understood and even anticipated. Please don’t make a habit of asking off for “just stuff you want to do.” Don’t miss work to play an intramural game (unless you are the deciding participant-please OK with Robin ahead of time), to go to the movies, or to go out to eat with friends.
5. **Wear your name tag!!!!** Unless you like the name “HEY YOU!!,” please wear your name tag so you are treated with more respect.

Why else should I be so concerned about this “real job” issue?

Many times employers have called or sent in letters for recommendations on a former Student Lab Assistant. Sometimes, a poor report was given because that Assistant came to work late, frequently called in “sick” at the last minute, did not get a replacement when he/she did miss work for a good reason, or did not learn all of the things a Student Lab Assistant should know.

Computing Services Staff Directory

Dean of Information Services

Dr. Harry L. "Hal" Poe is the Dean of Academic Resources and Information Services. He is over Computing Services, the Library, and distance education.

Microcomputing Services

Mr. John David Barham is the Director of Microcomputing Services (Faculty/Staff offices, computer labs, and classrooms)

Mrs. Robin Navel is the Coordinator of Computer Laboratory Services and Computer Purchasing Agent.

Mr. Bart Damons is the Systems Technician (?). He will be overseeing the systems technicians and student technicians. He also deals with some network/email account solutions.

Administrative Computing Services

Miss Karen McWherter is the Director of Administrative Information Systems. She is the support person for the ID, cafeteria, and telephone call accounting systems.

Miss Connie Magers is the System Analyst. She supports the Academic Center, Business Office, and Financial Aid.

Mrs. Alison Smith is a programmer/systems operator.

Networking/System Services

Mr. David Porter is the Network Administrator and support person for Admissions.

Mr. Ryan Mason is the support person for Groupwise, network hubs, wiring and diagnostics.

Mr. Curt Parish is the support person for Unix systems, student e-mail accounts, and the library automation system.

Library Staff Directory

Steve Baker is the Director of Library Services.

Mary Platt is the Cataloging and Authority Librarian

Melissa Moore is the Circulation and Media Librarian

Dr. Pat Morris is the Collection Development Librarian

Lori Haney is the Periodicals Technician

Beth Lynn is the Acquisitions Technician

Nancy Sellers is the Technical Services Technician

Cam Tracy is the Media Coordinator

What are the Responsibilities of the Student Lab Assistants?

Lab Assistants

The Lab Assistants are you. You are the ones that faculty, staff and students ask for all of the answers. To them, you are the most intelligent computer support people on campus!

You are here to teach, instruct, and guide students, faculty and staff with problems that may arise while they are working on the computers in the labs. You are to be a good Christian example to all that enter the labs. You never know whose life you may touch or whose day will be made brighter by a compliment or a smile of encouragement.

Your responsibilities include knowing the software listed on the “What software you need to know page.” Lab Assistants need to know how to do general troubleshooting when requests are made. You also need to know how to change ink cartridges and make minor repairs on printers and computers in the labs.

Each Lab Assistant is responsible for initialing and doing the duties on the “Duty Sheet” during his/her shift and for reading The Log daily and signing it.

You are expected to perform at a level in which the mission statement and goals of the department are being reflected.

**** All lab assistants are responsible for getting their position filled if they have to miss work. All workers may be asked to do miscellaneous duties for Computing Services staff members.**

What is expected of you

You are expected to communicate clearly and politely at all times, even if it is hard to do. You are expected to treat all faculty, staff, administration and each other with respect and courtesy at all times. Anyone who does not abide by the rules and does not perform to the expected level will be dismissed from working in Computing Services.

Lab Assistant Privileges, Rules, and Conduct

General Rules

Because of security reasons **you will not be allowed** to enter the labs before or after hours to play games or do homework.

Laptop computers are available for your use. Priority is given to employees for the laptops. You must check for laptop availability prior to checking it out. If, by chance, an employee needs the laptop while you have it, you will be asked to return it for their use immediately. You must also specify an exact time to return it under normal circumstances.

Many of you will work at a time that you may need to snack. **You should never have food or drinks at the HelpDesk.** However, college life is tough on schedules and I will not let you go hungry if you are working. **Food and drink rules apply to you also**, but if you are working during mealtime, you may keep a drink or snack at the table provided by the Mac Lab door. You may eat in Robin's office only if she is in her office, otherwise you will have to go outside of the labs or eat at the table in front of the Mac Lab door. Please do not eat in front of other students if possible. We've all heard the saying. . .if you don't have enough to go around then don't eat it front of everyone. You **must** clean up after yourself! Please take your food garbage to the trash can in the hall. We don't need the labs stinky. **Every person on every shift does not need to be eating all of the time. Excessive abuse of this privilege will result in the total loss of it.**

Personal preferences about what software and hardware you like or do not like are not to be voiced while on duty. You are employed to service all needs whether PC or Mac, WordPerfect or Word, red or yellow, black or white, they are all precious in His sight!

Conduct

You are adults. You will be treated as adults by the department staff. We have our fun times as well as bad, but we must maintain a level of professionalism at all times.

You are in front of more students on campus than any other area. You are expected to display a Christian attitude at all times.

Interpersonal discrepancies do not need to be brought to work and **will not** be tolerated. Working schedules will not be rearranged due to personal conflict with another worker without authorization and written request. If personal conflicts begin to disrupt your normal lifestyle and work style, please be good to yourself and get counseling with Dr. Margaret Lillard, our campus counselor.

What Software Do You Need to Know?

Student Lab Assistants will be required to become proficient with:

- ❖ Windows 98 operating system
- ❖ System 7.X for Macintosh
- ❖ Microsoft Office 97
- ❖ Groupwise
- ❖ Microsoft PowerPoint for Macintosh
- ❖ Basic support of printers in the labs
- ❖ Basic scanning for pictures and text
- ❖ Use of the phone (hold, transfer, etc.)
- ❖ How to scan for viruses
- ❖ How to access and use student e-mail
- ❖ How to search for a topic using search engines
- ❖ Scantron Machine operation and forms
- ❖ How to troubleshoot student log-ins
- ❖ How to open and close the labs properly

Tests will be given

Expertise in these areas will become possible via training sessions, on-the-job activities, and on-your-own training. Assistants should be somewhat familiar with all other software on lab computers.

Various employees and student workers in Computing Services will conduct training sessions. Each Student Lab Assistant will be required to attend.

Microcomputing Services Labs

Computers, printers, scanners, software, etc., are for use by current Union University students, faculty, staff and administration only. Any rare exceptions must be cleared through a Computing Services staff member, preferably John David Barham, or Robin Navel.

Assistants must become familiar with what computers, printers, etc are in each lab. This can best be accomplished by spending time walking through the lab, at the beginning of the semester, and observing. Also the Software Locator will be posted in each lab and on the Student Lab Assistant Bulletin Board.

BAC-45: used primarily for CSC105 classes; used by MGT250 and MGT360; note the schedule for those classes posted on the Student Lab Assistant bulletin board. The lab will be open additionally for student use; note the posted schedule. It has Gateway Pentium II 400s with Windows 98 and Microsoft Office 97. All of the computers have access to the Internet and student e-mail. It has Hewlett Packard LaserJet printers. Note the software available on the Software Locator.

C-1: available for general student use; frequently reserved for ENG111, ENG112; has Gateway Pentium 120 MHZ computers with CD-ROMs. It has Hewlett Packard LaserJet Printers. All computers have access to the Internet and to student e-mail. Note the software available on the Software Locator.

C-2: available for general student use; not frequently reserved for classes; has a combination Gateway Pentium IIs and Gateway Pentium 120s, 133s, 166s, and 200s. It has Hewlett Packard LaserJet Printers. All machines have access to the Internet and to student e-mail. Note the software available on the Software Locator.

C-3: available for general student use; frequently reserved for ART221, ART345, ART346, COM121, COM213, COM360, MAT211, MAT 212, and MAT213. C-3 is equipped with iMacs and PowerMacs. There is one Hewlett Packard LaserJet printer. All machines have access to the Internet and to student e-mail. Note the software available on the Software Locator.

The Lobby is equipped with the Scantron Scanners.

C-18, D-48 Multimedia Classrooms and Multimedia Computer Carts: contact Mr. Todd Lewis at ext. 5434.

Lab Printers: Hewlett Packard LaserJet printers are located in C-1, C-2 and C-3. Paper is stored in cabinet #4 and the paper room. It is in the **green and white package**. There will not be a charge for printing on these printers.

There will be a charge for printing on the Laser Printer and the color printer located in the HelpDesk (charges discussed in the HelpDesk section) lobby. The charge for the laser printer is \$.10 per page and the charge for color printing is \$.50 per page. The Laser Printer at the Help Desk uses laser quality paper. It is **in the green package and is called Laser 1000**. There should be both types of paper stocked at the HelpDesk and in Cabinet #6 at all times. Please do not substitute paper unless otherwise instructed to do so by John David or Robin.

PHONE/HELPDESK ETIQUETTE

We are a service area. Our task is to help others.

The two sentences above speak volumes. They are to serve as the basis for our actions at the HelpDesk and in the labs. The following words must be how students/faculty/staff who visit or call Computing Services will describe each of us: kind, attentive, non-threatening, knowledgeable, helpful, alert, patient, available. Remember they are asking you to help, not for you to "make light" of their problems. An annual survey of our students indicates that 90-95% of them use Computing Services. We want to be not only the most commonly used area on campus, but also the most service-oriented!

HelpDesk Etiquette

The HelpDesk must be attended at all times. The phone must be answered quickly. These 2 requirements can be met 99% of the time. When are they not met? When both Assistants are helping someone in a lab or getting supplies or putting paper in a printer. What happens then? Be alert to someone coming to the HelpDesk and indicate to him or her that you will be with them shortly, then get there.

Allow Phone Mail to answer the phone if there is "no way" you can get to the phone. Do NOT routinely let Phone Mail answer. Your first effort should be to get to the phone even if that means excusing yourself from helping someone for a moment. They will understand if you handle the situation properly. Return to them quickly.

When someone comes to the HelpDesk, STOP what you are doing, LOOK at them and SAY "May I help you?", either STOP what you are doing and help them immediately, have a co-worker to help them, or explain why you will be "with" them "in a moment." (For example, if you are already helping someone and another person needs help, tell the "new" person you will help them after you finish helping the first person.) Do NOT say "okay" or "just a minute", etc. Have you ever been treated like a non-person? Then you know how it feels. You should be aware of not making someone else feel that way.

Phone Etiquette

Although the Employee HelpDesk (Robin or Elvis) will be receiving most/all calls from employees, occasionally you may have to answer a call from an employee or from an outside caller.

Answer the phone in a manner similar to this: "Computing Services, this is Suzanne. May I help you?" It isn't necessary that you use these exact words; however, be certain to include in your greeting "Computing Services," your name, and an offer to assist. Please do not say, "Computer Center." We are not just rooms full of machines; we are people serving the campus.

Never, ever say, "I don't know" or "I have no idea." You, of course, aren't expected to know everything but these statements usually make your caller feel helpless at best. Instead, say something like, "I'll need to check on that for you" or "Let me check with someone about that and get right back to you."

When taking a message, always get complete information-even if you have to ask the caller questions! That is, get the caller's name, number, reason for call (if they will tell you), when they can be reached (if appropriate), etc. Get the idea? Think about what you would need to know to return a phone call. Do not be reluctant to ask a caller to spell a name, repeat information, etc. Be polite and they will be glad to assist you. They want their message delivered correctly, too.

PHONE MAIL

Will the Student Lab Assistant ever answer any other phone besides the HelpDesk phone?

Not very often because Phone Mail will answer the staff's phone when they are out of the office. The Assistant will only answer a staff member's phone when the staff member specifically tells them to.

How can other phones be answered at the HelpDesk?

You may transfer the telephone call back to the office telephone for the caller to leave a Phone Mail message. How? Follow this scenario: "Computing Services, this is Brandon, may I help you please?" The caller identifies him/herself and asks to speak to someone- "I'm sorry. Mr. Porter is not in his office. May I take a message or transfer you to his Phone Mail so that you may leave a message there?" -caller decides.

What if a call comes directly to the HelpDesk phone for a staff member?

You will follow the same procedure as mentioned before: You may take a message and email it to the staff member's office. Or, you may transfer the phone call back to the office phone for the caller to leave a Phone Mail message. How? Follow this scenario: "Computing Services, this is Brandon, may I help you please?" --caller identifies him/herself and asks to speak to someone-- "I'm sorry. Mr. Porter is not in his office. May I take a message or transfer you to his Phone Mail so that you may leave a message there?" --caller decides--.

How do I transfer a call?

With the call not on Hold, press the Xfer key and the telephone extension (for example, 5343 for Mr. Porter), then hang up.

How do I access the Phone Mail on the HelpDesk phone?

If the MSG WAIT light is blinking, press the 661-5400 button (if it isn't already the active line), press MSG WAIT, press #, dial the password 111111#, press 3 to Listen.

***When you finish listening to the message(s), choose one of the following options: (1) press 4 to Save the message, then press 9 to Forward the call to the appropriate extension, or (2) press 6 to Delete the message, then enter information from the message into THE LOG or Groupwise (which ever is appropriate), or (3) press 6 to Delete the message and do nothing (the message requires no action). Which option you choose is, of course, dependent upon the message.

What are all those other buttons on the telephone for?

You've almost learned about all the ones you will need. The only others that are important are the Hold (which you already understand), the 661-5401, 661-5403 numbers (which are dialed from off-campus or on-campus using the last 4 digits; they do not have Phone Mail; see next section

for more information), and the 4003, 4004, 4005 extensions (which are dialed from on-campus; they do not have Phone Mail; see next section for more information).

What more can be said about those extra numbers and extensions?

First of all, when 661-5400 (on-campus callers will dial 5400) is in use, the caller will immediately be put into Phone Mail. If they know the other numbers (661-5401 or 661- 5403) they can hang up and dial those number to speak to someone. The same situation works for the on-campus extensions 4033, 4044, 4005. Remember, none of those 5 numbers have Phone Mail. Most people do not know/have these numbers. Most of our calls should come through 664-5400 (both off-campus and on-campus calls).

What if I need to leave a Phone Mail message for everyone in Computing Services? Must I call them each individually (all 6 people?!?!)?

Not to worry. A Distribution List has been set up on the HelpDesk phone. Accessing this list will send the same message, at the same time, to all Computing Services staff members.

To do that: dial 5555, press #, dial 111111, press #, press 1 (Record), state your message, press *, press #, press 1, press #, hang up!

What if I get a call about a computer problem?

First, determine if you can help the student caller. This means if they have a application problem or just don't understand what they are doing in WP, Excel, etc., ask them questions to see if you can solve it for them over the phone. IF the problem is with the hardware, toner installation, software failure, etc, the response should be somewhat like this, "For that kind of request in the future, it'll save you time to call x3300; however, I'll be glad to transfer you this time." When they are transferred to x3300, instructions are given in case of an emergency (the user should decide if it is an emergency or not). DO NOT give out Ryan's beeper number.

May I make "personal" calls?

Yes, but use your best judgement and call if it is necessary. **When you make a personal call, please use the other phone in the lobby near C-3. Do not make a habit of coming to work and talking on a personal "just to say hi and to catch up on the gossip" kind of telephone call. Do NOT use the HelpDesk phone!** Your time card will be adjusted to show your amount of leisure time.

I do understand at times you may have family problems, etc. arise and your work time is the best time for you to take care of it. If this is the case, please inform me and we can make arrangements for you to leave early, miss work, and handle the matter properly. **If you need to check your phone mail please use the wall phone. Do not tie up the HelpDesk phone for personal business.** The HelpDesk Telephone is for Computing Services business. **If someone in the lab receives a call ask who it is and their number. You can then get the person to return the call on the wall telephone.**

The Log

Purpose

The primary purpose of The Log is to provide a centralized location for Assistants to leave messages for each other, for John David and Robin to communicate with the Student Lab Assistants, and for the Student Lab Assistants to communicate with Robin.

Location

The Log will be on the Desktop on the HelpDesk iMac. It will be easily accessible and operate in Word 98.

Specifics

1. The 7:00 am Assistants will begin The Log each day.
Instructions: Go to Insert Heading, then break, then page break.
2. Student Lab Assistants' messages are to be in the normal size. You may respond to another lab assistant's message in red (for instance filling in someone's hours). Please do not leave messages in blue, as John David and Robin leave messages in blue.
3. Everyone leaving a message must type at a minimum their full first name or commonly used name.
4. Every Student Lab Assistant must check The Log at least once during their shift! Reading it more often is encouraged! Each Assistant is responsible for being aware of any announcements, policy changes, etc., which are in The Log.
5. Robin and John David's messages are written in BLUE. When you see blue messages, please **pay close attention** to the contents.

After reading messages, the Assistants are to type their names to indicate they have read the message.

If an Assistant needs to respond to a message, a new message should be typed at the very beginning of all the information but after the date for that day. That is, do not type the message along with your name that you've typed to indicate that the message has been read.

6. The Sunday workers (or the last workers on Friday if the labs are closed for the weekend; or the last workers before a holiday if the labs are closed for several days) are to print the week's Log at the end of their shift, put the printout in the notebook labeled PRINTED Log, and delete The Log's contents from the computer by highlighting the contents and hitting the Delete key. The Log should then be re-saved.

7. Finally: The Log is an integral part of our communication system. It is not appropriate for

anyone to leave "silly" messages – unless to encourage someone. Please restrict messages to those pertaining to our duties in Computing Services. The "spirit" of this final instruction is not intended to restrict "Congratulations", "Thank You", "Hope you're feeling better..."etc., type messages. We are not robots! However, please use your best judgment so that The Log will serve its purpose.

The Log is not to be used to voice personal opinions of daily operations in the computer labs, nor is it meant to "sling mud." It is not there to point fingers or "get onto anyone." If a duty is not being done correctly, it can be stated as such, "Hey everyone, we need to work on emptying the trash more often," instead of "Robin, you forgot to empty the trash. You need to get with the program and do your job better." You can report this lack of lab support to Robin and she will handle it appropriately. You will receive an official warning if you are caught offending anyone in The Log.

HelpDesk Contents

Contents of Student Lab Assistant drawer

1. Departmental Billing Codes
2. INFORMATION notebook (contains a copy the Student Lab Assistant Handbook and other helps.)
3. The PRINTED LOG notebook
4. Time Cards in Use Folder (If your account is not paid off, your check will go directly to Union Station. Union Station will explain to you what you should do next). **Please do not call the business office asking about your checks; checks will be ready approximately 4-5 days after time cards are due in.**
5. Blank "Reserved" Forms (for computer use) Folder
6. Blank "Please Do Not Use Forms" Folder
7. Laser Printing Policy Folder
10. Maintenance Forms Folder (Filled out form throw away.)
11. SIGNS Folder
12. Blank Schedule Forms
13. Phone and Box numbers (SIFE Handbook and Faculty/Staff list and Phone Mail Manual)
14. Jackson Phonebooks

Contents of Miscellaneous drawer (labeled):

Empty! This is where you are to keep your purses, book bags, etc. Set your coats and umbrellas somewhere out of the way behind the help desk (use a chair if you need to)

#1 Extra HelpDesk Supplies (tape, staples, etc.)

Diskette trays:

Loaner Disks: ID is required for use. (Leave ID in holder.)

Lost Disks: Disks found in labs; occasionally, we will post those with names.

Disks waiting to be . . . : Disks will have a note attached from tech staff indicating what was done/not done to the disk; occasionally we will post them.

#2 Cleaning supplies (cleaning supplies also found in Cabinet #7)

Keys

Paper (remember to keep stocked)

Ryan Mason's beeper numbers and Robin's home phone number.

(to be used only in an emergency)

#3 Scantrons (Do not charge for these)

#4 Reference Materials (ID required)

#6 Headphones for CDROM usage in labs; ID required and Paper Supplies

Only Computing Services full-time staff may use Union Letterhead and Envelopes.

Middle Drawer: (KEEP LOCKED AT ALL TIMES.)

Contains the Money tray for laser printing etc.,

Disks on reserve from faculty: These disks will be labeled appropriately by faculty: the student requires An ID. (Leave ID in holder.)

BAC-45 cash box is kept in drawer when not in use. (MONEY SHOULD NEVER BE "BORROWED" by Student Lab Assistants or Technicians.)

If you leave the key in this drawer (unattended), you will get a lashing!!

HelpDesk counter:

Equipment on the counter is for use by Union students, faculty and staff (staff, Student Lab Assistants, and Student Technicians). Keep the counter neat and clear of personal items, etc.

Remember to keep personal items in Miscellaneous drawer--no other place in HelpDesk is available. These items will last longer if they are well taken care of. Please do not let students "pound" the stapler. This shortens the life of it.

Staff Mailboxes

To Be Picked Up box

Mail trays for David Porter, Bart Damons, Curt Parish, Ryan Mason, Robin Navel, Connie Magers, Karen McWherter, Elvis Ochieng, Brad Seaton, Alison Smith, John David Barham, and Matt Walker

Outgoing Mail tray

Cabinets/Paper Room

When removing supplies from the cabinets, log EVERYTHING (even if it will be used in the labs or by a Computing Services staff member) that's being taken. Remember to also charge out supplies for administrative and academic departments on the Departmental Billing Program.

Departmental Charges:

INSTRUCTIONS FOR BEPARTMENTAL BILLING:

- Double click on SLA Activities icon on Gateway Desktop
- Open Shortcut to Department Billing (it will take a minute or two to open)
- Type in the date, your initials, name of person requesting the materials,
- Look up the account code in the separate spreadsheet and type it into the billing sheet; the code will automatically add some information
- Type in the quantity and then look up the product code in separate spreadsheet; type this into department billing and then save the spreadsheet.

Internet:

Internet will be on all of the computers in the labs and on the computers at the HelpDesk. Internet is also available in the library. Email is available to all students. See the duty list if you need something to do. You are free to "surf the 'net'," although your main responsibilities are to know Word, Excel, Access, etc.

Keys:

Located in Cabinet #2; Student Lab Assistants will never retain possession of any Computing Services key without permission from Mr. Barham; exception: Head Student Lab Assistants: weekend workers will keep/use the door key for those days only; keys **will not** be available to faculty/staff, students, etc. PLEASE MAKE SURE ALL KEYS ARE RETURNED AND LET ROBIN KNOW WHEN YOU TAKE ONE.

Lab Reservation:

Faculty and staff needing to reserve a lab must contact Robin. Times when the labs are reserved are posted weekly. Union University students are not allowed to reserve the labs.

Laptop Reservation:

Faculty/staff needing to reserve laptops must contact either Robin or Elvis. Laptops are kept in Elvis' office. The person taking the laptop must fill out a form with Robin or Elvis. When the laptop is returned the form is completed.

NO students are allowed to check out the laptops unless they have special permission from Robin Navel.

Student Lab Assistants' Responsibility for Classes Using Reserved Labs:

Two workers are scheduled per shift. If an ENG 111 or ENG 112 class has reserved a lab, one of the workers will be available to help that class. Unless instructed otherwise by the professor for that class, the worker will stay at the HelpDesk. When other classes reserve the lab Computing Services does not provide support except as assigned by the Robin. If two or more labs are reserved for English classes, in-class assistance is required by both/all of the classes. Please alert Robin to this (though she will try to recognize it ahead of time) so an extra worker can be assigned to the HelpDesk.

Laser Printing:

There is one laser printer in each lab for student use. Student Lab Assistants will monitor the use of these printers; multiple copies are not to be printed; they can use the copiers in the library for that. When laser printing for HelpDesk, the following applies: 10¢ per page for the first copy. These cost apply even if the user supplies his/her own paper. Envelope prices (envelopes must be provided) are 15¢ per envelope. There are a few exceptions to charging for laser printing at the HelpDesk. Anyone working on a computer not connected to a printer, such as the ones in the Mini Lab, should not be charged.

If there is a printer available in the labs, please try to encourage the students to print from the labs. We will charge of 10¢ per page from the HelpDesk for printing when there is a printer available and there are no technical difficulties with the disk or printer.

Magazines, catalogs, reference materials, etc. on bookshelves: (in front of HelpDesk, in the Help Desk and Mini Lab)

Faculty and staff can check out magazines, catalogs, reference materials, etc.. The Log for checking out is on the Student Lab Assistant bulletin board. Students must give you their ID for any materials checked out behind the Help Desk. Reference materials should not leave the labs. Faculty or staff need to get Robin's permission to take it to their office; they need to sign the Reference Material sign out log.

Mail:

The Post Office will deliver the staff's mail. The Student Lab Assistant on duty will sort and deliver the mail as quickly as possible. Mail for David Porter, Bart Damons, Curt Parish, and Ryan Mason, and other staff members will be placed in the appropriate mail box. Give package slips to Robin.

Printer ribbons:

Printer ribbons and cartridges will be checked at least once weekly. toner cartridges are located in the Cabinets. SLA's are responsible for knowing how to change out toner cartridges in the labs only. (See Cabinets/Paper Room section.)

Scantron Forms:

Scantron forms for faculty are now located at the HelpDesk in Cabinet #3. The sheets are separated in stacks of 10. Scantron forms should be restocked as needed from the supply located in the Cabinet # 2. Give the faculty member only as many forms, as needed; no overstocking for the teachers.

Student Lab Assistant bulletin board: (Check the board daily)

Software Locator

Student Lab Assistant Hours

Software Locator

Other things will be added during the Semester

Duty Log

"Fill In for me" form clipboard

Weekend Hours:

Two workers are scheduled on Saturdays and Sundays and are assigned to the HelpDesk. If someone needs to use BAC-45, the Student Lab Assistants can decide who will open the lab and stay there until everyone leaves BAC-45 or until closing time (whichever occurs first).

Tech Line and Maintenance Forms:

Whenever a faculty/staff member calls with a computer/printer problem that a Student Lab Assistant can not handle, transfer them to #3300. He/she can leave a message about their problem for Ryan, who checks

the phone mail regularly. The Student Lab Assistant will politely inform the caller that he/she can leave a message on the Tech Line; Ryan or one of the technicians will respond. Maintenance forms can be used as an alternative (the Lab Assistant has to fill it out) and placed in Ryan's wall tray.

Other important information:

- Faculty and Staff will often print to the HelpDesk printer; if the printouts stay in the tray "very long," move them to the appropriately labeled wall tray.
- Please check and empty the pencil sharpener and the 3-hole punch tray. This should be done at 7:00 am, 3 PM and closing. Check lab trashcans on "busy" days; they may need emptying before the cleaning crew comes at night.
- **3:00 PM and closing workers will empty all trash and return big trashcans to the hall.**
- Occasionally a Business Office or Admissions staff member will call for a printout to be "released" for printing; notify Karen, or the Academic Tech.
- **NO excessive game playing at the HelpDesk. NO EXCEPTIONS!**

Software Locator and Lab Reservations

Though there is no official list for the software locator at the time of press, here are statements concerning the Software Locator and the Lab Reservations.

The Software Locator is a list of each lab and the computers/software in them. Software titles (that are generally used in the labs) are listed; under each lab heading is a list of which computers have which software on them. The software locator changes often. There will be a general list provided that will contain the most commonly used software.

The Lab Reservations are made by Robin. Each week we will post a new schedule for single day reservations only. We will have an Entire Term schedule that will not change weekly and be posted once a semester.

Frequently Asked Questions

1. What are we supposed to do when we close the labs?

The workers that close have several responsibilities. Here is a list of things that should be done the last hour of the evening. (BAC-45 should be treated in the same manner.)

- a. Restock paper in all printers as needed.
- b. Restock the paper at the HelpDesk in #6 door. There is paper in Cabinet #4 now so you will have access to paper after hours.
- c. Wash down the dry erase boards with their special cleaner.
- d. Make sure the opening person has the key to get in and open the next morning.
- e. Turn off all monitors to the computers in all labs.
- f. Make sure the HelpDesk is in order for the next day.
- g. **Empty all trash** and pencil sharpener.

Everyone, PLEASE remember to do these things. It makes the next day operate much more smoothly and it keeps me off your back for not doing your job!

2. What do we do when a student's disk crashes and we cannot recover their work?

That is where I come in. As long as you know for certain that the disk is nonrecoverable and you know that their work existed (file name, part of the document, etc.), I will write a note to that student's teacher explaining the problem to them. YOU DO NOT write it. If I am not here, get John David to do it-if they need it immediately, otherwise I will write it as soon as possible. (Please be aware that

3. Can we save our homework on the computers at the HelpDesk?

Each of you now has your area on the network. Please log in and use it! I prefer that you do not download much stuff off the internet unless you plan on putting it on a disk. It takes up too much hard drive space. Please use good judgement of what you put into your personal folder.

4. What do we do when we catch someone looking at obscenities on the Internet?

If it is during the day, get Robin or John David and they will politely ask the person to leave. **YOU must be certain of what you saw.** If you know the student, just keep his/her name in mind. We will have to report the student to the Student Services Judicial Committee.

If it happens at night, (which it most likely will) politely go up to the student and ask them for their ID. Here is an example: "Excuse me, may I see your Union ID?" (Then they get their ID out.-write their name down) you say,

"I am going to have to ask you to leave." (they will probably ask why)

“Why?”

"I saw you viewing explicit material on the internet."

(If they say “no you didn’t,” -then (in Netscape) you can go up to the Window and View History. This will have titles of things they have recently been into. It clears once Netscape has quit. If you prove to them that they did, then ask them again to leave.
(Call me at home or call Security at ext. 5280 if they refuse to leave)

Most of the time, the students will leave without a problem.
If you are wrong in the situation, apologize for the error.

5. **How can we tell if someone is not a Union student?**

First off, you may not recognize them. Most of you know faces of everyone on campus except for new freshmen.

Next, use your God-given senses. Look and listen. Sometimes a casual conversation with someone in the lobby will tip you off and sometimes when they need help with a paper you can notice it-especially resumes. Be attentive to what is going on in the labs and you will notice alot of things.

Thirdly, pay attention to phone calls. Non-Union students call all the time wanting to get in the labs. Listen for off campus callers wanting to know what time we open or close and have Internet. If this happens, ask if they are a Union student and go from there. If they say no, tell them our labs are for current Union Faculty, Staff, and Students only. This will get rid of them.

7. **What do I do if a student is unruly to me?**

Remain calm and be firm. Do what God would want you to do. Hold your temper! As long as you remain calm and polite and abide by the rules, I will stand up for you In **any** case. If they say they want your boss' name so they can call them, tell them immediately “Her name is Robin Navel and her phone number is 661-5402. I am sure she would be pleased to talk to you.” In extreme situations, call Security at ext. 5280

DO's and DON'T's

DO

Be polite at all times.

Make sure you sign off on the duty sheets.

Make sure your time is covered if you miss.

Make sure you keep up with your time - daily.

When equipment, such as the telephone, needs repairs that require maintenance's attention let Robin or John David know. They will report it in a proper manner. Do not bring it upon yourselves to do this. These things cost money and require a Dept. Head signature. The only reason you would need to do this is if you were opening and the ceilings collapsed because of rain or ice and we weren't at work.

Make sure you do a department charge once it is taken out of inventory.

DON'T

Sign any staff person's name to anything without their permission.

Charge out Scantron forms.

Install any software on the HelpDesk computers without permission from Robin or John David.

Emergencies

This is not about computer emergencies, these are real emergencies. Flood, fire and blood! Please use the following procedures in case of any emergency.

1) In case of an injury requiring first aid, you are to contact Robin or the closest faculty, staff or security member available. If the injury is an emergency situation you are to dial 911 first and then contact the appropriate Union personnel. If the situation is life threatening, the student worker may take necessary action until Union personnel arrive.

(This is taken from a memo from Dr. Charles Fowler on February 19, 1996)

2) In case of fire, contact John David (or closest Union personnel) immediately. He is the "Fire Chief" of this area. He is responsible for pulling the alarm and taking necessary action to make sure everyone is safe.

3) If you are working during the day and it begins raining very hard, watch for any leaking through the ceiling. You are to 1) turn off or unplug any hardware under the leak, 2) move the hardware to a dry area, 3) put a trash can under each leak, and 4) contact Robin or John David as soon as you notice the leak. If you open in the morning after a hard rain and the ceiling tiles are very saturated and about to collapse, first follow steps 1-4 then call Facilities Management at 661-9818 (dial it off campus). When John David or Robin come in, tell them what you did and they will handle it from there. **This is the only case when you are authorized to call Facilities Management without prior approval from John David or Robin.**

FINAL COMMENTS

This is a lot to know. You'll be given reasonable time to learn policies, procedures, and software. However, your future employment as a Student Lab Assistant and any "recommendations" you may want in the future depend on your learning, practicing, and knowing more than you know now.

The Computing Services Staff take pride in their student workers. You are a valuable asset to the campus and you are highly recognized for your knowledge and people skills. Enjoy your job as a lab assistant and use it to be of service to our Lord.

Being "person-centered, service oriented" is an official goal for all Union employees. You are an employee of the University. Keep this goal in mind as you serve at the HelpDesk and as you work as a servant of Christ.

Jesus

Others

Yourself