

Lab Assistant Employee Handbook



for the
Academic
Computer
Center

Goldey-Beacom College

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INTRODUCTION

Welcome to the Goldey-Beacom Academic Computer Center. As a Lab Assistant, you will not only work in the lab answering questions, but you will be given opportunities to work with computers in ways not always learned in the classroom.

Installing and uninstalling software and basic maintenance jobs will be only some of the extra activities made available to you as an experienced Lab Assistant. As you advance to a Senior Lab Assistant, you will be given more and more opportunities to work with the PC's and networks and given extra responsibilities in the lab. It is this kind of background that will give you an advantage when you enter the job market.

We hope you enjoy working in the lab and will take advantage of every opportunity to learn new and exciting computer skills.

JOB DESCRIPTION

The following is a list of the jobs that you will be doing on a day-to day basis. **Most important, you should remember the reason you are working in the lab--to help students when they have questions and to protect the equipment.** The students are the customers for the College. Always remember to be **polite** and be accommodating whenever possible within the established guidelines.

You are not to leave the lab **under any circumstances** unless it is an emergency or prior approval has been given by one of the full-time OIT staff. If you need a bathroom break, please make sure the other person on duty is aware that you are leaving. If you have worked four hours and you need a lunch break, please be sure to notify the person working with you, **clock out**, and then back in when you return.

- **Help students with their questions**

Answer questions about hardware or software. This includes turning on/off the computers, figuring out errors on software packages or minor assistance with programs. It does **not** include doing a project or coding for the student. **It is important that the student learn and not just watch someone do the project.** In most cases, helping a student will not last more than a couple of minutes for each problem. If a student seems extremely lost and confused with the project, **refer the student to his/her professor for extra help.**

- **Maintain a neat appearance in the lab**

It is up to the Lab Assistants to ensure that scrap paper is picked up off the floor and the tables around the PC's. Unused chairs should be pushed under the table with the arms in the upright positions. The PC's should be in line on the table with the LCD panels slanting towards the lab door. The Lab Assistant's desk should also be kept clean. Backpacks should be kept on the floor under or next to the tables.

- **Change paper/toner cartridges for printers when needed**

Extra boxes of paper are kept in the lab for replenishing printers when they run out of paper. Carefully, open the paper trays. You should be able to fill a ream of paper in each tray. Close the drawer **gently**. Please be sure to stack the paper neatly. An extra toner cartridge is kept in the lab. Complete instructions for installation are inside the box. Check the printer paper and make sure at least a box of paper is available for the evening or weekend. Please see the IT Administrator before 5 p.m. to refill the paper or toner supply in the lab if needed.

- **Ensure that the policies of the lab are upheld by everyone**

Enforce the lab policies with no exceptions. The policies were established to protect the equipment and the software agreements. Students who create a problem in the lab and are disturbing others should be asked to follow the policies. If they continue to disturb others, call FT OIT Personnel or Security. If that does not correct the problem and they continue again, note the student name and/or username in your shift report, including the time and a description of the problem. **Watch for students who have food or drinks.** Bottled drinks which have screw on lids or travel mugs are permitted. Continuously, walk through the lab and look for drinks near the table legs. Students have a tendency to sneak in a soda and place it on the floor next to a table leg. Lollipops are not permitted. Sticks have been found on the floor and under keyboards. Just ask the student to finish it before entering the lab.

-**Watch screens**

As you circulate through the lab, watch the screens of the students working. You have the authority to ask the student about what they are doing if it seems out of line. Porn is not permitted.

- Telephone use

The lab telephone is not to be used by students for personal calls at any time. If a call comes for a student and you verify that the student is in the lab, take a message and give it to the student. There is a payphone in the building entrance for them to use.

- Cell phone use

Students should not be using their cell phones while in the lab. If they answer a call, are loud and disturbing the others in the lab, ask them to go out in the hall to complete their call.

- Hardware/Software problems

Should you encounter any problems with either hardware or software that you are unable to resolve, please e-mail the OIT Personnel. Please be sure to include the complete PC number (MLxx, ELxx, or NLxx) and a detailed description of the problem. Do not move any equipment from its current location unless you have been instructed to by one of the OIT Personnel. Preprinted signs are on the bookshelf to be taped to the front of the LCD panel of any PC which is not working properly. Students are not to try to fix hardware, should not be pulling the processor out or reaching behind them. Please ask them to stop and if they don't, call OIT or security to handle the situation.

- Inappropriate behavior

Students are expected to conduct themselves appropriately when working in the lab. Any actions that could be offensive to others or for others to observe should be reported immediately to the OIT Staff. In the evening, call Security. Anyone in the lab should be working at a workstation. If someone comes in and does not log onto a computer and is not working directly with someone on else, please note the person's name and time of the event in the shift report.

- Circulate among students

Please **do not congregate and talk with your friends** when you are on duty as a Lab Assistant. Always be alert to the needs of the students. You should be stationed within the lab and not in the hallway. Look for students who look totally lost at the beginning of the semester and try to make them feel comfortable with the computer. Keep an eye out for students leaving. **Lab assistants must always be circulating through the lab(s)**. If students leave without logging off the computer, perform the logoff for them.

- Maintain a quiet atmosphere in the lab

Students that are working in groups should be asked to whisper. Students may talk at a low voice. Please ask students to lower their voice or refrain from talking if they are too loud. Once you have politely asked them twice call one of the OIT Staff. We will deal directly with anyone not wishing to follow the policies. In the evening, please call Security.

- Performing extra tasks

On regular intervals extra tasks need to be performed to maintain the cleanliness and neat appearance of the labs. Screens and keyboards should be cleaned as needed. At slow times if no one is using computers which need done, take that opportunity to clean them.

- Be thoroughly familiar with published policies for computer & network use

Check the bulletin board for copies of published memos and website for policies pertaining to the lab and lab usage. Be familiar with handouts that are available in the lab. Several handouts guide students through

signing on the first time, changing passwords, the wireless network, too much noise, etc. Some of these handouts are also listed on the Blackboard GBC Community Course under 'Course Documents'. Be familiar with the information on the college website under computing services. Do not send students who need help with wireless directly to the OIT staff offices. Refer them to the website for wireless. They need to use the online form and request wireless access or an appointment for help.

- Printer usage/paper

Please monitor printing in excess of 10 pages which is not related to coursework. If massive web printing is being done by a particular student, please advise the OIT staff. If the person continues to print excessive amounts, note the student name, date, time and estimated number of pages printed in your shift report.

- Books on the shelves/diskettes from faculty

Several reference books are on the shelves for the students to use. Also, the faculty leave CDs/ diskettes with project files for students to copy in the lab. If any student wishes to use one of the books or diskettes, you are to obtain from them an ID, keys, a driver license or something valuable that they will be sure to need before they leave. If it is keys or something without their name, write their name on a piece of paper in case they leave without picking it up. This will assure both items get returned.

-Handicap workstations

The two stations to the right as you enter the lab are denoted as handicap workstations. If a handicap student comes in to work and both workstations are occupied by non-handicap students, please ask for one to volunteer to move. If this becomes an issue with the student, please call the OIT Personnel. In the evening, call Security.

-Classes using the extended (001) and teaching (012) labs in the evenings

Classrooms 001 and 012 are reserved through Stephanie Foster. All faculty who use that lab have access to view a public calendar to see who is signed up at anytime. If a faculty member brings their entire class down and 012 is available, they should be directed there. Room 012, across the hall and down from the main lab, can be opened with any projection classroom key. Most faculty have their own. If Room 012 is not available and Room 001 is available, they can use it. Otherwise, faculty could send alternating small groups of up to 10 students to the main lab. Please e-mail the Dean if faculty are continually sending their entire class to the lab, causing it to fill.

-Resetting passwords

Refer to the detailed instructions posted for resetting passwords. You may reset a password over the phone as long as you reset it to a combination of the student ID number and some letters. Tell the student you are resetting the password to their first initial plus their last initial plus their student id number. Send an e-mail to the IT Administrator with the username and student ID number for confirmation. Some usernames are close and students have been using the wrong userid causing unnecessary problems. Always check the 'Locked Accounts' list on the Beacom6 server if the account has been disabled. Anyone on the locked accounts list should be referred to the IT Administrator or Dean. When a student account cannot be found, please ask to see the student's current schedule. Please e-mail the Dean of any students who you do not find a username for. Refer to the new student list to determine usernames under the new policy.

-Assisting students with their accounts

Assist new students with their accounts. If needed, show them how to setup their account. When a new student wants their e-mail username, use the Windows active directory to verify their username. To reset

their account/password, they must show you a photo ID. Refer them to the handouts when needed. Students have four accounts at the College: a UNIX account for their homepage, telnet, and ftp; a Windows account used for authentication and e-mail; a campus web account; and a Blackboard account. Please refer to your information on how to reset these accounts for students, if needed. The Blackboard and Campus web login screens have a 'Forgot your password?' option which sends an e-mail to the GBC e-mail address. Refer to the frequently asked questions section of the website for more information on usernames and passwords for the different systems.

-Alumni wishing to use the lab

In general, the lab is not available for access to alumni. Any alumni needing access to a computer for job searching should do so through the Career Services Department. They have a workstation specifically set up for that purpose.

- Policies of the lab

Please refer to the ACC page on the college web site for an up-to-date copy of the guideline/policies for students and employees of the college. All lab assistants must abide by the 'Policy for Responsible Computing and Use of College Resources'. Any lab assistant who attempts to access P2P file sharing or illegally downloads music will be dismissed immediately.

- Lost/Found Items

Any CD's or floppy disks which are found should be placed in the bottom drawer of the file cabinet. Please attach one of the sticky notes with the date, time, and PC number of the workstation where the item was found. Any other items that are found should be immediately turned over to one of the FT OIT staff. If the item is found in the evening, lock it in the second drawer of the file cabinet and make a note on the shift report. Lost and found items will be sent to the Student Affairs Office.

-Monitoring lab/attendance

Please use the Lab Monitoring program to see a quick count of students using the lab. This will help determine the need to open Room 001. When usage in the main lab gets to be 35 to 40, please open the door to 001. This door is usually kept closed but not locked. When 001 is opened, the Lab Assistants need to circulate through that lab or one person needs to remain in it if it is fairly full. If you have a problem with a student, get the student's username from this program and include the information in your daily report. We will follow up with the student with an e-mail to support your actions.

- Rain

If it is raining, please periodically check the windows for leakage that may cause damage to the computers. In the case of leakage during the day, please notify one of the OIT staff. In the evening if it is extensive, please call Security (e-mail minor leak details to the OIT staff). **In the case of possible damage only**, you have permission to disconnect and/or move any computer which may be water damaged. Please do not leave power cords plugged into the electric outlet and disconnected at the processor/ monitor end where water could possibly reach. Clear plastic sheets and tape are located in the Lab Assistant area in a box on the shelf and should be used to cover the window to drain the rain into one of the trash cans. Please be sure to tape to the strips of plastic around the window rather than the wall.

- Network status

Use the tools (ping) on the Lab Assistant desk to determine the network status. The following is an explanation of each server/address and what it means.

Internal – a successful ping indicates the system is up

campusweb	GBC Campus Web
goldey	GBC Website, ftp
juno	Blackboard
mail01	e-mail server
web01	GBC web server

External – a successful ping indicates the College ISP connection is up

www.google.com	outside connection
www.psu.edu	outside connection

Lab Assistant Instructions for Guest Accounts

1. Check the current student's GBC ID and record the Student name and ID number into the log book. Ask the guest for a picture ID and use it to record the guest name in the log book.
2. If the prospective student has completed the Guest Account Registration Form, use it to input the information into the online form at <https://web01.gbc.edu/acc/guest.asp>. If they have not completed the form, you may complete the form from the guest's picture ID (hopefully it is a driver's license with their complete address) and the guest giving you the other information as needed.
3. Unlock one of the guest accounts (gbcguest1, gbcguest2, gbcguest3, gbcguest4, or gbcguest5) on Beacom6 and reset the password to either the student's ID number or the guest's last name.
4. Record the Guest account used, date, and time-in in the guest account log book.
5. Make sure to ask the guest to let you know when they are leaving so that you can record the time-out in the book and lock the guest account back up.
6. If your shift changes while a guest is there, make sure you alert the next lab assistant that there is a guest. Take the lab assistant over to the guest to introduce them and let the guest know they need to let the new lab assistant know when they leave.

Zip and Floppy Drive Checkout Procedures (External Drives)

1. When opening the lab, the senior most lab assistant should locate the file cabinet key in the lab assistant desk. Note on the daily form that you are the owner of the key.
2. Check the drawer and make sure that all 6 zip and 4 floppy drives are there.
3. When someone requests an external drive, complete the information for the External Drive Sign Out Sheet. Be sure to obtain some type of article from the person and lock it in the drawer with the external drives.
4. When an external drive is returned note the return time on the Sign Out Sheet, return the article to the person and return the external drive to the drawer.
5. When a shift changes, the next lab assistant taking charge of the drives should sign in the log book, check the drawer for the number of drives there and verify any drives currently checked out.
6. At the end of the day, the person in charge signs the Shift Changeover Sheet and notes all drives are in the drawer. Replace the key in the lab assistant desk.
7. Always keep the file cabinet locked!!

GENERAL POLICIES AND PROCEDURES

- Clocking in and out

When you arrive at the lab for your shift, use the computer at the Lab Assistant desk. Turn on the computer (if it is not already on) and double click the "Time clock" icon. From the Time clock Toolbar click "Clock In" or hit the F5 key on the keyboard and enter your Last Name and Password. It will tell you the exact time that you clocked in. Close the time clock toolbar by clicking the "x" in the right corner.

After finishing your shift follow the instructions above to get to the Time clock Toolbar and click "Clock Out" or F8 on the keyboard. Enter your Last Name and Password and again it will show you the exact time you clocked out.

It is suggested that you keep your own record of when you clocked in and out to check your hours before the IT Administrator submits them to payroll. To print your timesheet, on the Time clock Toolbar, click "Login" or F9 to get the option for the Printer. Click the printer icon or hit F7 from the keyboard and select 'GBC - Academic Computing Ctr'. The timesheet you select is related to the job entry when you clock in or out. There is a "note" area when you clock in or out for notes. Any corrections to your time entries should be noted in that area. If you forget to clock in or out, clock in or out as soon as you remember and note the correction in the "note" area including the actual time you arrived or left. The Dean will make corrections before the timesheet is due. Do not e-mail the Dean with corrections. Corrections are made the first working day of the next month.

If you are scheduled for a long day and take a lunch, you need to **clock out for lunch and clock back in** when you return.

- Paycheck procedures

On your last working day of the pay period, on or before the 2nd of the next month, print and verify your timesheet. The pay period is the first of the month to the end of the month. Be sure you enter the correct dates to print your timesheet. If there is no need for correction, sign and date it and give it to the IT Administrator or slide it under their door. Should you need adjustments to your timesheet, make a clear note of such changes and give your timesheet to the IT Administrator. A new timesheet will be printed which you will need to sign.

You may pick up your paycheck on the 15th of the month in the Business Office where you would pay tuition. If you do not pick up your check, it will be mailed to you shortly after the 15th of the month.

- Attire/Nametags

Nametags are provided for all Lab Assistants. You are expected to wear these when you are on duty so students can easily determine the Lab Assistant on duty. Please refrain from wearing old worn jeans and cutoffs. As an employee of the College, we would like you to present a neat and professional appearance. If in doubt, do not wear it.

- Scheduling procedures

The week before the session starts all Lab Assistants will e-mail the times when they are available* to work, in writing, to the IT Administrator. A schedule will then be created and e-mailed to each Lab Assistant which will be used the first week of the session. Once everyone approves of their hours it will be finalized for the remaining time of the session.

Each week a new copy of the week's schedule will be made to record any changes in the schedule that may occur during that week. If you have someone substitute for your shift or if you are covering someone

else's shift, make a note on the schedule posted on the bulletin board. Fill in the necessary substitution form with the appropriate signatures, and give to the IT Administrator. If a substitution form is not submitted and changes are not made on the posted schedule, you will not be paid for the substitution hours.

*NOTE: Your availability is NOT necessarily your schedule but simply the times you can be scheduled. Scheduling will tend to give the Senior Lab Assistants more hours.

- Replacing a shift

On the occasion that you need to have off during a shift that you are scheduled, you will need to find a replacement in advance. Remember to make the change on the weekly schedule posted in the lab and complete the substitution form. A Senior Lab Assistant may **not** be replaced by a new Lab Assistant without consent from the IT Administrator or Dean. An entry should also be made in the note area when clocking in to say 'covering for _____'. Be aware that some lab assistants are permitted to only work 20 hours per week. If they replace you, you may need to cover their hours.

- Calling in sick

If you are able to find a replacement, please do so and call one of the full-time staff to let them know who is covering for you. If you are too sick or cannot find a replacement, please give as much notice as possible so that we will have time to find a replacement. If it is during 8 a.m. to 5 p.m. on a weekday, please call the IT Administrator, Dean, any other FT IT staff member and then the Computer Lab. Please call each person until you have actually talked with someone in person. During the week after 5 p.m. or on the weekends, please call the OIT Personnel on their cell or at home if you cannot find a replacement.

- You are not getting paid to sit, play games, or do homework

One Lab Assistant should always be alert to any coming or going at the door and to check for food, drinks, questions, etc. Both Lab Assistants should be in the lab at all times. You are not to be running errands or visiting with other departments while on duty in the lab. Should you need a bathroom break, please make sure the other Lab Assistant knows you are leaving.

- Restricted work hours

If based on your VISA, or any other reason, you are restricted to work only a certain amount of hours per week, it is your obligation to make sure you are not working more than those hours. Anyone working in the lab that does not follow these guidelines will be terminated.

- Telephone use

The lab telephone is not to be used for personal calls at any time. Lab Assistants should not be taking cell phone calls, unless it is an emergency. Do not change the telephone ringer volume. Lab assistants are required to answer the telephone.

- Password reset policy

1. Lab assistants are permitted to do the following:
 - a. Reset a password at the user's request.
 - b. Unlock an account at the user's request. (If it was not locked by us).
2. Under no circumstance are you to leave the Lab Assistant computer with the AdminSuite Client or Windows Terminal Server open.

- **Questions**

If you have a question which is not covered in this Lab Assistant manual, please speak or e-mail the OIT Personnel.

- **Disciplinary actions**

Anytime any policy or procedure (such as being late or not showing up for a shift without a valid excuse, playing games, or ignoring lab policies and procedures) is not followed by a lab assistant who is on or off duty, the lab assistant's position may be terminated. This will be a part of your employment record at the College and this manual serves as your notification of this procedure.

- **Sitting down**

Lab Assistants are permitted to sit down during their shift if the lab has fifteen or less students and the extended lab is not open. Lab Assistants are required to sit at either the Lab Assistant computer or computer 13 in the main lab. **If you sit, please get up and circulate every 15 to 20 minutes.**

- **NO GAMES**

Lab Assistants are not to play games while on duty!

- **Cell Phones**

When on duty, lab assistants are not to use their cell phones to text, make, or answer calls.

- **No headphones**

Lab assistants are not to sit at a computer wearing headphones. Doing so will be immediate termination of your job.

- **Lab coverage**

Under no circumstance should both lab assistants leave the lab at the same time. One person needs to always be covering the lab.

- **Shift report**

Be sure to complete a daily the report for your shift.

- **Lab opening/closing problems**

If the building is not open on weekends/holidays for you to start your shift, call Security first. If you do not get a response from them, call one of the FT OIT Staff at home.

Lab Assistant Shift Report

Each lab assistant **must** complete a shift report for every shift worked. Listed below is a detailed explanation of the report and how it should be completed.

SHIFT INFORMATION – During shift: *This should be the beginning and the ending times of the shift you are completing the report for.*

BEGINNING OF SHIFT (Counts should be totals for both labs).

Mice count: *You may count the mice with the other assistant on duty, one person doing each lab.*

Zip drives: *Unlock the drawer and verify that 6 zip drives are accounted for by either being in the drawer or an ID is in the drawer of the person using the drive. Record the count as 6 or the number in the drawer + the number of IDs.*

Floppy drives: *Unlock the drawer and verify that 4 floppy drives are accounted for by either being in the drawer or an ID is in the drawer of the person using the drive. Record the count as 4 or the number in the drawer + the number of IDs.*

Chairs checked: *Physically check the chairs to make sure all of the parts are working and none are missing. Check to see if there are any stains which need to be cleaned. Note any findings here under the Comments section on the bottom of the report.*

Computers checked: *Check the empty workstations by moving the mouse and verifying that no one forgot to log off. If so, please log them off. Be sure that there are no personal items indicating that a student is using the computer.*

SHIFT DETAILS:

Accounts unlocked/passwords reset: *List the student usernames and whether you unlocked the account or reset the password.*

Students helped: *List names or usernames for the students you help and a brief description of what their problem/question was.*

Other duties performed: *Also list here any students you would want to have followed up with an e-mail about noise, cell phone issues, excessive printing, viewing porn or any other problems. List when you change a toner cartridge (note which lab), cleaned LCD panels, dusted keyboards, desks, etc.*

Comments: *For any chair broken, computer problem, lost items found, etc. please list the PC number and a description of the particular problem.*

END of SHIFT: *Please repeat the steps performed at the beginning of the shift.*

LAB ASSISTANT REQUIREMENTS

- Requirements

- Shows a genuine interest in computers
- Submit a resume to the IT Administrator or Dean of OIT
- A recommendation from a staff or faculty member of the College
- Interviews with the IT Administrator
- Preferred completion of ITG 148, ITG 149, and one programming language (e.g. C++ or Data Structures)
- Show trust, have a positive attitude, and be competent
- Friendly personality
- Fluent in English and has good communication skills

SENIOR LAB ASSISTANT REQUIREMENTS

- Requirements

- Recommended by the OIT Personnel and interviews with the Dean
- Must have been a Lab Assistant for at least 600 hours
- Has completed two additional CIS courses
- Pass a brief exam which will include emergency scenarios
- Abides by all guidelines listed in the job description and is not on probation

- Additional Responsibilities

- May be left in charge of the lab at night or on weekends at the Dean's discretion
- Will train new Lab Assistants
- Will be held responsible for other tasks delegated

EXTRA TASKS

To maintain the appearance and cleanliness of the lab the following tasks will be scheduled on a periodic basis:

- **Maintain bulletin boards.**

Monthly-- Pull extra staples off the bulletin boards along with any old postings. Lab Assistants may also volunteer to decorate the bulletin boards and the lab.

- **Wipe down tables.**

Weekly-- Dust the tables and throw away any trash.

- **Wipe down the computer.**

Weekly-- Dust the top of the computers, keyboards, and printers. **Do not** spray liquids into the keyboards.

- **Clean the monitor screens.**

Daily-- With the appropriate cleaning materials, spray a cloth and wipe down the LCD displays. Clean scanner surface.

- **Pick up paper on floor.**

Daily-- Pick up large pieces of paper which accumulate on the desk or lab floor.

OPENING AND CLOSING PROCEDURES

Opening

1. Open door and prop open.
2. Turn on lights.
3. Turn on all computers and printers in the main lab.
4. Turn on the Lab Assistant computer and clock in.
5. Make sure there is ample paper supply for all printers.
6. Make sure the room is tidy.
7. Clean Lab Assistant's desk.

-Closing

1. The closing time is posted for 10 minutes prior to our actual closing time. This gives you the flexibility to allow students time to finish up what they are working on. Please work with the students in the lab at this time and use your judgment if you need to wait for them. Surfing the internet and e-mail use are not valid reasons for you to have to wait.
2. Make sure the floor and tables are free from scrap paper
3. Push in all chairs with their arms up under the tables.
4. Clock out and turn off the Lab Assistant computer.
5. Walk around and check to make sure that all processors, monitors, and printers in the labs are off.
6. Close blinds, lock doors, and turn off lights. Close the door and double check to make sure it is locked. If it is not locked, please call security to lock it. Do not leave until they arrive and lock it.

WHAT TO DO IN CASE OF FIRE

- Fire Alarms

1. The IT Administrator or senior person in charge at the time of the fire alarm will be responsible for seeing the labs, computer room, restrooms, and offices are cleared of all people. The major responsibility is to see that everyone leaves the building promptly.
2. In the daytime, we are responsible for seeing that the south entrance is clear and all people have moved off the parking lot onto the grass by the ball field.
3. At night, we are responsible for the north exit. All people should move down the ramp and onto the grass away from the building.
4. The following steps should be taken as soon as the alarm sounds:
 - a. Direct all people working in the lab to leave their work as it is and exit the building by the north door. Assign persons present (Lab Assistants or students) to check the restrooms and report back to you.
 - b. Check the offices to be sure everyone is out.
 - c. Close doors, making sure the lab doors are locked, and exit to the assigned area.
 - d. Remain outside until the signal stops or directions for returning are given.

No groups of people should be on sidewalks or drives and no one should try to leave in a car. Driveways should be kept clear for the fire companies and fire equipment.