

# STUDENT COMPUTER CONSULTANT HANDBOOK

**Albright College**  
I.T. SERVICES

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# ATTENDANCE

## **The Importance of Attendance**

The primary purpose of the Consultant's job is to provide assistance to his or her fellow students; and, to provide security and supervision of the lab facilities and users. **It is your responsibility as a Consultant to be on time, every time.** It is not nearly as important to be able to answer every computer question, as it is to show up for your shifts and **be on time.** You can't help someone if you're not in the lab and the security of our labs is compromised if there is no Consultant present. *Missing your shift leaves the lab open to theft, vandalism, or worse. Your attendance is necessary to prevent these things from happening.* **Attendance is on the first page of this Handbook because it is the most important requirement.**

## **Voice-Mail Check-In / Check-Out**

Your attendance will be tracked by a voice-mail check-in procedure. When you arrive and when you complete your shift, you must call extension 7927 and leave a message with the following information:

- Your full name
- The lab you are in (Main or Science)
- The day of the week & current time
- The Consultant you are relieving
- The time your shift ends

The voice-mail system will date and time-stamp your message, as well as record the location of the phone you called from. You should record the time and place in your message as a verification for the system. (If the SHL phone is not available use the Secretary's office phone.) Please see the section on **voice-mail check-in** in the Policies section for more on this.

## **The Lab Area**

The Lab Area is defined as the "places you're allowed to be during your shift". Leaving the Lab Area, except for trips to the lavatory, is considered to be "Leaving a Lab Unattended" offense. This means you may not go outside for a smoke break or any other reason. The Lab Areas you may be called on to staff are listed below:

- Computer Center Lab Area:  
Computer Center, Rooms 100A, B, D, E, F, and desk area only
- Science Hall Lab Area:  
Science Hall, room 219 only

## **Signing Up for Shifts**

### When and How

Each April, blank schedules for the Summer and Fall sessions will be available at the Help Desk on the 2nd floor of the Computer Center. Blank Spring and Interim schedules are available in December. Emails will be sent announcing the sign-up schedule based on your position. Shifts are **first come, first serve.** After the Head Consultant signs up, an email will be sent out to all consultants who are then permitted to sign up for shifts. You do not have to sign up on that day, but you may not sign up before that day (just like course registration). There is a 3 Shift minimum at first, but after everyone has had a chance to sign up, Consultants may have a chance to take more shifts

If, at any point during the semester, a shift is left blank on an existing schedule, **email the lab managers** (at "labhc@albright.edu") that you would like the shift. You **must** notify

the lab managers, because they are probably actively looking for someone to fill that shift as you write! The first email sent/received will be honored for the shift.

### Minimum and Maximum Hours

Lab Consultants are required to maintain a schedule covering a minimum of 3 shifts per week in Main lab. Head Consultants are required to maintain a schedule covering at least 5 shifts per week. To sign up for less than that requires the permission of the Academic Coordinator.

**According to Pennsylvania labor law, you may not work more than 20 hours per week, at all of your campus jobs combined. You may not work more than five (5) consecutive hours without a 30-minute break; therefore Consultants are not allowed to sign up for more than two consecutive shifts.**

### Empty Shifts and Crunch Time

The Academic Coordinator (A.C. Nancy Kapaona) or Lab Managers (Head Consultants) may require you to work any shift, in any lab, at any time, provided that you do not have class during that time. Typically, the only shifts that are assigned in this way are early mornings, weekends, and late nights during the first two weeks of a semester and Crunch Time. Crunch Time is Finals Week and the week before Finals each semester, during which time the Computer Center labs stay open one extra hour each night.

### Schedules

At the first meeting at the beginning of the semester the Head Consultants will hand out a schedule that all consultants will be required to fill out by the end of the following week. This schedule should contain the time for any other work and activities. This will be used to assign open shift. Any changes over the course of the semester are the responsibility of the Consultant to let the Head Consultants know.

**The Lab Managers must give you at least 48 hours notice of this action, and make sure that you are not scheduled for class.**

## **Subs**

When you need a "Sub" for a shift you cannot work, you should post it on blackboard under the discussion board labeled sub sheet, email all subs on the roster. **Always include** "labhc@albright.edu" when requesting a sub.

### The Sub List

The Sub List is posted on Blackboard. You use it to list a shift that you have subbed out. **Always use the Sub Lists as a point of reference for shifts that you have subbed out!** First response on Blackboard will be the one to cover. If a shift is posted at least one week in advance then 48 hours before the shift if it is not filled the Head Consultants will assign the shift. They will email and leave a message on the person's voicemail. **Any shift put up less than a week is the responsibility of the Consultant.** You will need to find a sub on your own or you will have to work the shift. If you realize that you cannot cover a shift that is less than 1 week away you must email [everyone](#) and find your own coverage.

### Notification of Lab Managers

If you agree to take a shift you should post a reply on blackboard, reply to the email and post your name on the sub sheet. The primary place to respond is Blackboard so the first reply to blackboard will be the consultant working that shift. If you cannot work a shift

you signed up for you **MUST** email [labhc@albright.edu](mailto:labhc@albright.edu) at least 3 days in advance otherwise it is your responsibility to find someone or cover the shift yourself.

### **Permanent Schedule Changes**

Occasionally, you may want to stop working a shift permanently, add another, or switch with another Consultant on an ongoing basis. For any schedule changes that are not a one-time-only event, you must get the approval of a Head Consultant or an Academic Coordinator. The shift may be assigned if needed. Permanent shift changes are occasional occurrences, but if Consultants repeatedly need permanent shift changes, the behavior may cause a demerit or termination.

## **Policies**

### **Food, Drink & Tobacco**

**No food, drink, or tobacco products are allowed in any computer lab at any time.**

They must be left outside the lab or put it away.

This policy applies equally to Consultants, users, and College employees. In the case of Consultants violating this rule, a Demerit will be issued. In the case of College employees or instructors, simply find out the person's name and report the incident to the Academic Coordinator. Do not disrupt classes.

If you see a student user with such items ask that they put them in their bag or give them to you along with their name to be marked and held at the consultant's desk until they are ready to leave the labs. If you need to address the same student a second time regarding food & drink and they are uncooperative you have the option of asking them to leave the lab until they have finished eating or drinking. If the student becomes confrontational, you should return to the consultant's desk and call the Help Desk (7676), the I.T. Director (7225) (M-F/8-5) or Security (7670) (nights & weekends) for assistance.

### **Cell Phones**

**Cell phone use in the labs is prohibited for users as well as Consultants!** If a student is using a cell phone ask them to step outside the lab to finish their conversation. We want to provide a quiet atmosphere so student can complete assignments in a quiet atmosphere.

### **Timesheets**

At the start of each 2-week pay cycle, **sign your timesheet.** You **cannot** be paid unless your timesheet is signed. Do not wait until the end of the 2-week cycle. **Do not fill in your Social Security Number. Fill in your Clock number.**

Fill out the timesheet according to the directions printed on it. There is a guide to filling out your timesheet properly in the front of the binder. **Do not fill in the shaded total row & column.** Check the pay period schedule that is posted at the CCM Consultant's Desk.

Leave your timesheet at the Consultant's Desk in the Computer Center, in the binder provided for that purpose. Removing anyone's timesheet (yours or someone else's) from the binder, or tampering with someone's timesheet in any way, will result in termination.

### **Voice-Mail Check-In / Check-Out**

If you do not call the voice-mail check-in number (7927) when arriving for your shift, you will be marked Absent Without Notice, which you can receive a demerit. If the time and location you specify in your message does not match (within reason) the time and location stamp on the

message when we view it, it is considered Falsifying Employment Records, which is also a demerit offense. If there is an unscheduled class in Science Hall Lab, use the building secretary's phone to call that information to the check-in.

## **Job Duties**

### The Job Duties of a Lab Consultant

Consultants have all of these basic duties in the lab. (Refer to Figure 2.)

- Supervise the lab for the duration of the shift.
- Assist users with computer questions in any way possible.
- Keep the lab printer filled with paper and toner, and clear paper jams.
- Post signs (Class In Session, Out Of Order, etc.), as directed.
- Assist the Academic Coordinator or the Head Consultants with special projects
- Complete a certain minimum number of Cleaning Shifts
- Perform any and all additional tasks defined in the Procedures & Duties section of this handbook.
- Perform any additional tasks specified by the Head Consultants, Academic Coordinator, Help Desk, or Director of IT Services.

Figure 2: Basic Consultant Duties

### *Head Consultant*

Head Consultants (there are usually two at any given time) are the student managers of all other Consultants. They may be asked to perform duties as described in Figures 2 above but have the additional oversight responsibilities listed in Figure 3, below.

- Assist the Academic Coordinator with scheduling
- Resolve scheduling conflicts, disputes, and other problems
- Solicit Subs for unfilled shifts
- Proofread and Deliver the completed timesheets to the Help Desk every two weeks
- Restock lab cleaning supplies
- Training new lab consultants
- Assist the Academic Coordinator with special projects.
- Perform any additional tasks defined by the Academic Coordinator, Help Desk, or Director of IT Services

Figure 3: Head Consultant Duties

### Promotion

There is the opportunity for advancement for regular Lab Consultants to Head Consultant. This is at the discretion of the Academic Coordinator, based on initiative, the ability to handle additional responsibilities, a good work ethic, and more.

## **Offensive Material**

For the purpose of this document, Offensive Material is defined as any media content (including but not limited to text, graphics, visual or audio, digital or analog recordings, or any computer file) that can easily and unambiguously be considered offensive to any member of the Albright community, and has no educational value (i.e., is not part of any faculty member's research or student's academic workload or program).

Possession, exhibition, or distribution of Offensive Material in any computer lab by a user is considered a Disturbance. It is a Demerit offense if performed by a Consultant.

### **Rule Violations & Demerits – 3 Strike Rule**

For each violation of the rules in this handbook and in the list below, Head Consultants and the Academic Coordinator can issue Demerits. First is a verbal demerit (also by email), second is a written demerit (emailed and printed which will be signed by consultant and Academic Coordinator) and finally the third will result in termination. **The Academic Coordinator or Director of IT Services may also elect to terminate or demote any Consultant from their position depending on the severity of the offense or if this is their 3rd offense.** (Offenses shown in **bold** are the most serious.)

#### List of Demerit Offenses

- **Committing or permitting theft or vandalism of College property**
- **Being absent from a shift without notice**
- **Leaving a lab open and unattended**
- **Falsifying employment records** (timesheets or voice-mail)
- Being late for a shift
- Refusing to attempt to assist a lab user
- Exhibiting unprofessional behavior while on duty
- Making excessive personal calls while on duty
- Failing to correct a disruptive situation in a lab
- Failing to follow posted procedures
- Permitting anyone other than yourself behind the Consultant's Desk
- Permitting food, drink, or tobacco products in a computer lab, or having such while on duty
- Viewing or distributing Offensive Material
- Violating the Albright College Ethical Computing Statement, Electronic Communications Policy, or other relevant College policy
- Failing to complete assigned tasks
- Failing to send an e-mail to the Help Desk regarding a new Out Of Order sign
- Failing to have campus email & voicemail set up
- Failing to provide email or phone response as directed by Head Consultants or Academic Coordinators

### **Disturbances & Emergencies**

Treat the computer labs like the Library; keep things quiet and orderly, so people can concentrate and get work done. If someone is behaving in a manner that prevents this, follow these steps:

1. Ask the individual(s) politely to stop the disruptive behavior at least 3 times.
2. If they refuse, ask them to please leave the lab area. Remind them that they can certainly come back later, if this seems to upset them.
3. If they refuse to leave, do not continue the discussion. Simply walk away and call the Help Desk (7676), the I.T. Director (7225) (M-F/8-5) or Security (7670) (nights & weekends) for assistance.

**Important note:** If you feel that you or anyone else in the lab is in physical danger at any time, for any reason (belligerent individual, natural disaster, medical emergency, fire, etc.), do not stay. Get yourself and/or the endangered individual(s) out of danger immediately, and call the appropriate authorities (Albright Security (311) or 911, whichever is appropriate to the situation).

### **Printer Policy**

Users may not print more than 5 copies of any document. Users are also restricted to printing no more than 20 pages of large documents at one time. Consultants must monitor the printer queue and delete any print jobs that violate these rules.

### **Authorized Lab Users**

The following is a list of authorized lab users. Anyone in the labs who is not on this list is, technically, trespassing on private property, and should be asked to leave.

- Currently enrolled Albright Day, Evening, and DCP/DSP students
- 5th-year Education majors (student teachers)
- Albright faculty and employees (no guests)
- Individual alumni approved by the Director of IT Services
- Groups approved by the Conferences Office (special classes)

## Telephone Policy

The telephones in or near each computer lab are for official communication, calling the voice-mail check-in number, and emergencies. Consultants are allowed to make limited personal calls for the sake of convenience (ex: arrange transportation, contact instructor, etc.) **Consultants should not use the lab phone (or cell phones) for chatting; you are employed to supervise the lab, not talk on the phone. Please Note:** you can receive a demerit for excessive phone usage when you should be supervising the lab.

**Student users are not permitted to make or receive calls on the lab area phones.** If a caller asks you to "page" someone in the lab, you must tell the caller that it is not our policy to "page" people to the lab phone; they should come over to the lab if they wish to speak with that person. If a student user asks to use the lab phone, ask them to use a phone not located in the lab, as their conversation could disturb those working in the lab. As with all policies in this handbook, use your best judgment when enforcing this policy.

## Loaned Materials

There are several items in the cabinets at the Consultant's Desk at the Computer Center that are available for lab users to borrow. These materials are not to leave the lab area at any time. Currently, they include software reference materials.

When a user asks for a specific item, you must obtain their Albright issued ID card. No other ID is acceptable. Keep the ID card locked in the cabinet (not on your person) until the user returns the item.

**Speakers, headphones and the remote may only be given to a teacher when they have class.**

## Lost and Found

There is a lost and found box in the cabinets behind the Consultant's Desk at the Computer Center. When you find an item (a disk or anything else) left behind in the lab you need to tag it with one of the lost and found slips located in the box, fill out the appropriate information and place the item in the box.

# Procedures & Duties

## Procedure Signs

Each lab has posted signs listing the exact steps to follow when:

- Opening the lab for the day
- Starting your shift
- Closing the lab for the day

Follow these procedures exactly. Failure to do so will earn you a Demerit (see the Policies section, above).

## Walk Around Your Lab

Note that it is required for Consultants to monitor the labs in order to prevent users from doing various things while in the computer labs. It is impossible to do this if you do not leave your

chair during your shift. The Head Consultants and the Academic Coordinator cannot easily make you walk around your lab and observe the users, but if you do not do this at least once every 30 minutes, you will eventually get Demerits. Someone will slip a soda past you, or be viewing pornography in a corner, and you will be responsible if a supervisor has to dissuade them when you should have.

Consultants are also responsible for maintaining order in the lab and making sure it looks presentable to students and other people coming in. This includes **pushing in chairs that obstruct passage, placing keyboards and mice in their proper places, throwing away trash, and keeping the paper around the printers orderly.**

## Out of Order Signs

When a computer has a problem you can't seem to fix or attribute to user error, you must mark it Out of Order. Pre-made signs for this purpose are kept in the cabinets behind the Consultant's desk in the Computer Center. In all other labs, or if you run out of pre-made signs, you can print out a sheet of paper with the words Out of Order on it and tape it to the computer, instead.

- Never use a hand-written or torn sign. Always print one out or use a pre-made sign.
- **Always send an e-mail to [helpdesk@alb.edu](mailto:helpdesk@alb.edu) and [labhc@albright.edu](mailto:labhc@albright.edu)** with the computer number (taped to the desk next to the monitor), lab, and a brief description of the problem. Failure to do this is a Demerit offense. Enter the information into the log book and also on blackboard under the Problem Discussion Board.
- Tape the Out of Order sign to the computer in a conspicuous place.
- Do not turn an Out of Order computer on or off for any reason, even if a posted procedure says to do so.

## Classes in the Labs

The Head Consultants will post updated class schedules in each lab throughout the semester. Check these schedules every time you start a shift. A class that has dates listed only meets on those dates. A class with no dates listed meets every week at that time, all semester long.

### In the Computer Center

If you see a class is going to start during your shift, enter the lab in question and warn everyone to leave the room about 15 minutes before the class is scheduled to start. Tape a "Lab Closed" sign (pre-made and stored in the cabinets behind the Consultant's Desk) on the doorframe. When the class ends, remove the sign.

If a class comes in to use a lab that is not on the schedule, first contact an Academic Coordinator. If it is an evening class use your best judgment and try to accommodate the class by letting them use a lab that meets the requirement for the class size and/or software requirements. Be sure to leave a message or send an email to an Academic Coordinator and [labhc@albright.edu](mailto:labhc@albright.edu) with the instructor's name and which lab and time.

## In Science Hall Lab

Science Hall Lab shifts will be coordinated around a changing class schedule. While these are permanent shifts if there is a class in the room the consultant should not be working. **Please be sure to check your email and Blackboard daily for such notices.** These shifts will be opened up to Subs first and then available on a first come first served basis to all Consultants. Shifts not spoken for will be assigned based on your class schedule. If an unscheduled class is in the room when you arrive for your shift, check with the building secretary regarding the length of the class and call in with the information you have using the secretary's phone. If the class will end during your shift you are expected to cover the lab for the time remaining of the shift.

## **Printer Procedures**

### Refilling Paper

When replacing paper in the HP LaserJet 4000-series printers (the number 4000, 4050, & 4100 will be displayed prominently on the front of the unit), always try to fill the paper tray as full as possible, without overfilling it. These printers can hold one entire ream of paper at a time. They jam less when they are full.

Also, open the ream of paper with the seam side up. Be sure to insert the paper in the tray keeping that same side up.

### Refilling Toner

When a printer shows the "Toner Low" message, do not automatically change the toner cartridge. Instead, remove the toner cartridge (according to the directions on the inside of the toner cartridge cover on the printer) and shake it gently from side to side. After you put the toner cartridge back in the printer, if the "Toner Low" message appears again during your shift, repeat this process and check the print quality to determine if the toner must be replaced. If the print quality becomes poor, you may replace the toner with a new one.

In the Computer Center, extra toner cartridges are kept behind the desk. In Science Hall, see the building secretary for a new cartridge (see Obtaining Supplies, below).

When replacing an old cartridge with a new one always use the box with the oldest date and follow the directions on the box or bag containing the new cartridge. Then place the old cartridge in the empty box and take to building secretary. In the CCM building be sure to get another toner to put back on the storage shelf. Do not leave any toner cartridge lying out of a printer or box for more than a minute or two; cartridges should not be exposed to too much light.

### Obtaining Printer Supplies

If you are in need of paper or toner, always see the building secretary (See the Appendix -- Important Numbers), who will supply you with what you need.

**In the Computer Center**, ask the Help Desk for paper when you unpack the next to last box of paper for storage on the shelf. Ask him or her for new cartridges if you have 1 or less new cartridges left. Send an email to "labhc@albright.edu" if after 4:30pm.

**In Science Hall**, supplies may not be stored in the lab itself, and you may need to contact the building secretary if and when you run out of paper or toner.

### Storing Printer Supplies

In the Computer Center, paper is delivered in boxes. Consultants must unpack one box of paper at a time (when down to 4 reams on shelf) and stack the reams of paper on the shelf beneath the printers. There is a shelf beneath that for new and used toner cartridges. Failure to do this is a Demerit offense.

In Science Hall, any extra supplies are usually stored right next to the printer, if they exist at all. Usage is much lower in this lab, so stockpiling isn't necessary.

### **Miscellaneous Supplies**

See the Help Desk for things like tape, staples, paper clips, and anything else you might run out of (see the Appendix -- Important Numbers). See the Help Desk for cleaning supplies.

### **Cleaning**

Level II Consultants / Subs are required to clean a group of computers once every two weeks. The Head Consultants assign each Level II Consultant and themselves a lab or part of a lab in which they are responsible for cleaning throughout the semester. The cleaning is to be done during the Consultant's regularly scheduled shifts. During regular semesters there will be a list posted at the Consultant's desk for each Consultant to initial and date when they have completed cleaning their designated computers.

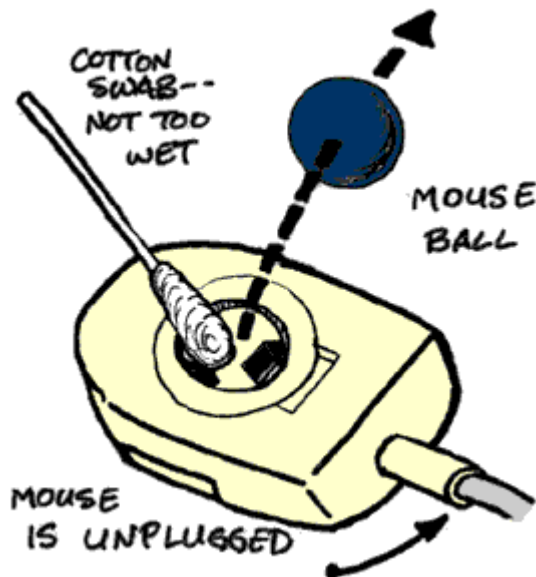
#### Cleaning Supplies

Dust cloths, alcohol solution, and cotton swabs will be located in the cabinets behind the Consultant's Desk in the Computer Center. If these supplies run out, see the CCM Help Desk, just as you would for any other supplies. (see the Appendix -- Important Numbers)

#### Computer Cleaning Procedure

- First, be sure to shut down the computer and turn off the monitor.
- Dust the entire computer and the desk around it -- not just the top of the monitor!

- Spray rubbing alcohol from the provided spray bottle on a paper towel, never on the computer itself!!!
- Use the damp, but not sopping, paper towel to clean the screen (if necessary), keyboard, and mouse (the alcohol kills the germs there). Do not use dust cloths for wet cleaning.
- Test the performance of the mouse (to see if it sticks or is sluggish). Follow the diagram below to clean the inside of the mouse, if you discover that it's sluggish or sticking. As for the new, optical mice, do not attempt to take them apart; simply wipe them clean with a damp paper towel. (Remember to reboot the computer if you unplug the mouse!!!)



## Appendix -- Important Numbers

<u>Issue</u>	<u>Who to Call</u>	<u>Number</u>
Emergency	Security or 911	311 or 911
Opening / Closing a Lab (Weekend)	Security	7670
Opening / Closing Main (Weekday)	Help Desk / Security	7676 / 7670
Opening / Closing SHL (Weekday)	Building Secretary / Security	7720 / 7670
Supplies (Comp. Center)	Help Desk	7676
Supplies (Science Lab)	Science Hall Secretary	7720

Cleaning Supplies (Anywhere)	Help Desk	7676
Scheduling Issues	Head Consultants	See posted Roster
Technical Problems	Help Desk	7676
Lab Reservations	Help Desk	7676
Shift "Check In/Out"	Voice-Mail Check-In/Out	7927
Academic Coordinators	Help Desk	7676
Consultant's Desk	CCM / SHL	7537 / 6852
To Leave a Voice Message after 5:00pm & Weekends	Help Desk	7676