Microcomputer Lab
Graduate Employee Manual
Fall 2009
Lab Graduate Supervisors

<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Phone Number</th>
<th>Lab</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Kalathas</td>
<td><a href="mailto:jk6635@ship.edu">jk6635@ship.edu</a></td>
<td>(717) 377-7120</td>
<td>MCT 158</td>
<td>Supplies</td>
</tr>
<tr>
<td>Kim Lilge</td>
<td><a href="mailto:kl2338@ship.edu">kl2338@ship.edu</a></td>
<td>(570) 561-3880</td>
<td>GRV 106</td>
<td>Cleaning Manager</td>
</tr>
<tr>
<td>Melissa Nelson</td>
<td><a href="mailto:mn2092@ship.edu">mn2092@ship.edu</a></td>
<td>(303) 475-8112</td>
<td>SPH 240</td>
<td>Cleaning Manager</td>
</tr>
<tr>
<td>Shelby White</td>
<td><a href="mailto:sw9871@ship.edu">sw9871@ship.edu</a></td>
<td>(717) 405-9144</td>
<td>ELL 112</td>
<td>Substitutions</td>
</tr>
<tr>
<td>Sara Zeigler</td>
<td><a href="mailto:sz0635@ship.edu">sz0635@ship.edu</a></td>
<td>(814) 242-4249</td>
<td>MCT 060D</td>
<td>Head Grad &amp; Human Resources</td>
</tr>
</tbody>
</table>

The Basics

- As a Graduate Assistant, you are required to report any lab attendants that have violated policies of the discipline codes to the Head Grad. A written warning will be issued for violations such as: not showing up for scheduled shifts, falsifying time sheets, inappropriate behavior while on duty, etc. (All these behaviors are outlined in the Employee Manual)

- Sign in and out with Timeclock (http://timeclock.ctc.ship.edu).

- Post your hours to E-Time by midnight on every Thursday to ensure that you will be paid for your hours.

- You are required to work between 225-250 hours during the Fall and Spring Semesters. Failure to meet the required number of hours results in no tuition waiver. Summer Graduate Assistants are required to work between 135-150 hours.

- The total number of hours that you have worked throughout the semester will be posted on the Microlab Employee Website under “Grad Hours.” Please check this page often to ensure that you are in good standing. It is updated each pay period.

- To meet the number of required hours for the semester, you will need to work 17-21 hours per week.

- In addition to your job of managing your individual lab, you will be responsible for additional duty which is to be completed during your scheduled shifts.

- As a Graduate Assistant, you will be responsible for performing sport checks on the lab attendants (in every lab) that are scheduled to work during you shift.

  If you have any questions...JUST ASK!
Important Phone Numbers

<table>
<thead>
<tr>
<th>Campus Microcomputer Labs</th>
<th>ext.</th>
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<tbody>
<tr>
<td>Library (ELL 112)</td>
<td>3174</td>
</tr>
<tr>
<td>MCT 158</td>
<td>3104</td>
</tr>
<tr>
<td>Grove 106/108</td>
<td>3163</td>
</tr>
<tr>
<td>Shippen 240</td>
<td>3164</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Numbers of Interest</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Microlab Office (Head Grad)</td>
<td>1413</td>
</tr>
<tr>
<td>Faculty/Staff Help Desk</td>
<td>3499</td>
</tr>
<tr>
<td>Student Help Desk (MCT 054)</td>
<td>1639</td>
</tr>
<tr>
<td>Computing Technologies Center</td>
<td>1421</td>
</tr>
<tr>
<td>University Police</td>
<td>1444</td>
</tr>
<tr>
<td>Police (Emergencies Only)</td>
<td>911</td>
</tr>
</tbody>
</table>

Dialing these numbers from an off-campus phone: All campus extensions beginning with the number one ("1") may be dialed by calling (717) 477-[extension]. All campus extensions beginning with the number three ("3") may be dialed by calling (717) 477-1123 and then entering the desired extension.

Supervisor & Manager Contact Information

<table>
<thead>
<tr>
<th>Sara Zeigler</th>
<th>Jamie Rhine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Graduate Assistant</td>
<td>Microcomputer Lab Manager</td>
</tr>
<tr>
<td>ext. 1413</td>
<td>ext. 1260</td>
</tr>
<tr>
<td><a href="mailto:microlab@ship.edu">microlab@ship.edu</a></td>
<td><a href="mailto:jtrhin@ship.edu">jtrhin@ship.edu</a></td>
</tr>
</tbody>
</table>

Evening & Weekend Contact Information

If problems arise during evening hours (after 4:30pm) or on the weekend, please contact the Head Grad, Sara Zeigler by cell phone at (814) 242-4249. If the Head Grad is unavailable, or if you have an issue that requires immediate attention, please contact Jamie Rhine, Microcomputer Lab Manager by cell phone at (717) 372-1314.
Additional Job Descriptions

Supply Manager/Lost and Found *(John Kalathas)*
- During each shift, check paper supply in every lab and restock as necessary.
- Keep track of warehouse paper supply and alert Jamie if it is necessary to reorder paper.
- Make sure staplers are filled and in working order.
- Empty hole punches and pencil sharpeners.
- Replace printer toner as needed.
- Take any lost and found items to the Microlab Office at the end of each week.
- Lost ID cards should be delivered to University Police.

Substitution Manager *(Shelby White)*
- The substitution manager will handle all Lab Grad and Attendant substitution requests.
- As a sub request is sent by an attendant or grad, the substitution manager must keep track of the shift being picked up by another attendant (via Excel Spreadsheet).
- NEW- To request a sub, an attendant must go to the Microcomputer Lab Employee website and click on the “Request a Sub” link and fill out the necessary form.
- These requests will be sent via email to the Sub Manager and the Head Grad.
- It is the responsibility of the substitution manager to keep track of each of these requests and put them onto the substitution calendar on the website.
- Send out emails periodically with the web address of the calendar to the lab attendants and grads so they can view and pick up available shifts.

Cleaning Managers *(Kim Lilge & Melissa Nelson)*
- The cleaning managers are responsible for creating a weekly schedule for their designated labs for disinfecting equipment and bi-monthly schedules for overall cleaning.
- The cleaning responsibilities should be equally divided between all of the lab attendants working in his/her designated lab.
- Cleaning schedules should be posted at the lab attendant desk each Friday before the following week’s cleaning. (This also includes a cleaning checklist)
- **Disinfecting Rules** (Once a Week)
  - Use disinfecting wipes to clean keyboards, mice, and tabletops.
- **Cleaning Checklist** (Twice a Month)
  - **Vacuum:** This needs to be done BEFORE all other cleaning duties!!
    - DO NOT PLUG THE VACUUM INTO SURGE PROTECTERS!!
    - Vacuum around computers, tabletops, cords, and mouse pads
  - **Computers:**
    - Dust around computers
    - Clean monitor with Monitor Wipes only!
    - Use disinfectant wipes on keyboard, mouse, and desk
  - **Printer Station:**
    - Clean front and back of printer
    - Clean all wires and tabletop around the printer
    - Clean printer computer, mouse, and monitor
On-Call Weekends

Every Graduate Student must complete THREE (3) on-call weekends each semester. On-Call weekends require that you to the following:

- Work on **Saturday 12-5pm** as follows:
  - 12-1pm (Grove 106)
  - 1-3pm (MCT 158)
  - 3-5pm (Library Lab)

- Call each lab on Saturday and Sunday about ten minutes after the shifts begin, to be sure that the attendants have arrived to work their shift. **Please note that on both days, you must call the labs as each new attendant reports for a shift.**

- Call each lab on Sunday night 15 minutes before each lab closes for the evening to make sure there were no problems and to make sure that the attendant remained in the lab for the duration of their shift.

(NOTE: You will receive one hour of payment for your Sunday duties, which will be entered into Timeclock for you. However, you should enter this hour into E-Time. This should be entered on Saturday’s entry which would be from 12-6pm, but only work until 5pm.)

When calling lab attendants, please remind them to do the following:

- Write down the telephone number where you can be reached throughout the day in they need to be in contact you for assistance. This does not mean that you must stay at home all day on Sunday; rather the attendants must be able to contact you.

- On Sunday, if you call the lab and the attendant is not there, or if you receive a phone call that an attendant has not been replaced, first call the attendant to see if they have left for their shift. **If you are still not able to contact the attendant, then YOU must go to the lab and cover their shift.** However, once you arrive at the lab, you may call other attendants to find a replacement. **If you are unable to find anyone to work the shift, YOU must cover the attendant’s shift until the next attendant is scheduled.**

<table>
<thead>
<tr>
<th>Microcomputer Lab Telephone Numbers</th>
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<tbody>
<tr>
<td>Calling from off-campus phone use: (717) 477-1123, x (desired extension)</td>
</tr>
<tr>
<td>MCT 158</td>
</tr>
<tr>
<td>Grove 106/108</td>
</tr>
<tr>
<td>Shippen 240</td>
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<tr>
<td>Library</td>
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At the end of all the shifts on Sunday, the Grad On-Call must fill out the “On-Call Weekend Report” on the Employee Website about the weekend, which is due to the Head Grad by 9:00am on Monday morning!
Spot Check Procedures

Periodically throughout the semester during your scheduled shifts, you will be asked to conduct Spot Checks of the undergraduate lab attendants in the labs Shippen 240, Grove 106, MCT 158, and the Library lab.

**How to conduct a Spot Check:**

- When notified by the Head Graduate Assistant to do a Spot Check, go to the lab and act as a patron.
- Observe the lab attendant for a 10-15 minute period:
  - Is the attendant scheduled on duty?
  - If not, has this person requested a sub?
  - Is the attendant performing all duties?
    - Pushing in chairs?
    - Assisting students?
    - Restocking paper and supplies?
    - Making sure all computers are operational?
    - Ridding the lab of food and drinks?
    - Maintaining a quiet lab environment?
    - Are any computers not booting up?
- Complete the form on the Microlab Employee Website “Grad Spot Check.” This form will be sent to the Head Grad.
- The purpose of these Spot Checks is to make sure that the lab attendants are performing their duties and for feedback purposes.
General Lab Information and FAQ's

- **Need a Sub?** Just like the lab attendants, you are required to request a sub. If you work a morning shift that requires you to open a lab, you need to contact the Microlab Office immediately and proceed with your substitution request.

- **Lab Locked?** If a lab is locked (especially Grove and Shippen) you need to contact:
  - Deb Booz (Grove) GRH 124 or ext. 1435
  - Jeannie Robertson (Shippen) SPH 214 or ext. 1688
  - The MCT and Library Labs will be opened, if not contact the Microlab Office.

- **Shift Break?** You are entitled to a 15 minute break every four (4) hours worked. This is “unofficial” and you do not have to clock out to take a break.

- **Timeclock Issues?** If you forget to clock in or out during your shift, please contact the Head Grad immediately so these issues can be corrected.

- **Written Warnings:** As a GA, you are not exempt from receiving a written warning. If you accumulate three (3) warnings, you will be dismissed from your position. Any violations of the rules which can be found in the Microlab Employee Manual will result in a written warning.

- **Computer Not Working?** Follow protocol:
  - Check cables and reboot first
  - If reboot is not successful, complete the “Report a Problem” form on the employee website and be sure to include the PC # on the form.
  - Use “Out of Order” forms in the Lab Attendant Binder to designate the computer as not working.

- **Lab Reservations:** Periodically, professors will request the use of a computer lab. You are to remain in the lab during the class:
  - Check reservation schedule daily
  - Announce lab reservations 15 minutes in advance to clear out the lab of other patrons
  - Use the laminated signs that can be found in the binder and attach to the door(s)
  - At the beginning of each week, a weekly schedule of all the lab reservations should be made, printed out, and placed in the binder for the lab attendants.