

Shippensburg University

Microcomputer Lab

Graduate Employee Manual



Spring 2011

GRADUATE LAB SUPERVISORS

<i>Name</i>	<i>E-mail Address</i>	<i>Phone Number</i>	<i>Lab</i>	<i>Responsibility</i>
Sara Berkey	sz0635@ship.edu	(814) 242-4249	MCT 074	Head Grad/ HR
Natalie Bombatch	nb5619@ship.edu	(814) 659-9294	MCT 158	Reservation Manager
Christina Helfrick	cg96699@ship.edu	(717) 395-0712	SPH 240	Facilities Manager
Kim Lilge	kl2338@ship.edu	(570) 561-3880	GRH 106	Substitution Manager
Ashley Nezat	an6045@ship.edu	(717) 729-1833	ELL 112	Supply Manager

IMPORTANT PHONE NUMBERS

Campus Microcomputer Labs

Library (ELL 112)	ext. 3174
MCT 158	ext. 3104
GRH 106/108	ext. 3163
SPH 240	ext. 3164

Additional Numbers of Interest

Microlab Office	ext. 1413
Faculty/Staff Help Desk	ext. 3499
Student Help Desk (MCT 054)	ext. 1639
Computing Technologies Center	ext. 1421
University Police	ext. 1444
Police (Emergencies only)	911

Emergency Contact Information

On-Campus Emergencies (Fire & Medical)	911
Off-Campus Emergencies (Fire & Medical)	911
Shippensburg Borough Police Department	(717) 532-7361
PA State Police (Carlisle Barracks)	(717) 249-2121

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.

CONTACT INFORMATION

SUPERVISOR & MANAGER CONTACT INFORMATION

If you have any problems, questions, or comments, use the following information to contact the appropriate supervisor.

Jamie Rhine

Microcomputer Lab Manager
ext. 1260 – jtrhin@ship.edu – MCT 074

Sara Berkey

Head Graduate Assistant
ext. 1413 – microlab@ship.edu – MCT 074

EVENING & WEEKEND CONTACT INFORMATION

If problems arise during evening hours after 4:30 PM or on the weekend, please contact Jamie Rhine, Microcomputer Lab Manager by cell phone at (717) 372-1314 or Sara Berkey, Head Graduate Assistant at (814) 242-4249.

For information on responding to medical or non-medical emergencies, please see page 2.

BASIC INFORMATION

- Responsible for managing one of the public microcomputer labs on campus (MCT 158, GRH 106/108, SPH 240, or ELL 112).
- Responsible for overseeing undergraduate work study students to ensure lab operations are running efficiently and correctly
- Utilize management and people skills when interacting with work-study workers and lab patrons
- Requires some basic troubleshooting of printers and computers in the lab
- Need to be able to relate to and communicate well to students, faculty, and staff in order to problem-solve
- Grads are scheduled in the mornings to open the labs at 8:00am on their scheduled days
- Required to work three on-call weekends each semester
- As a Graduate Assistant, you will be responsible for performing spot checks on the lab attendants (in every lab) that are scheduled to work during your shift.
- Report any issues to the Head Grad and Microcomputer Lab Manager
- 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 (if chosen).
- The total number of hours that you have worked throughout the semester will be posted on the Microlab Employee web site 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 16-20 hours per week.
- In addition to your job of managing your individual lab, you will be responsible for an additional duty which is to be completed during your scheduled shifts; these responsibilities include Substitution Manager, Facilities Manager, Lab Reservation Manager, and/or Supplies Manager.

If you have any questions...JUST ASK!

ADDITIONAL JOB DESCRIPTIONS

Supply Manager/Lost and Found (*Ashley Nezat*)

- During each shift, check paper supply in every lab and restock as necessary.
- Keep track of lab supplies (both cleaning and stationary) and alert the Head Grad when supplies are becoming low so an order can be placed.
- 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 Microlab Office.

Substitution Manager (*Kim Lilge*)

- 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).
- 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.
- Respond to the “Fill a Sub Shift” email either confirming or denying the request(s) for a lab attendant to work the shift.
- Email the Microcomputer Lab Manager and Head Grad with any opening or closing shifts that have not been filled at least one day before the shift occurs. Other arrangements will be made in order to open and/or close the lab.

Lab Reservation Manager (*Natalie Bombatch*)

- Responsible for scheduling any lab reservations that are requested via the Microlab Website
- Keeping the Lab Reservation Online Calendar updated
- Responding back to faculty and staff confirming or denying their lab request(s)
- Making necessary provisions in the labs to meet the needs of the individual requesting the lab
- Handling any lab reservation conflicts that may arise
- Add all lab reservations to the University’s Events Calendar

Facilities Manager (*Christina Helfrick*)

- 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)

- Keep track of all of the cleaning schedules in the labs, making sure that the cleaning duties that have been assigned are being completed (WEEKLY).
- Email lab attendants who have not completed their assigned duty and have them complete the duty during their next shift in that lab.
- If duties are not completed within the given time frame, email the Head Grad to assign a warning to the lab attendant.
- Contact Supply Manager when cleaning supplies are becoming low.

Facilities Manager (Continued)

Cleaning Duties

- **Disinfecting Rules** (Once per week)
 - Use disinfecting wipes to clean *keyboards, mice, and tabletops* (including Lab Attendant Desk)
- **Dusting** (Once per week)
 - Dust all computers and print stations to clean *monitors, keyboards, mice, and table tops* (including Lab Attendant Desk) using cloth dusters
 - Dust all wires from all the computers and printers in the lab
- **Cleaning Checklist** (Twice a Month)
 - Vacuum: This needs to be done BEFORE all other cleaning duties!!
 - Vacuum around computers, tabletops, cords, and mouse pads
 - Computers:
 - Dust around computers with cloth dusters
 - Clean monitor with Monitor Cleaner and Microfiber cloths 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:

- Be within the area of the University (in case it is necessary for you to come into a lab and handle any issues)
- Be reachable via phone to all lab attendants (**If your contact phone number deviates from your contact number in the binder, please email the Head Grad with the change and a notification email can be sent to the lab attendants with the correct phone number)
- **Work on Saturday 3-6 PM in MCT 158 (OPTIONAL)**
 - *If you desire to work extra hours or need to make up a few hours, this is an opportunity for Grads to make up any missed hours!!*
- You will receive one hour of payment for your on-call duties. **When entering the shift into e-Time, please enter the time on the Sunday of your weekend shift from 7-8 AM.** If you decide to work during the optional shift, please add this hour when you are recording the shift in e-Time.
- Complete the “On-Call Weekend Report” on the Employee Website at the end of all the shifts on Sunday. **This report is due to the Head Grad by 9:00 AM on Monday morning!**

MICROCOMPUTER LAB TELEPHONE NUMBERS

Calling from off-campus phone use: (717) 477-1123, x (desired extension)	
MCT 158	x 3104
Grove 106/108	x 3163
Shippen 240	x 3164
Library	x 3174

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 functioning?
- 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.
- **Timeclock Issues?** If you forget to clock in or out during your shift, please contact the Microlab Office immediately so that your hours can be added.
- **Written Warnings:** As a GA, you are not exempt from receiving a written warning. If you accumulate three (3) warnings, you may 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.