LAB GRADUATE SUPERVISORS

<table>
<thead>
<tr>
<th>Name</th>
<th>E-mail Address</th>
<th>Phone Number</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Kalathas</td>
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<td>(717) 377-7120</td>
<td>Lab Grad/ Supplies</td>
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</tr>
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<td>(814) 242-4249</td>
<td>Head Grad/ HR</td>
</tr>
</tbody>
</table>

LAB ATTENDANTS

<table>
<thead>
<tr>
<th>Name</th>
<th>E-mail Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Elizabeth Reed</td>
<td><a href="mailto:elizreed123@yahoo.com">elizreed123@yahoo.com</a></td>
<td>(717) 321-6613</td>
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<tr>
<td>Anthony Russo</td>
<td><a href="mailto:ar4610@ship.edu">ar4610@ship.edu</a></td>
<td>(717) 592-8751</td>
</tr>
<tr>
<td>Daisy Sarpong</td>
<td><a href="mailto:ds1588@ship.edu">ds1588@ship.edu</a></td>
<td>(215) 833-9840</td>
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<tr>
<td>Anthony Secary</td>
<td><a href="mailto:as0572@ship.edu">as0572@ship.edu</a></td>
<td>(717) 300-0975</td>
</tr>
<tr>
<td>Andrew Snyder</td>
<td><a href="mailto:as8615@ship.edu">as8615@ship.edu</a></td>
<td>(717) 377-3108</td>
</tr>
</tbody>
</table>
IMPORTANT PHONE NUMBERS

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

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

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 060D

Sara Zeigler
Head Graduate Assistant
ext. 1413 – microlab@ship.edu – MCT 060D

EVENING & WEEKEND CONTACT INFORMATION

If problems arise during evening hours after 4:30 PM or on the weekend, please attempt to contact your lab’s Graduate Supervisor listed on the inside cover of this manual. If this person 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.

For information on responding to medical or non-medical emergencies, please see page 18.
INTRODUCTION

Please read this manual carefully and sign the employee agreement to indicate that you understand and agree to abide by all the policies and procedures presented within. You are encouraged to discuss questions or concerns about these policies with your supervisor (Microcomputer Lab Manager or Head Lab Graduate Assistant).

GENERAL DESCRIPTION

Microcomputer Lab Attendants work for the Microcomputer Labs department of the Computing Technologies Center at Shippensburg University. The Microcomputer Lab Manager oversees lab administration, maintenance, staffing, and policies for the following campus computer labs:

- Math & Computing Technologies Room 054 – (MCT 054) *
- Math & Computing Technologies Room 158 – (MCT 158) *
- Ezra Lehman Library Room 112 – (ELL 112)
- Grove Hall Room 106/108 – (GRH 106/108)
- Shippen Hall Room 240 – (SPH 240)

* 24-hour lab

Lab Attendants assist in supervising one or more of these computer labs, provide services to lab users by assisting them in general use of the equipment, and monitor lab activities and usage. Lab Attendants are expected to learn basic computer use and equipment skills to perform these duties but are not expected to become experts in all software packages or programming.

EMPLOYEE AGREEMENT

Lab Attendants are student employees, and thus representatives of Shippensburg University. As such, Lab Attendants are expected to adhere to university, state, and federal rules, regulations, and laws. This includes all rules and principles covered in the Shippensburg University Student Handbook ("Swataney") and the policies and procedures covered in this Employee Manual. Lab Attendants are expected to be role models on and off campus and may be terminated for violating any of the rules, regulations, policies, and laws mentioned above.

Please discuss any questions or comments about these policies with the Microlab Head Graduate Assistant or the Microcomputer Lab Manager. All Lab Attendants must sign an Employee Agreement and complete all other necessary paperwork before starting work.
WORK STUDY/FINANCIAL AID REQUIREMENTS

Information from Shippensburg University catalog (http://www.ship.edu/catalog).

Part-time employment opportunities are available through the Federal and Commonwealth work programs.

Federal regulations require students to make satisfactory academic progress towards the completion of a degree in order to maintain their eligibility for Federal Work Study programs. At Shippensburg University, in order to make satisfactory academic progress for financial aid purposes, a full-time student must complete 24 new credits per year and maintain a 1.7 cumulative QPA as a freshman and a 2.0 cumulative QPA as a sophomore, junior, or senior. A part-time student must meet identical minimum QPA requirements, and must complete 80% of all attempted credits each year.

Students are notified at the close of spring semester if financial aid eligibility is terminated due to unsatisfactory academic progress. The student may resolve the situation by taking summer courses, or if extenuating circumstances exist, may file an appeal to have eligibility for federal funding reinstated. Awards are made based on the availability of funds at the time of reinstatement.

EMPLOYEE ORIENTATION & TRAINING

Orientation sessions provide all Lab Attendants an open forum to review the Employee Manual and to discuss the Microcomputer Lab Department rules and regulations. All employees are required to attend one orientation session at the beginning of each semester. Additional lab attendant orientation sessions or meetings may be organized if necessary throughout the semester. These are also mandatory unless otherwise noted.

Basic computer and lab equipment training may be held in conjunction to the orientation session or at a later date. New employees are required to attend training sessions during their first semester on the job.

EMPLOYEE QUIZ

All employees are expected to complete our Employee Quiz found on the Employee section of the Microlab’s web site at http://www.ship.edu/Microlabs/ Employees/. The quiz, which can be submitted directly from the web site, ensures that you are aware of the basic fundamental structure and regulations of the Microcomputer Lab Department. If you have any questions or need assistance with the items on the quiz, please see the Microlab Head Grad for assistance.
REGULAR DUTIES

All lab attendants are asked to perform the following duties on a regular basis during their shift. Failure to adequately complete each of these during a shift may result in a written warning or dismissal.

ASSIST STUDENTS UPON REQUEST

The most important duty of a Lab Attendant is to assist students upon request. You do not need to know a lot about computers to do this… All Lab Attendants will be instructed during the Employee Orientation session on how to deal with many of the basic problems that arise in the Microcomputer Labs. If a student needs assistance with any of the basic abilities or services provided by the labs, you are expected to assist them to the best of your ability. Call the Microlab Head Grad (x1413) or the Microcomputer Lab Manager (x1260) if necessary.

FUNCTIONALITY OF ALL EQUIPMENT

All computer workstations should be turned on and functioning at all times. At the beginning of your shift, walk around the entire lab to ensure that all workstations are powered on. If any PCs are experiencing problems, please report these issues using the procedures outlined in the ‘Lab Maintenance’ section of this manual on page 12. It is also the Lab Attendant’s responsibility to verify that the printer and Pharos print station are powered on and functioning.

All lab equipment should be checked once per hour to ensure continued functionality.

PAPER & OTHER SUPPLIES

At the beginning of your shift, please fill both trays of the printer with paper and check the total paper supply. Also, always ensure that any staplers are filled and that the printer has toner. Check the printer for paper every 20 minutes during your shift and fill it if necessary.

Some labs are equipped with locked paper cabinets. If you are staffing a lab that has a locked cabinet, the combination to unlock it is 7277. Please do NOT give this combination to any students, faculty, or staff. It is for Microcomputer Lab employees only.

For those labs that have a locked paper cabinet, verify during each shift that 4 or 5 reams are in the unlocked ‘Overnight Cabinet’. This will ensure that students have access to extra paper in the event that a lab attendant is not covering a shift. This procedure is especially important for those lab attendants who have the final shift of the evening or a final shift before a weekend begins.

DO NOT LET SUPPLIES GET LOW -- If additional supplies are needed, please contact the Supply Manager Grad (see employee contact list) or the Microlab Head Grad.
**PUSH IN CHAIRS**

At the beginning of your shift, walk around and push in any empty chairs to keep the lab looking tidy. Repeat this procedure every 20 to 30 minutes during your shift.

**CLEAN UP PAPER AND TRASH**

While pushing in chairs, discard any paper or trash that is left behind at all student stations. Also discard any abandoned paper located by the printer, or on any counters or tables in the lab. Make sure there are no staples or other items on these surfaces. Arrange all supplies and lab equipment to present a neat and tidy look to all lab users. This procedure should be repeated every 20 to 30 minutes during a shift.

**REMOVE FOOD & DRINKS FROM THE LAB**

It is the lab attendant’s responsibility to rid the Microcomputer Labs of any food or drinks that are brought in. Should a student bring a food or drink item into the lab, please ask them to discard the item or consume it outside the lab. These items may also be placed in a student’s backpack or bag.

**KEEP TALKING & SOCIALIZING TO A MINIMUM**

All Microcomputer Labs should maintain a relatively quiet working environment. To assist in this effort, Lab Attendants are required to confront those who are carrying out loud conversations, either in person, in a group, or on a cell phone. Students engaging in these types of loud conversations should be asked to refrain from speaking loudly. If the student continues to talk loudly, please ask them to leave.
BEHAVIOR & DISCIPLINARY PROCEDURES

All Lab Attendants are representatives of Shippensburg University and are expected to act professionally at all times. Please follow the guidelines below.

LAB ATTENDANT BEHAVIOR & APPEARANCE

DRESS

Lab Attendants should arrive for each shift neat in appearance and wearing appropriate attire. Do not wear clothing that promotes drug or alcohol use or clothing that is sexually explicit.

FOOD & DRINKS

Food and drinks are prohibited in all Microcomputer Labs. If you bring a snack, please eat it only in the hallway while on your shift.

HEADPHONES

Please do not use headphones while working as a Lab Attendant. This gives the impression that you are unavailable or unwilling to answer any questions that lab users may have, and also impairs your awareness of lab activities.

PHONE CALLS

Please keep personal phone calls to a minimum. The phone provided at each lab attendant desk is to be used to contact supervisors or other lab attendants only. The use of a cell phone during your shift should also be kept to a minimum.

SOCIALIZING

Make every effort to refrain from visiting with friends while on the job. Excessive socializing such as long or loud conversations while on the job is disruptive and prevents effective service to lab users. If your friends insist on visiting you while you are at work, it is your responsibility to ask them to leave. Lab Attendants are not allowed to participate in group work activities while at work.

PROFESSIONALISM

Lab Attendants are asked to constantly maintain professionalism in all aspects of their interactions while at work. All Lab Attendants are employees of Shippensburg University, and therefore should serve as role models to the university community.
**DISCIPLINARY PROCEDURES & TERMINATION OF EMPLOYMENT**

As an employee of Shippensburg University, you are expected to obey university rules and regulations at all times – not only when you are on the job. Failure to abide by these rules will result in a written warning. The Microlab Head Grad or Microlab Manager will contact you to discuss each warning you receive and all warnings will become part of your permanent employee file. These warnings remain on your record and do NOT “clear” at the end of each semester.

**NEW:** All warnings must be signed within ONE WEEK of begin issued. Failure to do so will result in another warning.

**The third warning you receive constitutes employee termination.** A copy of your written warning will be sent, along with a notice of termination, to the Director of Financial Aid and to the Payroll Office. The Financial Aid Office will determine whether you qualify for other campus employment.

You may also be dismissed without warnings for serious violations of Shippensburg University or Microcomputer Lab policies at the discretion of the Microcomputer Lab Manager.

A sample of the “Written Warning” form can be found at the end of this manual.

**ATTENDANCE**

**ALL EMPLOYEES ARE EXPECTED TO REPORT TO WORK ON TIME**

Each Lab Attendant is expected to contact the Microlab Head Graduate Assistant prior to the beginning of each semester to set up a work schedule that does not conflict with his or her class or personal schedule. Lab Attendant work schedules are developed using input from all lab attendants. At the beginning of each semester a work schedule is posted on the Employees section of the Microlab website, located at [http://www.ship.edu/Microlabs/Employees](http://www.ship.edu/Microlabs/Employees). It is the responsibility of each lab attendant to monitor this schedule and be aware of any schedule changes during the first two weeks of the semester.

The first day of work each semester is Monday of the second week of class (unless the university is closed for a holiday or other reason). Employees who fail to show up to work beginning on the second week of classes will be held accountable.

**CHECKING IN AND OUT DURING YOUR SHIFT**

You are required to use the Timeclock system to check in when arriving for your shift and check out before leaving. Please follow the guidelines listed under the section titled “Payroll & Time Clock Procedures” on page 11.
INABILITY TO WORK A SCHEDULED SHIFT

When you are unable to work a scheduled shift, you must request a sub at least three (3) days before your scheduled absence by following the procedures in the next section.

If you have an emergency or become ill, you are certainly not expected to report to your shift. In this case, please contact the Microlab Head Grad at (717) 477-1413 or e-mail microlab@ship.edu so someone is aware that you will not be present during your shift. Failure to do so may result in a written warning.

SUBSTITUTION PROCEDURES

The computer labs contain valuable equipment and therefore must be staffed during scheduled hours. If you are unable to work during an upcoming shift, you must follow the guidelines below to request a sub. Lab Attendants are encouraged sub for other attendants when available to do so.

1. Submit a “Sub Request” form, which can be found on the Microlab Employee website.
2. The Lab Substitution Grad will put the request on the Substitution Calendar on the website and e-mail all lab attendants to see if any attendants are available to cover the shift. The Substitution Grad will make the appropriate contacts with other lab attendants to fill the substitution.
3. For each time you need a sub, you are expected to later serve as a sub for another lab attendant. Failure to do so may result in a written warning.

Requests for substitution must be e-mailed to the Lab Attendants mailing list at least 3 days (72 hours) before the expected absence. You will NOT be required to cover your shift, even in the event that no lab attendant is available to sub for you, as long as your request was made at least 3 days in advance. However, if the request is made with less than 3 days before the scheduled shift, you are still responsible for covering the shift if a sub cannot be found. If you fail to cover it, a written warning will be issued. In either case, you will be expected to sub for another lab attendant at a later date.

All Lab Attendants (graduate and undergraduate) are expected to check their university e-mail frequently. If you are able to work a shift, please email the Substitution Manager (labsub@ship.edu) which shift that you are willing to work. Everyone is encouraged to volunteer to cover shifts when their peers are unable to work. Remember, there will be a time when you need help covering your shift!
PAYROLL & TIME CLOCK PROCEDURES

Shippensburg University runs on a bi-weekly payroll system, meaning you will receive compensation for your time worked every other Friday. Your first paycheck of the semester will be delayed since you are compensated for the time you entered two weeks before a specific date (i.e. the hours you submit this Friday will be paid two weeks from now on Friday).

The Microcomputer Lab Department uses two systems to input and verify the time that you worked so you can receive compensation. Both systems are computer-based. The Timeclock system should be used daily to check-in and out of your shift. The E-time system requires that you enter your daily hours and digitally sign your timesheet and is used by the Pennsylvania State System of Higher Education (PASSHE) to issue your bi-weekly paycheck. The procedures for using both systems are described below.

Time entered in the E-Time system must be signed and submitted by 4:00 PM on Friday afternoon at the end of each bi-weekly pay period. Pay period dates can be found on the Employee section of the Microlabs web site at http://www.ship.edu/Microlabs/Employees.

At the conclusion of each pay period, your Timeclock entries will be compared with the time you submit in E-Time. You will be paid based on the time submitted in E-Time. If you do not submit your E-Time entries, you will not be paid.

FALSIFYING HOURS WORKED IS CAUSE FOR IMMEDIATE DISMISSAL WITHOUT WRITTEN WARNINGS.

Many employees elect to enroll in direct deposit. Paychecks or direct deposit notifications may be picked up in MCT 050 after 11:30 AM every other Friday. Please remember to pick these up regularly. The last paycheck or direct deposit notification that you earn during the semester (received two weeks following the last pay period) will be mailed.

TIMECLOCK: CHECKING IN & OUT

The Timeclock system is used to check-in and out of your shift. This should be the first and last thing you do when you arrive and leave. Follow the procedures below to check in or out using Timeclock.

1. Log in to the lab attendant’s PC with your student e-mail address and password. Timeclock is only accessible from the lab attendant’s PC when you are logged in with your own account.
2. The Student Message Board will automatically open on the screen. Click on the ‘Timeclock’ link on the left menu. Timeclock will open in a new window.
3. Select your name from the drop-down list on the left.
4. Type your password in the ‘Password’ field. This is the same password you use to access your e-mail and log in to the workstation.
5. Indicate whether you are checking ‘In’ or ‘Out’. If you are substituting for someone else, set this field to ‘Substituting’ instead of ‘In’. Enter any notes or comments in the ‘Notes’ field. Click the ‘Submit’ button when finished. Your name and current status (‘In’, ‘Out’, or ‘Substituting’) will appear in the list to the right.

If you fail to check in or out to or from a shift you will not be paid for that shift. If an issue arises that prevents you from checking in or out, please e-mail your check-in and check-out times to Jamie Rhine, Microcomputer Lab Manager at jtrhin@ship.edu as soon as possible the same day so your time can be corrected. Time cannot be corrected for previous days.

If you have questions or experience problems using Timeclock, please contact the Microlab Office (x1413 or microlab@ship.edu). You may also stop by the Microlab Office in MCT 060D.

**USING E-TIME**

Please use the E-Time system to enter and sign your time as instructed during each two week pay period. So that you remember all of your shift hours, it is recommended that you enter the hours daily and then sign the entries at the end of the pay period. If you have questions or need assistance with this procedure, please see the Microlab Head Grad.

**HOLIDAYS, BREAKS & SUMMER WORK**

**HOLIDAYS AND SCHOOL BREAKS**

Lab Attendants are not required to work during scheduled holidays, school breaks when no class is in session, or during the summer. Attendants who remain in town and wish to work during a school break or during the summer may contact the Microcomputer Lab Manager for permission. Permission to work will be granted on an as-needed basis and is not guaranteed. Please make your request early so that arrangements can be made with the Financial Aid Office. Lab Attendants are NOT permitted to work during holidays or other days when the university is closed.

**UNIVERSITY CLOSINGS & EARLY DISMISSALS**

In the event that the university announces an unplanned closing, lab attendants are NOT permitted to work for the duration of the closing. The normal lab attendant schedule will resume when the university reopens.

If the announcement of a university closing due to severe weather or other unplanned circumstances, the labs must remain in operation until the announced closing time. If you are working during the
closing time, it is your responsibility to ensure that all students leave and that the lab gets locked before departing.

In either case, the Microcomputer Lab Manager will notify all attendants of the closing via e-mail and will provide specific instructions.

**DEVELOPMENT**

In the event that the university delays the start of classes in the morning, lab attendant schedules will be modified or cancelled. Please check your e-mail with instructions from the Microcomputer Lab Manager if this situation occurs.

**SUMMER WORK**

Lab Attendants who wish to work during one or more summer terms must contact the Microcomputer Lab Manager for permission. Permission will be granted on an as-needed basis and is not guaranteed. Please make your request early so that arrangements can be made with the Financial Aid Office.

**EVALUATION OF WORK**

**LAB GRADS AND SPOT CHECKS**

The Microcomputer Lab Department has a number of graduate students who should also be considered “supervisors” to all lab attendants. While many of these graduate students have specific duties assigned to them, others are responsible for checking in to ensure that Lab Attendants show up for shifts and perform their duties as assigned. Lab Grads often submit reports on Lab Attendants to the Head Grad and Microcomputer Lab Manager for review. This feedback is used to reward attendants who consistently perform at or above average and is also used to issue warnings to those who are not performing their duties or are not in attendance during their shift.

Lab Grads will often call the labs to ensure that you are present for your shift and that everything is operating normally. If you have any questions or need anything, please ask. The Lab Grads are here to help you.

**EMPLOYEE EVALUATIONS**

A written performance evaluation of each Lab Attendant will be completed at least one time per academic year. The evaluation is completed by the Microcomputer Lab Manager and is based on Lab Attendant performance directly witnessed by the Lab Manager, as well as feedback submitted by the
Lab Grads and the Head Graduate Assistant. Performance evaluations are private and are not shared with anyone outside of the Microcomputer Lab Manager and the Lab Attendant being evaluated.

When the written evaluations are completed, the Microcomputer Lab Manager will contact each Lab Attendant to set up a personal meeting to discuss the evaluation. This meeting will likely occur during one of your regular shifts. This meeting is also an opportunity for the Lab Attendant and Lab Manager to discuss ideas and procedures that could help improve the operation of the labs, as well as for the Lab Manager to answer any questions that arise. Please come to this meeting prepared to discuss these items.

LAB MAINTENANCE

It is the responsibility of the Lab Attendants and the Microcomputer Lab Manager to ensure that all computer workstations, printers, and other lab equipment are operating properly. Therefore, each Lab Attendant has the responsibility of checking all lab hardware at least one time per hour. If any issues arise with computer workstations, monitors, printers, projectors, etc., the Lab Attendant must report these issues so they may be resolved in a timely manner.

You are required to report each problem that renders a PC or other device unusable or otherwise hindered. It is not necessary to report problems that have already been reported by another attendant, as long as that attendant has placed an ‘Out of Order’ sign from the Employee Binder on the device.

Please follow these guidelines when checking equipment and reporting problems:

**COMPUTER WORKSTATIONS**

During each shift, lab PCs should be checked for proper operation. Lab Attendants should ensure that all PCs are powered on and are waiting at the logon screen. If there are one or more PCs in the lab that will not power on or boot properly, check all cables and power connections. Make an attempt to restart the computer to see if the issue is resolved that way. If the problem still exists, use the ‘Report a Problem’ form on the employee section of the Microlab web site to report the issue to the Microcomputer Lab Manager. Also, attach an ‘Out of Order’ sign from the Employee Binder at each lab attendant desk. Fill out each Out of Order form completely before attaching it to the PC. A technician will be sent to the lab as soon as possible to resolve the problem. Remember that some computer problems require hardware repairs, which can take several days.
**PRINTER & PRINT STATION ISSUES**

If critical printer issues arise that prevent the printer from operating, please call the Microcomputer Lab Manager immediately at ext. 1260 so the issues can be resolved or a temporary replacement installed. The printer is utilized by all lab users, so its proper operation is very critical. At times, the printer may need a replacement toner cartridge installed, or may need the waste toner cartridge emptied. You will be instructed on performing these tasks during employee orientation. **PLEASE NOTE THAT THE TONER CARTRIDGE SHOULD NOT BE REPLACED UNTIL IT IS COMPLETELY EMPTY. THE PRINTER WILL STOP PRINTING WHEN THIS OCCURS. DO NOT REPLACE THE CARTRIDGE WHEN THE PRINTER REPORTS THAT THE TONER IS LOW. THERE IS STILL AT LEAST 5% REMAINING IN THE CARTRIDGE WHEN THIS OCCURS.**

If a minor printer issue occurs, such as occasional jamming, printing stray lines on the paper, or other issues that do NOT render the printer unusable, please report these issues via the ‘Report a Problem’ form on the Employee section of the Microlab web site.

If an issue arises with the Pharos print release station, attempt to restart the station. To do so, push the power button on the station to power it down. When the station is powered down, push the power button again to turn it on. The station will boot up and eventually start the Pharos print software automatically. Try using the station again. If a problem still exists, contact the Microcomputer Lab Manager at x1260 so that the problem can be resolved.

**PROJECTOR ISSUES**

If you are working in a lab that contains a data projector, and the projector fails to work properly during a class, please contact Media Services at ext. 1647 so that a replacement may be delivered during the class. You may also call the Microlab Manager at ext. 1260 if no one is available at Media Services. If a non-critical issue arises with the projector, please report the issue by submitting the ‘Report a Problem’ form on the Employee section of the Microlab web site.

**OTHER HARDWARE PROBLEMS & ISSUES**

If problems arise with other lab equipment, please report these issues by submitting the ‘Report a Problem’ form on the web site or e-mailing microlab@ship.edu. If any of these issues are critical and need attention immediately, please contact the Microcomputer Lab Manager at x1260.
PRINTING & QUOTA INFORMATION

Every student currently enrolled in classes at Shippensburg University has the ability to print in any of the public Microcomputer Labs. Faculty and staff also have this ability. The Microcomputer Labs use Pharos print release station technology to assist in controlling print jobs that may be accidentally sent to the printer. The system also helps to restrict those who abuse their print privileges from printing in the computer labs. This technology requires that faculty, staff and students swipe their SU ID card on a print release station before their job actually gets sent to the printer.

PRINTING IN A MICROCOMPUTER LAB

The following are the necessary steps to print a document in any campus Microcomputer Lab that has a Pharos print station attached to it.

1. The lab user prints their document or file from the PC they are logged in to. The print job gets sent to the Pharos release station.
2. The lab user must swipe their SU ID card at the Pharos release station. Their print job will show up on the screen. Clicking the ‘Print’ button will release the job to the printer and deduct the shown total from their print quota balance.

For this process to work properly, the student must be logged in to the workstation with their own student User ID and password. They also must be using their own SU ID card and will not be able to swipe someone else’s ID card to release a print job since everyone’s User ID (e-mail address) and SU ID card number are linked together.

Students failing to bring their ID card with them to the lab are not permitted to print. Please instruct these students to go and get their ID in this situation. If their ID is lost, they may visit University Police to obtain a new one.

PRINT QUOTA INFORMATION

Beginning with the Spring 2008 semester, students will have a print quota of 400 pages plus a 100 page grace limit (or a total of $20.00 credit) per semester. Since this quota is treated as a dollar amount by the Pharos printing system, each black and white print deducts a total of $0.04 from your balance. For labs with color printers, each page printed deducts $0.40 (10 pages) from your balance. This balance is not charged until a lab user swipes their SU ID card at a Pharos release station and clicks on their print job to release it.

Anyone may check their print quota balance by logging in to the Student Information System (SIS) at http://info.ship.edu. Each Pharos print station will also report your available balance when you swipe your Shippensburg University ID card.
Pages that are printed in duplex (double-sided) only cost one page per two pages. All students are encouraged to use the duplex option that is available in all of our public labs. To duplex a print job, follow these steps:

1. Open the file or document you wish to print and go to ‘File > Print’.
2. From the list of available printers at the top of the print dialog box, choose the printer with the ‘Double Sided’ option.
3. Adjust any additional print options and then click ‘OK’.
4. Release your job from the Pharos release station.

A few additional print quota notes:

- If any students have questions about the print quota or how it works, details are provided on the Microlab web site at [http://www.ship.edu/Microlabs/Employees](http://www.ship.edu/Microlabs/Employees)
- If the printer jams or acts abnormally and a lab user is required to release their print job again, they may fill out the ‘Print Charge Dispute Form’ found on the Microlab’s web site.
- If a user’s balance reaches $0.00 and they urgently need to print a document (an “emergency” situation), instruct the student to e-mail the file to you. You may then open and print the document, releasing it with your own ID card. In the event that this situation occurs, please e-mail [microlab@ship.edu](mailto:microlab@ship.edu) with your name, the student’s name, and also the number of pages printed so your account may be reimbursed.
- When a student’s balance reaches $0.00, they must purchase more pages by visiting the Student Accounts Office in OM 100 or by calling (717) 477-1211.
LABS RESERVED FOR CLASSES

Occasionally the MCT 158, Grove 106, Shippen 240 and Library 112 labs may be reserved for classes. In the event that a class is scheduled during your shift, it is your responsibility to clear out the lab and prepare it for the class session. Please check the Lab Schedules frequently (links are provided on the Student Message Board and from the Microlab web site) and make note of any classes during your shifts. If a class will be entering the lab, make an announcement 10 minutes before the class begins, notifying lab users that a class will be entering. Please clear out the lab 5 minutes before the class begins and post a sign on the door that the lab will be closed for class. Laminated signs will be provided in the binder on each Lab Attendant desk. Please place the sign back in the binder when the class is over and take any additional steps to re-open the lab.

You are responsible for staying in the lab during the class to assist with any issues that arise. If the end or beginning of your shift occurs while the class is in session, please transition in or out of the lab as quietly as possible.

Please do your best to assist any professors or faculty members who ask for help during a class or reservation. If you are unable to assist with a technical problem, please call the Microlab Office at ext. 1413 so someone else may assist.

EMERGENCY PROCEDURES

UNIVERSITY POLICE – DIAL 1444
EMERGENCIES (911 CALL CENTER) – DIAL 911

Any situation arising that requires the attention of University Police should be reported directly to the police at ext. 1444. Any medical emergency or other immediate emergency should be reported to a 911 call center by simply dialing 911 from any campus phone.

Lab Attendants should not place themselves in danger.

In the event that a lab user or other individual becomes confrontational or belligerent, please call University Police immediately. If you are uncomfortable or suspect problems, you may also call University Police to request that they closely monitor the security cameras in the lab.

After the University Police are notified of any emergency situations, please also contact the Microcomputer Lab Manager, Jamie Rhine, at ext. 1260 during working hours, or by cell phone at (717) 372-1314 during evening or weekend hours.
**Employee Information**

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Job Title:</th>
<th>Lab Attendant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>Department:</td>
<td>Microcomputer Lab</td>
</tr>
<tr>
<td>Manager:</td>
<td>Head Grad:</td>
<td></td>
</tr>
</tbody>
</table>

**Type of Warning**

- [ ] First Warning
- [ ] Second Warning
- [ ] Third Warning

**Type of Offense**

- [ ] Tardiness/ Leaving Early
- [ ] Absenteeism (Without a sub)
- [ ] Rudeness or Ignoring Students
- [ ] Uncooperative Attitude
- [ ] Substandard Work
- [ ] Wearing Headphones
- [ ] Excessive Socializing
- [ ] Excessive Phone Use
- [ ] Eating or Drinking at Work

**Details**

Please describe the undesired behavior or incident:

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**Acknowledgement of Receipt of Written Warning**

By signing this form, you confirm that you understand the information in this warning. You also confirm that you and your manager have discussed the warning and a plan for improvement. Signing this form does not necessarily indicate that you agree with this warning.

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**Employee Signature**

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**Manager Signature**

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**Head Grad Signature**

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**Date**