

University of Tennessee

*Desktop and Lab Support (Lab Services)
Student Assistant Guide*

Important Phone Numbers:

Lab Manager Office: 865-974-8334
Rachael's Office: 865-974-0859
Central Alarm: 865-974-0808

SA Site:

www.labs.utk.edu/sa

SA listserv (used for emailing other students):

Sa-dist@listserv.utk.edu

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1. Introduction

What is the SA Guide?

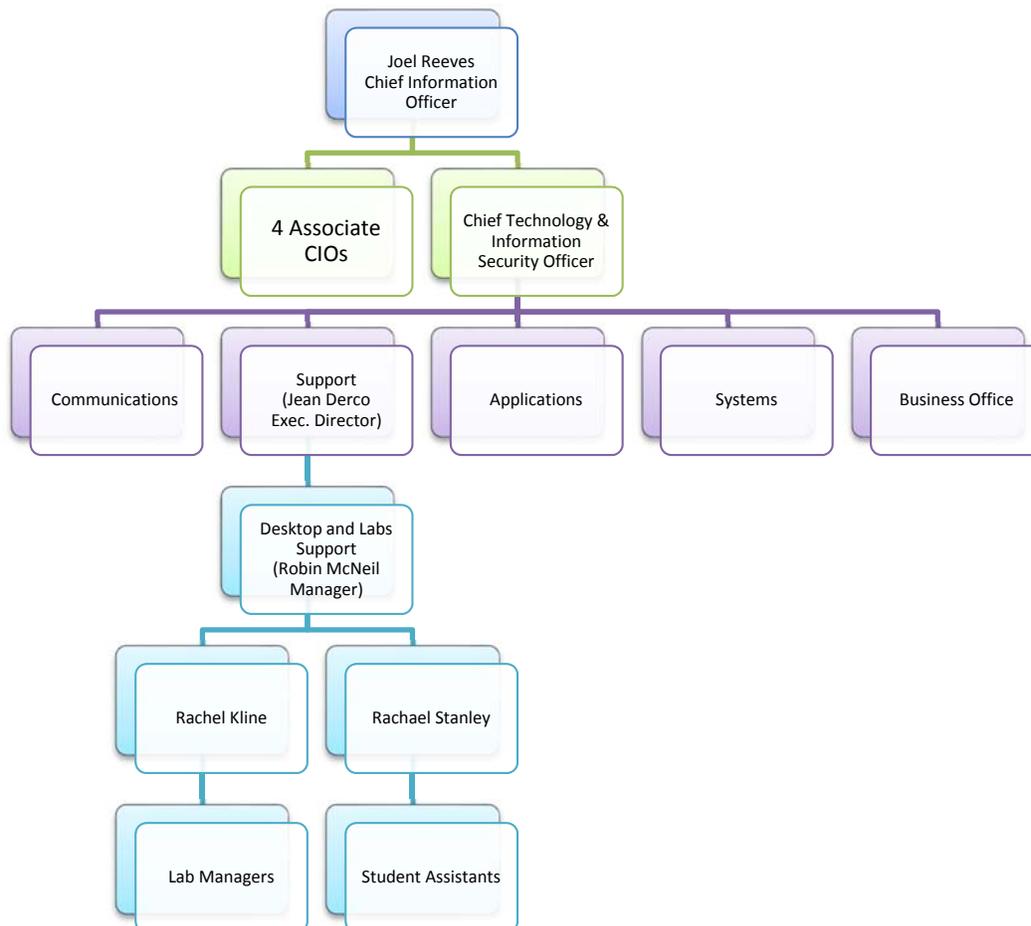
This guide-book is your primary source for information on the responsibilities, expectations, and resources of your job as a computer lab Student Assistant at the University of Tennessee.

The Importance of Student Assistants

Because technology is so important in education and has such a substantial impact on a student’s academic performance, UT’s computer labs play a vital role in the University’s mission of educating students at both the undergraduate and graduate level. Students pay a technology fee every semester to fund the computer labs – this is a service they have paid for and have every right to receive. As a student assistant, you are the first and many times only direct contact a student has with our department. As that primary contact, you represent many full-time employees working in the background. Also, we rely on you to pass along information you get from students in the labs that we may not hear. Every organization relies on its front-line employees to take care of the customer, and your performance as an SA is what determines the success or failure of Lab Services as a department. You are our most important asset!

OIT Organizational Chart

The following is an organization chart for the Desktop and Labs Support group in OIT.



2. Employee Conduct

General Work Rules

Student Assistants are responsible for all information contained in this guide. Failure to follow policies or rules may result in termination.

Code of Ethics

The Office of Information Technology (OIT) depends upon the spirit of ethical conduct, mutual respect, and cooperative attitudes of its employees to carry out its mission of providing computing services to the academic and administrative community. Violation of these considerations is unethical and may possibly incur criminal prosecution. When Lab Services becomes aware of possible violations, it will initiate an investigation that may result in termination of employment and possible legal action by the university.

The following statement is presented in the spirit of promoting awareness of responsible and ethical work practices and procedures. All lab personnel should be aware of and dedicated to the following:

- Respect for the integrity of the systems. Employees shall not intentionally develop or use programs that harass users, infiltrate the systems, or alter the software components of the systems.
- Respect for the financial structure of the systems. Employees shall not intentionally develop or use mechanisms that alter or avoid charges levied by the university for computing services.
- Respect for the privacy of users. Employees shall not intentionally seek information on, obtain copies of, or modify files, media, or passwords belonging to users unless explicitly authorized to do so by such users.
- Respect for the application and purpose of computing facilities. Employees shall not seek personal or financial gain through unauthorized program development, use of machine time or consulting for outside interests.
- Respect for the law. Employees shall not participate in any illegal activities; this includes having friends work for you who are not employed by Lab Services or having a fellow employee fill in for you without following subs procedures.

Causes for Termination:

In addition to breaking the Code of Ethics, SAs can be terminated immediately for the following:
The following will cause immediate termination on the **first** offense:

- Exceeding 40 hours without prior permission: even <1 hour will REQUIRE termination
- Inaccurate timesheets, falsifying time you work is theft
- New Hire missing one training session or causing a disturbance in training (this includes not paying attention during training)
- Entering a lab that is supposed to be closed without permission

The following will lead to termination **after warning**:

- Being consistently late or missing shifts
- Using a computer away from the SA desk without permission
- Using headphones or microphones while at work
- Doing a group project while on duty (or having off-duty or non-OIT people at the desk)

An employee working their first semester is considered to be on probation. They may be terminated at any time.

Employee Work Attitude

SAs should always conduct themselves in a courteous, business-like manner. Customer service is the most important part of the SA's job.

Be on Time. Users expect and deserve labs to be opened on time. Fellow SAs need to be able to leave when they are scheduled to get off. It is inconsiderate to make your fellow SAs wait if you are late and it is bad public relations for the labs to be opened late.

Although the SAs are responsible for providing the user population with services, remember that the SA is only a part of a single group within the organization. OIT is composed of several groups, each of which handles a different aspect of computing services. Every effort should be made to refer the user to the appropriate group.

Dress Code

Dress for students is casual. T-shirts bearing offensive language or art, torn or revealing clothing, and unkempt appearance is not acceptable. Proper personal hygiene is required at all times. During times when students sign up to help clean or move computers, they are exempted from standard dress.

Food and Drink

- Drinks with lids are allowed.
- Snack items are permitted in the labs, however, messy food or meals are not permitted.
- If the SA has brought food with them to be eaten later, it needs to be kept in a tightly closeable container. To prevent problems with bug infestation, please throw food trash in a bin outside the lab.

Phone Usage

- Lab SA Phones - are for business purposes only. Private conversations should be brief. No one other than OIT personnel and vendor maintenance personnel are authorized to use the phones in the lab areas. Except in cases of emergency, users may not use the lab phone.
- Cell Phones - SAs should keep personal phone usage to a minimum. Just as we ask users to leave the lab or keep the conversation quiet if they are talking on a cell phone, the SA should also be considerate of others in the lab. If you need to make a call, use your five minute break and leave the desk. Do not stay at the desk to make personal calls.

Studying

- Light studying is allowed as long as the SA working does not abuse his/her privileges.
- If a user needs assistance, you must stop what you are doing and help.
- If it comes to the attention of a Lab Manager or the Scheduler that someone is abusing his/her studying privileges, they will be revoked.
- SAs may not use microphones while studying
- Sound must be turned off on all personal laptops

Software Consulting

- SA's should attempt to assist users where possible.
- Time spent with one user should be limited – other people may need your help.
- Kindly direct any user with numerous questions to:
 - Online Software manuals
 - Technology Training Classes
 - Computer Based Training (CBT) courses

SAs should not “do the work” for users as this may violate the policy of the professors or their departments.

SA Area and Desk

- Personnel Allowed in the SA area - Only scheduled SAs, supervisory personnel, maintenance personnel with proper ID, or those individuals who have permission from Lab Services are allowed in the SA area. Friends, classmates or off-duty SAs are not included in this group.
- Laptops and personal devices are allowed - SAs may bring their laptops as long as they keep the volume turned off and are following the rules for what is acceptable. The SA should still be logged into the SA machine in order to keep track of services and be counted as being present.

Games, Music and Other Media

SAs are permitted the following; however, if an SA is abusing these privileges, the SA will lose the privilege and may be terminated. SAs who are not able to immediately leave a game, music, etc. and who are ignoring users who come up to them for help will not be allowed to participate in these privileges. SAs must acknowledge a user as they come up and not wait for the user to have to interrupt the SA in what they are doing.

Games

- Games– Games such as Solitaire or non-involved turn-based games are permitted but not encouraged. This includes on personal equipment. SAs must be able to abandon the game immediately to help a user. It is unprofessional and unwelcoming to a user with a question.

Music and Other Media

- Listening to music or other media such as podcasts is allowed as long as the SA is being discrete and using headphones or ear buds. As long as the SA is not interfering with others' ability to do their work, and is paying attention to users and the lab. SAs who are found to be unable to pay attention to the lab or are unable to help users will lose the privilege. The SA should greet approaching users before the person comes up to them. They should not wait for someone to get their attention.

Headphones and Ear Buds

- Headphones/Ear Buds allowed while on duty – SAs may use headphones or ear buds while on duty. SAs may cover only one ear at a time so that they can easily hear someone who approaches them. SAs must immediately greet anyone approaching the desk. SAs who are found to not be paying attention will lose this privilege. Abusing using headphones/ ear buds is cause for termination.

Microphones

- Microphones are not allowed on duty – SAs may not use microphones while on duty, even for homework. The sound may disturb users. Using microphones is cause for termination.

Work Breaks

You are entitled to a five-minute paid break each hour worked

- The five-minute break time is for a quick drink, snack, etc.
- Breaks cannot be accumulated during the shift in order to arrive late or leave early.
- Breaks should not be taken at the beginning and end of an hour in order to create a 10-minute break.
- Breaks cannot be combined to form one large break.
- No break should be longer than five minutes unless otherwise scheduled.
- Breaks should be taken at slow times in the lab.
- In labs where SAs work alone, place a sign on the desk stating that the SA will be back in five minutes.

Longer breaks

- Any SA scheduled to work more than five consecutive hours in one lab must take an unpaid 30-minute break.
- This break does not apply to SAs who volunteer to work more than five hours by taking a sub. If you have taken a sub that puts you at working more than five hours and would like to take a break, contact the Scheduler to work out a time.
- If you have chosen to work more than eight hours in a row, you should take a ½ hour break.
- The scheduler may tell you that you need to take a break for subs you are offering to take. Scheduler will work with you to give you a break.
- No one should work more than 10 hours in a day without prior approval from the scheduler, even if you have breaks between shifts.

Lost and Found

- OIT is not responsible for items left in the labs.
- Items brought to the SA station or found while closing a lab, should be placed in the Lost and Found box. Lab Managers will inventory the box and take the contents to the UT police station.
- Valuable items (watches, calculators, etc.) should be placed in the Lost and Found box and the SA should call the Lab Managers or email the scheduler if after normal business hours so that the item can be taken to the police station.
- At no point in time should an SA contact the owner of a lost item. This may lead to the SA and OIT being responsible for replacing any lost or damaged item.

General Duties

The SA on duty is responsible for the physical condition and security of the work area in the lab, as well as offering quick, courteous service to the user population. When the lab is not busy, the SA should:

Check the lab

- Ensure the printers are stocked with paper
- Ensure printers are functioning properly, no errors or jams
- Check that all computers are functioning properly
- Straighten up the lab
- Put chairs back in place
- Empty recycle bins if necessary
- Check the area for trash
- Discard empty paper boxes
- Clean computers

Check Supplies

Make sure there is an adequate amount of supplies for your area. General supplies include:

- Toner and Imaging Unit cartridges for printers
- Paper for the printers
- Scotch tape
- Pens
- Paper clips
- Stapler and staples

If an adequate supply is not available, make a note of needed supplies on the Opening/Closing Checklist or the Supply and Environmental Problem Log.

In the case of an emergency, contact the Scheduling Office at extension 974-0859 or 974-8334.

Walk-Throughs

SAs should walk through their area ideally every 30 minutes.

When on a walk-through, SAs should check:

1. To make sure printers have enough (but not too much) paper
2. Printers have no error messages
3. Computers are working properly and have no out of order signs that have not been reported

In the Commons, SAs are responsible for ALL areas of the Library. Even if a fellow SA has already done a walk-through, you should still do walk-throughs every 30 minutes. Walk-throughs in the Commons include:

- North and South Commons
- Reference Room
- Release Station printers on floors 3, 4, 5, and 6
- Graduate Lab (note: only graduate students have access to this lab. Undergrads should peek in, if there is someone in the lab, you can ask them to open the door and ask if everything is running smoothly.) If no one is in the lab, just look in the window to see any obvious problems.

3. Training for Student Assistants

New Student Assistants participate in training sessions as a condition of employment. If a new SA misses a training session, they will be terminated immediately. No SA will be allowed to work in a lab until his/her training has been completed.

Training includes:

- Familiarization with OIT facilities, policies and operating procedures.
- Technical training
- Lab Training
- Submitting timesheets
- Submitting availability sheets
- Customer Service
- Printing
- Other training as needed

Additional Training

- Additional training for SAs on various topics will be scheduled periodically.
- SAs will be paid for all training sessions.

SAs are encouraged to attend the Technology Training Classes or to take Computer Based Training (CBTs) to improve their knowledge and skills. SAs will be paid for time spent in the Technology Training classes. CBTs, however, are not paid unless specifically assigned by the OIT office. Periodically, certain CBTs or other training may be assigned and the SAs must complete it as a condition of employment. In the event that a CBT is assigned, you will get paid for those hours if it is not taken at work. You will not get paid extra for taking the CBT during your work shift. Technology Training Classes that cover software used frequently in the labs are encouraged to be taken and will be paid training. Classes that cover software not used by the “typical user,” such as statistical or math packages may not be paid for. Please contact the scheduler ahead of time if you have a question.

Tips to Succeed as an SA

Communication is key

- If you can't make a shift or will be late, or if you have anything going on that might affect your performance, contact Rachael. Let us know what's going on so we can work with you. Do not wait for us to contact you. Much more leniency is given to proactive people.
- Give detail in problem logs. Saying something is broken doesn't help. Saying it has an error message and then listing the exact wording of the message helps.

Lab Managers

The Lab Managers' duties include:

- Training SAs.
- Maintaining the condition of the equipment and physical area in all labs.
- Checking all equipment that has been reported as malfunctioning.
- Supplying general information to the SAs.
- Enforcing departmental and university policy.

Lab Managers may be contacted at 974-8334. If there is no response, contact the scheduling office at 974-0859.

What we look for in potential Lab Managers

- Communication
- Attendance
- Dependability and Reliability
- Attention to detail
- People who volunteer to help out

Harassment and Discrimination Policy

Harassment and discrimination will not be tolerated in Lab Services. The UT Knoxville Campus EEO/AA/Non-Discrimination Statement reads as follows: The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive **equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.**

If you feel you have been discriminated against or harassed, please contact Rachael Stanley. If you are uncomfortable contacting Rachael, please contact:

Office of Equity and Diversity
1840 Melrose Ave
Phone: 974-2498
<http://oed.utk.edu/>

Sexual Assault

We are committed to creating and maintaining a learning, living, and working environment free from all forms of sexual misconduct and relationship violence, including sexual assault, dating violence, domestic violence, and stalking. If you are a survivor of sexual misconduct or relationship violence, please know that you are not alone. If you have been sexually assaulted, please know that the campus and Lab Services will support you. For information on how to report a sexual assault, please talk to Rachael Stanley and/or see: <http://sexualassault.utk.edu/>.

4. Training: Customer Service, Printing, Resources

Customer Service

Acknowledge the customer first

- When someone approaches the desk, acknowledge them first. Don't wait for them to ask you a question.
- A simple "Hi, can I help you" goes a long way.

Always use positive language: the "No, but..." rule

- If you have to say "no," pair that with a positive. Never just tell the person, there's nothing you can do. Always try or offer something, even if it doesn't solve the problem completely, trying will help calm down an upset person.

Examples:

"I'm sorry, I can't give you a credit for printing both sides of the page, but let me show you how to choose single-sided printing for the future."

"I'm sorry, we can't recover that document, but I can show you how to save in T-storage for the future."

Body Language Speaks Volumes

- Speak to customers in a polite manner
- Remember your body language. Sit up straight or stand up to talk to the customer.
- Make eye contact and let them know they are important.
- Give the customer your full attention.
- Don't sit on a customer's desk, unless you are mirroring their posture. (sitting on the desk still might not be a good idea)

Mirror the customer

- If you notice they are uncomfortable with your posture, try to change it.
- Are you standing and they are sitting? Maybe sit next to them. Are you sitting and they are standing? Stand to talk to them.
- Use your judgment!
- If you are talking to a customer in person and the phone rings-- ignore it. The customer in person should have your full attention. The customer on the phone will call back. If the phone keeps ringing and is bothering the customer, however, ask them to wait while you answer the phone. Ask the person on the phone to hold for a minute while you finish with your current customer.

Being Polite Keeps Things Cool

- Listen to the customer and ask questions to make sure you understand what they're asking.
- If you can't answer the question or feel that you should not be handling this situation, refer the customer to a manager or supervisor. Follow through and make sure the person gets the help they need.
- Do not interrupt. If a customer is upset, hear them out, let them speak and then try to resolve the situation by staying calm and being polite.
- Never argue with a customer. If the customer wants to argue after you have offered a resolution, refer them to a supervisor.
- If a customer asks to speak to your supervisor, try to call your supervisor while the customer is there. If you can't get a hold of them, give the customer all the information they need to contact them. Do not feel like you will get in trouble. Many customers want to speak to someone "in charge" even if they get the exact same answer you gave them.
- After dealing with a difficult customer, call your supervisor and let them know how you handled it. This way, if the customer does call the supervisor, they will know what to expect.

Phone Etiquette

- Answer the phone with your location and your name -- never simply answer a business phone with "hello."
- If you are speaking to someone in person, and the phone keeps ringing, answer it, but ask the person on the phone to hold for a moment.
- Keep personal calls to a minimum. If a customer needs help while you are on a personal call, hang up immediately. Do not keep them waiting.
- When putting someone on hold, do not keep them waiting more than 1 or 2 minutes without coming back to the phone and giving them an update.

Training

- Take advantage of training. The more training you have, the better job you'll do.
- Training includes: SmartBoard training and training through the OIT instructor-led classes in addition to training offered periodically through Lab Services.

Help Desk

The SA is the back-up for the OIT Help Desk when the desk is unstaffed. This means answering questions as best you can and helping people set up wireless printing on their laptops. You do not have the ability to reset passwords.

Tip: Do not touch or set up the wireless on the laptop yourself. Walk the person through following the setup instructions but have them do the work and make the decisions. This way, if something breaks, you are not responsible.

Remember: If you can't help someone with a non-computer lab question, they can call 974-9900 to talk to someone on the Help Desk. This includes issues with BlackBoard, personal laptops, email questions, etc. Any question having to do with the computer labs needs to be reported using our trouble ticket form and/or called in to the Lab Managers at 974-8334 or Rachael 974-0859.

Printing Tips

Printers

SAs should check the printers multiple times throughout their shifts.

Often, a printer will become bogged down with a "bad" print job. Here are some tips for preventing print jobs from bogging down the printer queue.

PDFs

PDFs are notorious for causing errors when printing. They were originally designed to be viewed on screen, rather than printed, but sometimes you just need a hard copy.

Tips for PDFs:

- Try printing as an image. Sometimes, choosing the option to print your PDF as an image will help the PDF to print properly. Please see our FAQ on this: <http://oit2.utk.edu/helpdesk/kb/entry/2101/>
- When a PDF is created, clicking the "Save" option after changes are made increases the size of the file. Once the file is created, choose "Save As" and save the final version of your document. This will drastically decrease the file size making it easier to print.
- Try using a different program to print the PDF. If Adobe Acrobat is not working for you, try using Foxit instead (and vice versa).
- When creating a PDF from Office, it is often easier/better to go to File, Print, and choose Adobe PDF as the printer rather than using the icons for creating a PDF within the program. This will also let you see exactly what the file will look like when it is printed.

Word and PowerPoint Files:

- Complicated files that include formulae or images will often cause problems when printing. Try printing one page of the document at a time until you get to the page that is causing the problem. That page will often have an image or a mathematical formula on it. Try re-saving the image to a different version, or saving the formula as an image and re-printing.

General tips for any kind of file:

- Save the document to your computer. Oftentimes, a document that is on a web page will have a generated web address that is extremely long when it is sent directly to a printer. This will cause the printer to error out. Saving the document to your hard drive will often fix this problem.
- If you suspect your document might have caused a problem, don't re-send it. Ask for help first. Most people's first reaction when a document doesn't print is to try sending it again. Since the lab printers are all connected, this would just send your document to another printer and cause that printer to error out as well.

Blackboard

- Save documents to your computer, do not print directly from the web page

UT Resources – Things to know

T-storage

T-Storage provides a central location for users and departments to store files and is available to all Knoxville faculty, staff, and students. This is UT's version of Cloud storage. See the section under Document recovery on how to access backups from T-storage.

How do I access T-Storage

OIT Computer Labs

- Your home area will be mapped when you log in.
- This is your H: drive where we tell everyone to save documents.

Your personal computer

- Map drives for Windows or Mac operating systems
- In order to use your mapped drive, you must be on a wired UT connection, using UT's secure wireless network (ut-wpa2), or using the Network Connect client. You can download the Network Connect client online through the VPN, <https://access.utk.edu>.

Online

- From both on- and off-campus via the VPN <https://access.utk.edu>. Once you are logged in, click on the TSHOME.UTK.TENNESSEE.EDU link

Your iPad, iPhone, or iPod Touch

- Instructions for Accessing TStorage from iOS: <http://oit2.utk.edu/helpdesk/kb/entry/2114/>

Document recovery

How to Recover Documents from T-storage

T-storage keeps versions of your documents back for several months.

- Go to Computer
- Double click the H: drive
- Right click and choose Properties
- Select the tab for Previous Versions
- Select the date you want to restore

How to Recover Documents in Microsoft Office (Word, Excel, PowerPoint)

- Go to File
- Go to Info (should be selected when you first hit file)
- The last section of Info is Versions
 - You might find a version of their work listed here, double click to pull it up. It may say that there is a later version and ask if you want to use that one. The answer is probably yes since they'll want as much of their work recovered as possible.
 - You can also click on Manage Versions and select Recover Unsaved Documents. You might find a version of their document this way.

How to Recover Documents from the Hard Drive

- Go to the Start menu
- Click on Computer
 - This will search the entire computer. It may be they just saved the document somewhere strange by accident, so don't limit the search to just Documents
- Do a search using the name of their document
 - You can also do a search of *.file type, for example *.doc to recover all Word documents if it was a Word document, *.xls for Excel, and *.ppt for PowerPoint
 - You can also do a search with *.asd and *.wbk to pull up backup files manually
- If this does not find their document, you may want to check the Recycle Bin to see if it somehow got moved there

If you cannot recover their document

- DO NOT just say that you are sorry, their document cannot be recovered, and leave
- DO offer to show them how to save to T-Storage so that they may be able to avoid this in the future

Wireless Printing

Users on desktop computers will print directly to the printers, unless they are printing color.

Macs: Ask your trainer for the latest information. Macs sometimes are set up to go to the release station and other times to print directly to the printer.

Release Station Locations and Printing Setup Directions

Please see our FAQ at: <https://oit.utk.edu/labs/volprint/Pages/wireless-printing.aspx>

How wireless works

Release stations are set up in several OIT and non-OIT labs across campus. Jobs sent to the release station are NOT charged UNTIL they are released by the user to the printer. Jobs that are never released will eventually be deleted uncharged.

Laptops may be set to print to the release station. Users can ask the Help Desk workers to help them set up their personal laptop to print to the release station. If no one is at the Help Desk, the SA should help set up the laptop to use the release station. See Wireless Printing on the Volprint site. Never touch a person's laptop. Always walk the person through setting up wireless on their own device.

DeepFreeze

DeepFreeze is a program we use on all OIT lab computers. This program "freezes" the image on the machine in a known good state. Every time the computer is rebooted, Deepfreeze will bring it back to that frozen image. This means, that any changes to the computer that are not saved to a "thawed" area will be erased. This is why we want people to save to the H: drive, which is TStorage. If someone saves to the desktop or another drive on the computer, when the machine is restarted, any document they saved will be erased. This also affects if the computer loses power or locks up and needs to be restarted.

Blackboard

- Blackboard works best in Firefox
- When using your headset in Collaborate, you may not see the exact name of the headset. Choose Speakers (USB headset) and Microphone (USB headset) if you do not see the name of your headset (ie "Logitech USB headset")
- Save documents to the hard drive.
- Do not try to print directly from Blackboard

Look at BlackBoard for lots of information that is available. Links to OIT, UT Libraries and even scholarship opportunities are available.

Software tips:

Excel Software Tips:

- Print area
 - To set the print area, highlight the area desired, then under Page Layout, select the drop down menu for Print Area and select Set Print Area.
 - To print different areas, under File and Print, there is a drop down menu for printing different areas (print active area, print all workbooks, print selection, etc.)
 - To print only select workbooks, hold Control and left click the desired workbooks.
- Applying Cells to an entire Column or Row
 - To copy a cell into the ones below it, click on the box you want to copy to select it. Put your mouse into the lower left corner of the cell until it becomes a cross (+). Click and pull along the row or column as far as you want to copy the original cell, then release to copy.
- Page breaks
 - To inset a page break, go to Page Layout and open the drop down menu for Breaks. Select Page Break.
 - To view all page breaks, below the side scroll bar at the bottom of the page, on the right hand side, click on the third box, Page Break Preview. You can also adjust the page breaks in this section.
- Headers and Footers
 - To add a Header and Footer, go to Insert and select Header & Footer.
 - This also allows you to format the header and footer, such as adding page numbers.
- Formatting Cells
 - To open up the format menu, select the cell(s) and either select Format Cells in the main Home menu or right click and select Format Cell. To change an entire column or row, select the entire column or row by clicking the letter or number associated with it.
- Line Break in Cell
 - To insert a line break within a cell, hold Alt and then press Enter.

PowerPoint Software Tips:

- Printing multiple slides
 - To print multiple slides per page, go to File, Print. Full page slides will be automatically chosen. Clicking on the drop down menu will reveal options to print slides with room for notes, multiple slides per page, etc.
 - Choosing to print horizontally will arrange the slides this way:

1	2
3	4
5	6
 - Choosing to print vertically will arrange the slides this way:

1	4
2	5
3	6
- Creating PDF
 - To create a PDF, go to File and select Save as an Adobe PDF. You can also select save as, and instead of saving as a PowerPoint file, change it to a PDF in the drop down menu.
- Formatting pictures (cropping, layering, etc)
 - To format pictures or graphics, select the picture or graphic. Then, go to Design under Picture.
- Insert video/audio
 - To insert audio, select the slide you want the audio to play in, and select Insert and select Audio from the Media section.
 - To change the timing of the sound clip (ex: to play when the slide appears or to wait until you click), select the sound clip, and under Audio Tools go to Audio Options. You can adjust how the clip plays in this menu.

Word Software Tips:

- Printing double-sided or single-sided
 - To change whether a document prints double-sided or single-sided, go to File, then select Print from the left hand column. In that screen, there is a box where you can change how you want your document to print.
- Margins
 - To change the size of the margins, go to Page Layout, and under Page Setup there will be an option for margins. You can select a pre-set option, or you can select custom margins at the bottom to set the margins manually.
- Ruler
 - To make the ruler appear in a document where they are turned off, place the clicker at the top of the document, between the actual page and the menu. The ruler should appear in a few seconds.
 - To turn the ruler on or off, click the button at the top of the scroll bar on the right side of the page, or select View and check the box that says Ruler in the Show menu.
 - To change the units of the ruler, go to File, and then select Options. Go to Advanced Options and scroll down until you reach Display. You can change the units there.
- Headers and Footers
 - To insert a header or footer, go to the Insert tab, and select Header or Footer then choose the format desired. You can also insert page numbers by selecting Page Number under Header and Footer. You can change which number the page numbers begin at or the numbering system by selecting format under page number.
- Indentation
 - To change the indent, you can either hold your pointer in the grey area between the top of the page and the menus until the ruler pops up, then move the arrows around to make the indents.
- Page Numbers

The most common issues with page numbering is how to make the numbers in different sections different, or how to skip a few pages before starting the numbering.
- - To skip only the very first page, go to Insert, go to Page Numbering, and go to formatting. At the bottom, go to Page Numbering, go to Start at, and enter 0. This will start the numbering at 0. Once the numbers appear, you will have a design menu on top of the screen. Select “Different first page.” You can also get to this by just double-clicking the header on top of any page.
 - To have different numbers in different sections is more complicated. First, go to Page Layout and look under Breaks. Under Section, you’ll select Next Page (make sure you are at the end of the page of the first section so it separates where you want it to!) Now, on the first page of the next section that you just created, double-click on the area where the header would be to pull up the design menu. Now you’ll click on “Link to Previous Page” to unselect it. You now have two sections which can be numbered individually.

Word Software Tips Continued:

- Columns
 - To make a document have individual columns on a page, go to Page Layout, and under Page Setup there is Columns. Once you click it, you can choose how many columns you want. Selecting More Columns brings you to a formatting box.
- Making a PDF
 - To make a PDF, go to File and select Save as an Adobe PDF. If this is not an option, select Save as, and instead of saving it as a Word Document, select PDF.
- EndNote
 - To use EndNote, open Microsoft Word and EndNote.
 - When you want to insert an in-text citation, go to the EndNote library. Highlight the reference you will be citing. Press the Control key and click to add more than one reference.
 - In Word, click to open the EndNote menu.
 - Under Insert Citation, click to Insert Selected Citation.
 - EndNote will insert the in-text citation according to the selected citation style and add the reference to the bibliography. If the style you are using does not use in-text citations, the reference will appear in the bibliography but nothing will appear in the text. EndNote will remember where the citation is and format it accordingly if you change to a style that uses in-text citations.
 - To select a different style, click the down arrow for Style. Click "Select Another Style" for a long list of citation styles. This will reformat all citations and the bibliography in your document.

Reporting Problems

- Make sure you report any problems you come across.
- Don't assume a problem has already been reported, unless there is a pink "Out of Order" sign on the equipment
- We would MUCH rather get multiple reports of problems than not get told at all
- When submitting a Footprints problem log, click the link in the upper right called "Show All Pending Requests" to see a list of submitted problems

Printers and Paper

- Do not fill paper trays completely full; over-stuffed trays cause jams as well as damaging paper sensors. If you overfill the tray, it can break the sensor so the tray no longer detects paper.
- Fan the paper before putting into the tray
- In the summer, humidity can cause paper to curl up, this leads to jams. Fanning and not overfilling helps with this.

Projectors

Humanities Projector

1. Make sure the instructor computer is on
2. Tap the power button to turn on.
3. Tap the power button twice to turn off

Tickle Projector

1. On the right side of the white board, click the down arrow button once to lower the screen. Click the stop button if you want the screen to stop before fully extending to allow a teacher access to the white board. The screen will stop automatically otherwise.
2. Make sure the instructor computer next to the white board is on.
3. On the left side of the white board, click the on button once to turn the projector on.
4. When class is finished, click the off button once. Wait several seconds. If it does not turn off, click the button again.
5. Raise the screen by pressing the up button once. It will stop automatically.

Presidential Projector

1. Make sure the instructor computer is on
2. Tap the power button to turn on.
3. Tap the power button twice to turn off

Humanities Classes

- Pulling the curtain – lift up in the middle
- What to do when class in session
- Types of pin pads

DART machine locations

Library: Commons, VolCard Office

Important Web Resources

Public page oit.utk.edu/labs

Internal site: www.labs.utk.edu/sa

Class calendar reserve.utk.edu

Help page – go to oit.utk.edu, click Help, click Knowledge Base

Database of software and hardware in the labs: go to oit.utk.edu/labs, click “Computer Lab Information,” Click “search the database.”

What is Apps@UT

- Apps is a Citrix server running virtual instances of software. Right now, mainly used for math and statistical software, but we are constantly adding more software to it.
- You can access Apps from anywhere by going to <http://apps.utk.edu>
- In the labs, much of the software is actually coming from Apps, we have just made it look like it comes from the computer by setting it up for you to run it through the start menu.
- If you notice errors of “can’t access Citrix Receiver,” you won’t be able to see some of the software in the start menu until the connection is made.
- Apps allows people on Macs to be able to run Windows programs virtually. Even folks on iPads can access Apps.

List of labs

Lab Services does more than just run the public OIT computer labs. Black Cultural Center, Career Services, and IHouse are great places for people who need a quiet place to work.

Staffed Labs

- Art and Architecture, Room 345, 974-0947
- The Commons North, Room 220 Hodges Library, 974-0042
- The Commons South, Room 235 Hodges Library, 974-0046
- Humanities and Social Sciences, Room 201, 202, 974-0815
- Tickle, Room 403, 974-8903
- Presidential Court, Room 113A, 974-1064

OIT Supported Departmental Computer Areas (may be staffed by non-OIT personnel)

- Animal Science, Brehm Animal Science, Room 243
- Audiology - South Stadium Hall, Room 420
- Audiology - Luper-Silverstein Hearing & Speech Center, Room 115
- Biosystems Engineering & Soil Science, Room 276
- Career Services, Room 100 Dunford Hall
- Chancellor's Honors Lab, Baker Center, Room 117
- Engineering Fundamentals, Estabrook Rooms 107 & 205
- English Graduate Lab, McClung Tower, Room 308
- English Classrooms, Humanities and Social Sciences Rooms 204 & 209
- English Writing Center, Humanities and Social Sciences Room 212
- Geography, Burchfiel Geography Building, Rooms 206 & 404
- International House, Room 208
- Library: Pendergrass Agriculture & Veterinary Medicine Library, Room A-113 Vet/Med Center
- Library: Reference Room in Hodges Library 1st Floor Room 135
- Library: Hodges Graduate Student Lab, Room 642 Hodges Library
- Library: Music in Natalie L. Haslam Music Center, Room G04
- Multicultural Student Life, Black Cultural Center, Room 203
- Political Science, McClung Tower, Room 1008F
- Pharmacy, College of Pharmacy, Room 321
- Student Organizational Suite, University Center, Room 315

Residence Halls

- Apartment Residence Halls, Room 101
- Clement, Room 16
- Hess, Lobby computers only
- Humes, Lobby computer only
- Laurel, Room 107
- Massey, Lobby computer only
- North Carrick, wireless printer only
- South Carrick, wireless printer only
- Reese, Lobby computer only
- Vol Hall 6th Floor

Maps

Two handy maps on our oit.utk.edu/labs page:

- Google Map of all campus computer labs available
- Map of OIT public computer labs – showing which computers are occupied

Volprint

At the Volprint page, you can:

- Get directions for setting up wireless printing
- Get receipts for things you have printed (great resource for users)
- Find out how Volprint Credits work

Volprint Credit

SAs are given access to the Student Assistant web page. The SA should keep the web page open during their shift to quickly provide assistance to users of the lab. The site provides access to problem logs, subs, volprint credit requests forms, FAQs and timesheets.

Make sure you always READ the Volprint Credit information to users. Make sure they understand:

1. This is a REQUEST for CREDIT. This is not a REFUND.
2. The credit can only be used for printing
3. The credit will replace their balance on the Volprint screen. Until the credit is used, their balance will show only the credit. Many people do not understand this and worry that their balance of \$25 has suddenly changed to \$.04.
4. The OIT Business Office approves credits. No one in Lab Services approves credits.

SAs may NOT give themselves a Volprint credit. If you have printed something that qualifies for a Volprint Credit, contact the office or ask a fellow (On-Duty) SA to fill out a credit request for you.

5. Scheduling

SA Distribution List

Every SA will be added to the SA distribution listserv (sa-dist@listserv.utk.edu). This listserv is a means of communications between the SAs, LMs, and staff. At no point in time should this listserv be used for selling items, sending jokes, or junk mail.

Information you will receive over the listserv includes:

- Changes to policy or procedures
- Tips for hardware or software problems
- Information concerning lab access
- SA schedules for semesters or breaks
- Requests for shift substitutions from SAs and the Openshift List

Scheduling

Schedules during Spring, Summer and Fall are the same each week and run through the last day of finals. SAs are responsible for all their shifts through the last day of finals. During Spring and Fall, a temporary schedule will be created for the first ~2 weeks of classes. Availability sheets for the permanent schedule will be due the third day of classes. Availability sheets are located at the SA web site. <http://www.labs.utk.edu/sa/>

Availability Sheets – Semester Schedules

At the beginning of each semester, SAs must complete an Availability Sheet and submit it by email to the Scheduler by 8 AM on the first Monday after classes begin. Availability sheets must meet the following requirements:

- List the total number of work hours requested per week (minimum 12, maximum 20).
- All time periods available for work should be left blank.
- Leave at least two weeknights until midnight (6PM-12MID), and at least two four-hour slots from 8PM Friday through 9PM Sunday.
- Time marked out should include adequate time for such activities as getting to and from class or dinner breaks.
- At least twice as many hours as requested should be left available for scheduling.

Failure to follow these guidelines may result in no scheduled hours for the semester. Any special scheduling requests should be written in the comments section of the sheet and discussed with the Scheduler prior to the beginning of the semester.

Availability Sheets – Temporary schedules (Early Spring, Early Fall)

The following guidelines pertain to scheduling for the first two weeks of the semester.

- During the first two weeks of the semester, the labs will be open on a limited schedule.
- Any SA planning to work during the semester **MUST** submit an availability sheet and work during these first two weeks.
- Failure to submit an availability sheet for Early Spring or Early Fall will result in **termination**.

Semester Break Schedules

- SA's may work during the semester breaks.
- During semester breaks, SA's are allowed to work up to 39.5 hours per week.
- Remember, counting a week is from Monday – Sunday for hours.

Tardiness

- Employees who are consistently or excessively late may be suspended from working assigned shifts and may face termination at the discretion of the Scheduler.
- It is the responsibility of all Student Assistants to notify the Scheduling Office about other SAs who are late or miss a shift.
- If a Student Assistant realizes they will be late or may miss a shift, the SA should notify the Scheduling Office. Written verification of the reason for the late/missed shift may be requested. Time missed due to being tardy should be deducted from the timesheet. This time cannot be made up at the end of the shift.

Scheduled Hours Policy

- University policy recommends that all full-time students work a maximum of 20 hours per week for the University during the regular academic terms (Fall and Spring). Students may work up to 28 hours per week between scheduled shifts and subs. The scheduler will not schedule a full-time Student Assistant to work more than 20 hours. If an SA wishes to work up to 28 hours they must take subs.
- All Students may work up to 39.5 hours per week during breaks and Summer.
- Students may not exceed their maximum hours per week without prior written permission of the scheduler.
- Any student who exceeds 40 hours in a week without prior permission will be terminated immediately.
- No more than eight hours can be scheduled during one day without permission from the scheduler and the person must take at least one ½ hour unpaid break.

Hours for After Midnight Workers

After Midnight workers (people scheduled for the 0000-0400 or 0400-0800 shifts) must follow these guidelines.

- They must be scheduled at least 12 hours (3 shifts) per week, Monday – Friday in order to make the shift premium.
- The SA must work the majority of their hours after midnight.
 - Example: An SA is scheduled 12 hours after midnight but wants to work 28 hours in a particular week. They must take at least one after midnight sub in order to put after midnight hours at 16, then can take shifts at any time to make 28 hours in the week.

Maximum Hours for Citizens and Resident Aliens

- Full-time students - may be scheduled no more than 20 hours and may work no more than 28 hours per week during Spring or Fall Semesters.
- Part-time students - may be scheduled no more than 28 hours and work no more than 30 hours during Spring or Fall Semesters.
- Summer - all students are allowed to work up to 40 hours per week.

Maximum Hours for International Students

All International Students are required to bring an original of the green “On Campus Work Permission for International Students” form from the Center for International Education each Fall to the Scheduler. International Students will not be allowed to work until this form is on file.

- F1 and J1 Visas in Spring/Fall - may work no more than 20 hours per week during Spring or Fall Semesters, regardless of Full or Part-Time status. Written permission from the International House must be given to the Scheduler before an International student will be allowed to work more than 20 hours per week.
- Summer - all students are allowed to work up to 40 hours per week
- OPT – Students with an Optional Practical Training card may not work for Lab Services.

Substitutions

SAs have two options for requesting off for shifts, a Standard sub and a Guaranteed sub. SAs who abuse the subs system will no longer be allowed to request or take subs.

Standard Subs

SAs may fill out the online sub request at <http://www.labs.utk.edu/subs/subs.asp>.

Standard subs may be requested as often as an SA wishes throughout the semester. If no one takes the Standard sub, the SA is still responsible for the shift.

Hint: If you are requesting a sub with less than 24 hours' notice, email the SA distribution listserv at sa-dist@listserv.utk.edu and ask your fellow students to take the sub. This way you can advertise the sub and have a better chance at someone taking it.

Guaranteed Subs

All SAs are allowed five guaranteed requests per semester. The subs web page will count these for you. Guaranteed shifts must be requested more than four business days in advance of the sub. Weekends and holidays do not count for the four business days.

A sub is not guaranteed until it has been approved by the scheduler. Once the sub has been approved, you are no longer responsible for the shift. If the sub has been rejected, the sub will still be placed on the openshift list, however it will be placed as a Standard sub. If no one takes the sub, you will still be responsible for the shift.

Hint: It is always better to turn these requests in as soon as possible. Requests for Guaranteed shifts are on a first-come, first-serve basis. If multiple people ask off for the same time, only the first person will be guaranteed off.

Reviewing your subs

SAs may review subs they have taken and subs they have given away. Check the "Review My Subs" section on the <http://www.labs.utk.edu/subs/subs.asp> to see your subs.

6. Pay Periods and Timesheets

Timesheet Requirement and Procedures

A timesheet must be completed and submitted after the end of an SA's final shift for the week, and will include all times worked that week. These should be submitted as soon as possible and not at the end of the pay period.

OIT has a time management system that breaks our time down into percentages for effort tracking purposes. All timesheets **MUST** be submitted for the week no later than Sunday night so that the scheduler can run the report Monday morning.

It is highly recommended that SAs turn in their timesheets before close of business each Friday to ensure they will get their time in. SAs may project out the time they estimate they will work in order to do this. SAs who abuse this will be asked to wait until after all shifts are worked before turning in time.

All information must be complete, or the timesheet will be returned to the SA, which may delay payment for those hours. It is the SA's responsibility to check e-mail on a regular basis for returned timesheets.

Note: please round to one decimal place for time worked.

Example:

Minutes Worked	Decimal Equivalent
1-6	0.1
7-12	0.2
13-19	0.3
20-26	0.4
27-33	0.5
34-40	0.6
41-47	0.7
48-53	0.8
54-59	0.9

If a timesheet is submitted after Sunday at midnight, pay may be delayed until the next pay period. Failure to submit correct timesheets can result in termination of employment.

Unanet Full Timesheet Instructions

The following instructions are a shortened version of the full guide available here:

<https://utworks.tennessee.edu/oit/itlo/bo/unanet/Shared%20Documents/UnanetTimesheetUsers.pdf>

Creating Your Timesheet

Note on timesheets:

End of payroll is officially Midnight on Sunday nights. Because the system is not perfect, we prefer you to turn in your timesheet before End of Business on Fridays. You are not required to do this, but it is strongly suggested. Even if you are going to work on Saturday or Sunday, you can estimate how much you're going to work on your timesheet you submit Friday. If those times are not accurate, pull your timesheet back and adjust the time before Monday morning. This way, if the system goes down, you will have your timesheet pre-submitted so that you will be sure to get paid.

(instructions with: **** in italics** are for **first time** set up only)

1. Go to: <https://unanet.utk.edu>
2. Login using your NetID and Password
3. On your Home page, click **+** Timesheet.
4. Choose a date (it will default to the current date).



5. Click Save.
6. ****Click My Projects.**
7. ****Scroll down to and select S_COMPUTER_LABS_SERVICE --- Computer Labs Service.**



8. ****Click the >>**

9. ****Click Save.**
10. ****Click < Timesheet.**
11. Under Project, select the down arrow and choose **S_COMPUTER_LABS_SERVICE --- Computer Labs Service.**
12. ****Change the Labor Category from UTK to Technology Fee.**
13. Every day you work, you should enter your hours and then hit **Save.**
14. When you are ready to submit your hours for the entire week, hit **Submit.**

Editing your timesheets

You can save your timesheet all week long and work on it every day you work. You can also take back and edit a timesheet even after it is submitted. To do this, on the main Unanet home page look at your Active Timesheets and choose the Pencil icon to edit.

Active Timesheets Click the pencil to edit + Timesheet + Leave Request

	Time Period	Hours	Status	Controller
	12/23/2013 — 12/29/2013	0	SUBMITTED 12/19/2013 1:39 PM	Rachael Stanley (rachael)
	12/16/2013 — 12/22/2013	12	INUSE 12/19/2013 1:38 PM	John Doe (jdoe23)

Disapproved (Denied) Timesheets

Your timesheet may be disapproved (denied) if you entered incorrect information, such as entering the wrong hours on a day. If a timesheet is denied, you will receive an email saying your timesheet for the week has been denied. Follow the instructions in the email and submit the timesheet again.

In an emergency, the manager may be able to edit a timesheet for you. Example: on an end of payroll, you made a mistake choosing UTK instead of Technology Fee. The manager will not be able to submit a complete timesheet for you. If for some reason it is end of payroll and you can not submit a timesheet because the system is down, email your hours to the manager to be sent on to payroll. You may only do this if the system is down. If the system is working, it is your responsibility to enter your time.

Late Timesheets

If you submit a timesheet after the End of the Payroll period, email Rachael Stanley and tell her you submitted a late timesheet. Timesheets outside of the normal two-week payroll period are not automatically checked by our payroll system. We have to specifically go back and review those timesheets. Rachael will need to contact payroll to let them know to check for your late timesheet. If you do not email Rachael, payroll will not know to look for your old timesheet and you will NOT be paid.

Keeping track of your timesheets

Make sure you keep a record of the timesheets you submitted and compare these hours to your paycheck.

When you don't work

If you work 0 hours in a week (example, summer vacation), fill out a timesheet for 0 hours. If you are leaving for vacation and will be gone several weeks, pre-populate timesheets for the time you will be gone for 0 hours. If you come back and work, you can always pull the timesheet back to adjust the hours.

Pay Periods and Paychecks

SAs are paid bi-weekly on Tuesdays. The pay period begins on the Monday after the last check and ends two Sundays later. There is a two-week delay in payment. When the paycheck is received, compare the total number of hours worked within the indicated pay period and the hours shown on the check. Consult the Scheduler for questions or problems on paychecks.

The Scheduler will send out announcements to the SA distribution list for Holidays when timesheets are due early. It is the SA's responsibility to check email for any notifications about timesheets needing to be turned in early.

If an SA fails to turn in timesheets for a pay period, the SA will not get paid that week. They will have to wait until the next scheduled pay period.

Calendar Example for Pay Periods

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Pay Period # 1 Begins	2	3	4	5	6
7	8	9	10	11	12	13
14 Pay Period #1 Ends	15 Pay Period #2 Begins	16	17	18	29	20
21	22	23	24	25	26	27
28 Pay Period #2 Ends	29 Pay Period #3 Begins	30	31			

7. Lab Procedures

Any questions on a procedure may be answered by calling the Scheduling Office at 974-0859.

Lab Locations

Lab Student Assistants may be assigned to work in any of the following staffed areas:

- The Commons North and South, Rooms 220 and 235, Hodges Library
- Lab in Art & Architecture, Room 345
- Lab in Humanities Rooms, 201 & 202
- Lab in John D. Tickle, Room 403
- Lab in Presidential Court, Room 113A

If a student is working in a lab, they may be asked to move to another lab to finish out their shift.

Panic Buttons

Panic Buttons are installed in the following labs:

- Art
- Humanities
- Presidential

In case of an emergency where you are unable to use the phone, push the panic button. This will call UTPD to the lab. In all other emergencies, use the phone.

Magnetic Locks and PINs

Most labs are secured with a magnetic lock as well as a regular key lock. The key lock will not be used except in the event that the magnetic lock fails.

Upon employment all Student Assistant's IDs will be coded to allow scan access to the lab. In addition, SAs will be given a PIN code to operate the magnetic locks and alarm systems.

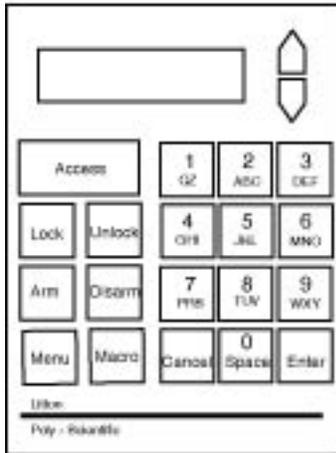
Entrance to the lab is gained by scanning your ID through the outdoor scanners and then following the opening procedures with the alarm pin pads. At no point in time should an SA be in any of the labs during unscheduled hours. Using the lab during unauthorized times will be grounds for immediate dismissal.

Occasionally, a student's ID and/or pin code will fail to unlock or lock the lab. For problems unlocking a door, call the Lab Managers at 4-8334 or Rachael at 4-0859. For problems locking the lab, when the Lab Managers are not available, call Central Alarm at 4-0808 to remotely lock and arm the lab. Do this as a last resort only. If you have forgotten your pin code, contact Rachel Kline at 4-5902, rkline@utk.edu.

Pin Pads

You will receive a security pin pad number to arm/disarm, lock/unlock the lab.

Security Pin Pad



To DISARM motion detector:

1. Enter your code
2. Press DISARM

To UNLOCK door:

1. Enter your code
2. Press UNLOCK

To ARM the motion detector :

1. Enter your code
2. Press ARM

To LOCK the Door

1. Enter your code
2. Press Lock

Please be aware that it is very easy to double punch a number on these Pin Pads.

If you have problems unlocking a lab, please contact the office at 974-8334.

Opening/Closing Checklists

Each lab has an Opening/Closing Checklist that gives details on opening or closing a specific lab. These forms will be on the web page. The SA will be held accountable for each step checked.

Opening the Labs

Opening SAs should arrive on time in order to have the lab opened on time. If an SA arrives 10-15 minutes prior to their scheduled shift in order to get the lab ready for opening, that extra time spent opening the lab should be included on your timesheet. Follow the opening checklist to ensure that the lab is clean, machines and printers are turned on as necessary, and the lab is ready to open. All labs should be opened promptly at the scheduled opening time.

Closing the Labs

Closing should be done using the closing checklist forms provided on the web page. Each step must be checked before the form is submitted. Labs are not to be shut down in any way UNTIL the scheduled closing hour. Any extra time spent closing should be included on the timesheet.

In general, the following must be done before leaving a lab:

1. List needed supplies on the closing checklist.
2. Clear the area of users.
3. Power off printers, unless otherwise stated.
4. Lock all doors and windows.
5. Turn off all lights (if applicable).
6. Arm and lock the area.

Refer to each area's checklist for specific details in completing the closing task for that area.

If maintenance or custodial personnel, graduate students, or lab managers are in the area at the time of closing, they should be asked to leave while the SA locks and arms the lab. The above-mentioned personnel may re-enter the lab under their security codes to complete their work. It is your responsibility to ensure the lab is cleared of users before you leave.

Occasionally, a user may request an SA to stay a few minutes longer while they finish working. Allowing a user to remain five minutes over the closing time is acceptable, if the SA does not mind staying. However, allowing a user to remain in the lab longer is unfair to the SA and should not be tolerated. It is perfectly acceptable for an SA to contact the UT Police to have a user removed from the lab. If such behavior continues from a specific user, contact the Scheduling Office.

Lab Access

- Students, Staff, Faculty - Anyone with a valid UT NetID account may use the lab computers. The NetID is the name part of their name@utk.edu email address.
- Guests – certain groups, such as conferences in the summer will need to use the labs. These groups should be given a NetID that will allow them to log on as a normal user. Occasionally, groups may be given temporary NetIDs. These NetIDs will allow the user to log on, but the user will not be allowed to print. Guests wanting to print must have their conference organizer contact Rachael Stanley and make prior arrangements for printing in the labs.

See the Help Desk FAQ for help with logging a user onto a machine for the first time or helping a user who has forgotten their password to change their password. You can find this from OIT's public site: <http://oit.utk.edu>.

Classes in the Labs

The labs in Humanities, Presidential and Tickle are available to instructors for holding classes. Instructors who wish to reserve an area for a class should submit a Reservation Request Form through the Lab Services web site: <http://reserve.utk.edu/>. Calendars will be posted weekly showing the times classes are to be held in specific labs. Check the calendar on the web at the beginning of your shift to see what classes will be in the lab during your shift. Do not rely solely on the printed calendar.

If a class consistently is late or not showing up for their reservation, contact Rachael.

SA responsibilities for classes

- Clear the lab of users 15 minutes prior to the scheduled class time. This means warning users 30 minutes before the class time that they need to be out of the room in 15 minutes.
- Ensure any equipment, such as projectors, or software the instructor needs is ready for use at class time.
- Allow 20 minutes for a class to get to the lab before re-opening for users. Contact the scheduling office for any class that does not show up for a reserved time before opening the lab back up to users.
- Allow students an extra 10-15 minutes after the class to finish their work and clear the lab before opening the lab up to the general users. If students wish to remain in the lab to work after class, they may as long as there is not another class waiting to come in.
- Let Rachael know if the class does not show up.

Software Availability

Most of the frequently used software is in each staffed lab. The available software in each lab varies. To find specific software, check the Labs web site: <http://oit.utk.edu/labs>. Software may be located by title or by lab. On occasion, instructors may request specific software be installed in an OIT lab for a class. These requests should be made through the Lab Services reserve site <http://reserve.utk.edu/>. Staff within lab services will test the software to ensure the software's compatibility and performance with other programs. After testing, the software will be installed in the appropriate lab or labs.

Apps@UT is a system which allows us to install many pieces of software on a server that will allow a user to access the software in a virtual environment. Most programs are being moved to the Apps@UT system. In the labs, you can access Apps either by going through the start menu and choosing a piece of software (it will be running on Apps but will seem to run on the computer) or you can go directly to the Apps website. Any student, staff or faculty can use the Apps website to access programs even from their home computer. <https://apps.utk.edu>

Lab Computers and Equipment

The SA is responsible for these aspects of maintaining and controlling access to OIT equipment:

- Prevent abuse of the equipment.
- Troubleshoot and report equipment malfunctions.
- Help users with software or hardware questions
- Maintain printers
- Get jams out of copy machines, report copier problems to appropriate staff
- Report copy machines needing toner to staff – SAs do not replace toner in copy machines

Frequently asked questions can be found in the FAQ on the Help Desk public web page. Equipment problems that cannot be corrected should be added to the problem log found on the SA web page.

Repair Personnel

- If a person comes to the computer lab to remove any equipment for repair, you must ask for an ID and call the scheduling office at 974-8334 or 974-0859. Do not allow anyone to remove equipment without proper identification.
- The SA is responsible for the security of the area.

8. Reference Material

Use the following resources for helping users

- OIT's Main Page: <http://oit.utk.edu/>
- Lab Service's Public Page: <http://oit.utk.edu/labs>
- Online Help in programs. Look under the Help menu.

Social Media

- Facebook page: UT Computer Labs
- Connect with Rachael Stanley at LinkedIn
- LinkedIn Group for networking with current and former students: "University of Tennessee, Knoxville Computer Labs"

9. Emergency Procedures

Remember: The SA is responsible for alerting all users in the area to leave. The SA is not responsible for forcibly making users leave. Alert security if someone is still in the lab. Do a quick inventory when returning to the lab. Always call the scheduling office at 4-0859 or 4-8334 and let them know about the emergency as soon as you are in a safe place. Then call again when you return to the lab.

Special Needs Users

Since elevators are deactivated during fires, special needs users must be assisted down stairs by staff, if they can walk. If the person can not walk or if it is not possible to safely assist a special needs person down the stairs, escort the person to the nearest stairwell and alert authorities of their location. Tell them to stay at the stairwell and wait for emergency personnel. The SA is responsible for finding the emergency personnel to tell them of the person's location.

Power Outage Procedures

1. Call the Scheduling Office at 4-0859 to report the power outage.
2. Stay in the lab unless told otherwise by the scheduling office or campus security
3. Once power is restored, check all equipment for problems
4. Call the office again. Let them know the power is on and any problems with computers/printers

Fire Alarm, Bomb Threat or Gas Leak Procedures

If you discover a fire, call 4-3114 and report it or pull the fire alarm.

1. Alert all users in the area of the threat, and tell them to vacate. Tell users not to power off any equipment.
2. Leave immediately. Do not power off any equipment. Do not turn off the lights. Do not use the telephone. Leave the lab unlocked.
3. Contact the office at 974-0859 after you leave and are in a safe area
4. Stay in a safe area, but close enough to be one of the first to re-enter the building.
5. Notify the Scheduling Office at 4-0859 as soon as the building is re-opened.

Medical Emergency Procedures

1. Dial 4-3114 to summon campus security or 911 for immediate emergencies.
2. Give the dispatcher your name, the nature of the emergency, your location, telephone number and other information. Stay on the line until released by the dispatcher.
3. Contact the Scheduling office at 4-0859.

Tornado Procedures

In case of a tornado warning for the campus area, the university will send UTAAlert text and e-mail messages to all campus community subscribers and activate the emergency blue phones. Make sure you are signed up to receive UTAAlert messages by visiting <http://www.utk.edu/utalert>.

If the National Weather Service issues a warning for all of Knox County, the university will monitor the potential impact on campus and issue an alert if necessary.

If you are directed to seek shelter, follow these steps:

- Shelter in a designated severe weather shelter or locate an interior space as low in the building as possible that doesn't have windows. The best available shelter in campus buildings is designated on building signage located near elevators and exits.
- Protect your head and neck. Cover your head with a sturdy object like a textbook.
- Get under a sturdy piece of furniture if one is available.
- Close the doors and stay inside until the tornado or threat has passed.

An "All Clear" UTAAlert will be sent when the immediate threat has passed.

10. Appendix A: Code of Computing Practice

See the code on OIT's website:

<https://oit.utk.edu/policies/>

11. Appendix B: Tennessee Computing Crimes Code

Tennessee law provides that certain computer offenses are criminal acts and prescribes penalties for unlawful activities related to computer usage. OIT believes it is important for the university community to be aware of the law and its provisions, which are found in Tennessee Code Annotated, Sections 39-14-601, et seq.

Please see:

<http://hiwassee.edu/current-students/technology-resources/tennessee-computer-crimes-act/>

or search for Tennessee Computing Crimes Code for most recent text.