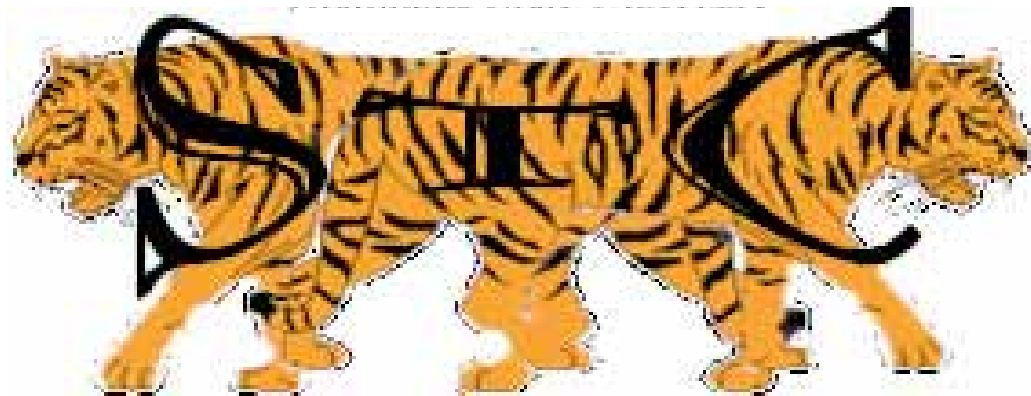# Student Technology Center

Policies and Procedures

Grambling State University
Student Technology Center

Mission Statement

The mission of the Student Technology Center is to support all academic endeavors, collegiate life and the administration of Grambling State University while providing relevant state-of-the-art information technology resources to the entire student body and to provide students with an on-campus work experience in a clean and safe environment on-campus.

The Student Technology Center

Grambling State University **formed the Student Technology Fee Committee (STC) in August 1997 to supervise the collection and expenditure of funds derived from a Student Government Association self-assessed fee for technology and technology-related services. The overall goals of the STC, in accordance with the** <u>Student Technology Fee Expenditure Guidelines</u> **for the University of Louisiana System, have been developed to provide guidance in the development of technology- based objectives that comply with the university's strategic mission.**

<u>GOALS</u>

Goal 1:   **To establish a virtual campus environment with an academic, administrative, and residence halls interconnected to function seamlessly to promote teaching and learning.**

Goal 2:   **To provide students with a wide array of state-of-the-art information technology that facilitates their preparation for a global economy.**

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SECTION I

Reporting to Work

Employees are expected to report to work on time according to the work schedule.

- If unable to report to work, the following action(s) need to be taken:
    1. Contact your supervisor on duty @ 274-2983.
    2. Contact your supervisor(s) using telephone in the STC Yahoo directory.
    3. Contact Management office @ 274-3112.
    4. E-mails may be used as a last resort.
- Employees who fail to take either of these actions will be given a written violation, unless there is a legitimate excuse to prove otherwise.
- In general, all excuses will be subject to investigation.
- Submission of false excuses will result in disciplinary actions.

Time-Off

Employees who need time-off for special events or occasions are required to complete a "Request for Time-Off" form within 48hrs of the time being requested. The supervisor(s) can only pick up the forms from the Assistant Manager from 8am-5pm Monday thru Friday.

- There will be a limit of 3 of these days off.
  In other words, taking excessive time off will result in conference with Management or loss of employment.
- There will be no make-up hours for time off. One will not be penalized for their absence. However you will not be paid.
- The only way to account for time is by exchanging shifts with a co-worker.
    1. Both parties must complete a "Change of Shift Request" form.
    2. Each party is responsible for the shift they have exchanged to work
    3. Hours of exchange need to be worked within the same week.
- Supervisor(s) of shifts worked must sign both forms.
    1. Absentee forms must be signed by supervisor(s) of shifts to be taken off.
    2. Also, employees should always e-mail supervisors in addition to completing the form(s).
- In some cases documentation of your need to be absent may be requested.

SECTION II

Communication Outlets

- E-mail directory and telephone contact will be our two primary ways of communication. The STC communicates general information through the e-mail system.
- Employees will be responsible for utilizing the STC e-mail address and checking their own personal e-mail for messages sent by staff members.
- We recommend that employees print out a copy of the e-mail directory for communication purposes.

Time Sheets

- All employees are responsible for signing their time sheets before the end of the pay period. Supervisor's full signatures are required on time sheets.
- Time sheets will be compiled by the last day of the month and reports will be issued on the 12th of the following month.
- If there is a problem with time sheets, please address the issue immediately.
- Time sheets must be entered and completed in Banner by the 3rd of each month.
- Not signing your time sheet can result in delay or loss of pay.
- Employees are responsible for notifying supervisors that they have reported to work and when they are signing out from work.
- *Library workers need to sign in and out with a supervisor.*

SECTION III

Duties and Responsibilities

Our STC Mission Statement states, "We are to provide the best services to the student body," meaning the student comes first.

- STC workers are to:
  1. Monitor labs
     - Observe what is going on by walk monitoring.
     - No student should leave the labs without his or her questions answered.
     - Faculty/Staff are not allowed to utilize any Student Technology Center Resources.
     - Employees are to address Faculty/Staff upon entrance.
     - Be prepared to assist students with their work and other needs.

- We are not required to do any student's homework or assignments.
- **No Laptops are to be connected to our network.**
- Monitor print queues.

2. Enforce STC Rules and Regulations
   - **Homework is 1st Priority.**
   - **No Profanity or horse playing in lab.**
   - *No hats* **(This is a ongoing problem)!!!!!**
   - **No eating or drinking in the labs.**
   - **No viewing or printing pornography.**
   - **Cell phones MUST be on vibrate.**
   - **No loud music (including ear phones that are too loud).**
   - **No graffiti.**

3. Check ID's
   - All students entering the lab must have a valid GSU or LA Tech ID.
   - Students with children must provide strict supervision of their children due to liability.

4. Monitor Print Queues
   - Delete all double print jobs.
   - Always leave printers on Pause until a print job enters the print queue.
   - Delete all print jobs exceeding 15 pages.
   - Supervisors will not scan more than 10 pictures.
   - Supervisors will not allow more than 15 color pages.
   - No Inkjet paper can be used in the color printer (standard printer paper only).

5. Maintaining computer lab cleanliness
   - Empty rubbish each night (the 8pm to 12am shift).
   - Vacuum and dust (the 8pm to 12am shift).
   - Dispose of paper lying around on floor and/or desks.
   - Shut down all computers when not in use.
   - Maintain appropriate background on all monitor screens.
   - All lab chairs should be pushed in to desks.
   - Be a Team Player.
   - Work as a team player while on duty.

6. Former employees are not allowed on supervisor's computers.

While on Duty
- STC work duties is a 1st Priority.
- Telephones located in JTS Lab 138, JTS Lab 335 and LIB 141 are to be used for Student Technology Center communication only.

- Only STC staff is allowed to utilize the telephones for STC communication. However, employees are not to use telephones to communicate on a personal level among each other.
- There must be one person sitting at the front desk at all times, not next to the desk on a computer.
- Employees should not entertain or invite friends.
- Employees should not entertain conversation that involves inappropriate language.
- Employees cannot view pornography.
- If the lab is busy and no computers are available, employees must relinquish their computer for students (not including Employee designated computer).
- Employees cannot or attempt to do their homework on duty -- performing work duties is the 1st Priority.

"DO NOT PLAN TO DO YOUR HOMEWORK"

- Employee badges must be worn at all times while on duty. Failure to wear badges can result in a warning, later a write-up or even expulsion if necessary (This is also a STC Committee rule.).

SECTION IV

Recruiting Process

- The Student Technology Center recruits students of all majors.
- Applicants must complete and submit an STC application along with a current resume'.
- The selection of applicants to be interviewed is based on several criteria:
    1. Quality and content of application and resume'
    2. Experience
    3. Applicants consistency to follow on job openings
    4. Recommendations
    5. Other variables
- Interviews are conducted by management
    1. Interviews are conducted casually
    2. Interviewees will be asked question and receive ratings based on their responses
    3. Applicants that are selected will be notified by the end of each semester

<u>**Employee of the Month (EOTM) Selection Process**</u>

- EOTM will be chosen on a month-to-month basis. In other words, prior month violations will not affect a candidate for the current month.
- During Supervisor meetings, supervisors will recommend two candidates that they perceive to be EOTM material.
- The top employee will be chosen as EOTM.
- An employee can be selected as EOTM more than once during a semester.
- Management may participate in final votes to help propel votes that are strongly in question.
- *Note*: EOTM candidates are recommended primarily based on performance criteria such as: initiative, attitude, dependability, and attendance.

<u>**Supervisor Candidacy Selection Process**</u>

- Employees chosen as candidates for supervisors must have clean record.
- Supervisor candidates will be recommended by supervisor(s) and/or management.
- Criteria for supervisor candidates are based on performance criteria as listed in evaluation forms.
- Supervisor candidates must also possess some leadership characteristics along with a high level of maturity.
- Seniority will be given to supervisor candidates in addition to their performance and interview ratings.
- Supervisor candidates will interview with Management and/or an outside party.
- Candidates may be questioned and given a rating based on responses.
    1. Candidates may be required to submit a summary or essay on a topic assigned by manager.
    2. Both interview and essay rating will be totaled. Candidates with the highest rating are normally selected.
    3. In the event there are more candidates selected than supervisor slots available, a second interview of different criteria will be given to determine final outcomes.
    4. Supervisors that are chosen will be notified by the end of the semester.

SECTION V

<u>**Training and Exposure Opportunities provided by STC**</u>
- Seminars (Management, Business Etiquette, etc.)
- On-the-job training by Supervisors
- Utilizing resource books
- Scheduled training sessions

- Training sessions can include the following:
  1. Software Applications
  2. Operating all Student Technology Center equipment (Scanners, printers)
  3. Networking, Front page design, Blackboard, etc.
  4. Hardware troubleshooting and repair
  5. Other computer training as requested or a motivational speaker / suggested by STC employees

Evaluations

- Employee evaluations will be used as our rating document. STC workers will be rated on the following:
  Attendance, Attitude, Initiative, Interpersonal skills, and Dependability.
- Evaluations will be conducted by supervisors.
- Employees will be assigned only two supervisors to conduct their evaluations.
- Evaluations will be conducted once during the semester.
- It is recommended that employees complete an evaluation form by rating themselves prior to conference. However, only supervisor evaluations will be submitted for records.
- Employees should understand that these evaluations are crucial in determining whether one will return or maintain their present position.

STC Meetings

- All STC meetings will be conducted in an orderly fashion.
  1. All meetings will begin on time. Punctuality is demanded.
  2. Your undivided attention is demanded. No micro/personal conversations should be happening during meetings.
  3. Disruptive behavior during STC meetings will result in disciplinary actions. Also employees with such behavior may be excused from meetings.
- All Employees are expected to attend meetings, unless there is a class conflict. In this case, employees who are absent are responsible for knowing information discussed in the meeting. Therefore, one can retrieve a copy of the agenda from the secretary and/or consult co-workers.
- In case of other excuses, employees are to notify Management and / or supervisor(s) of their reason for not being able to attend.
- Failure to attend meetings without legitimate excuses will result in:
  1. Documentation
  2. Poor Evaluation
  3. Possible disciplinary actions
- Excessive excuses will deeply affect continued employment and/or promotions.

SECTION VI

Disciplinary Actions

Disciplinary actions are taken due to:

- No shows – Automatic written violation (unless there is a legitimate excuse to prove otherwise).
- Employees will be notified if given a written violation for violating any Student Technology Center rules or policies by the supervisor or manager.
- Two verbal warnings will be given prior to a written violation in the following cases:
    1. Lateness
    2. Poor work performance
    3. Bad Attitude
    4. Disruptive Behavior
    5. Refusing to perform work duties assigned by supervisor and as specified according to job description
- After two verbal warnings, Management will schedule a conference.
- There are different forms for each verbal and violation notice given.
    ***Note: It is recommended that both supervisors and employees read and understand any form(s) being issued before signing.

Emergency Situations

- In case of any disturbance, you should:

    1. Contact police immediately. If the supervisor/other employee is addressing parties involved in the disturbance, it is the responsibility of other employees to make sure the Police are contacted.
    2. Depending on the situation, this will involve using strategy. For example, if a student is causing a disruption and has been addressed several times, employee(s) or supervisor(s) should contact police without causing a scene or being noticed. Supervisors should discuss this plan of action on each shift.
    3. Employees are to maintain a professional manner at all times. Employees should not allow profane language or high escalation. We are to maintain self-control. Written reports will be taken concerning the matter.

IMPORTANT PHONE NUMBERS:

GSU Police # 274-2222
JTS 335 Lab: 274-3273
JTS 138 Lab: 274-2983
Library Lab: 274-7802

SECTION VII

Terms of Employment for Student Technology Center

Fall semester: August to December TBA
Spring *semester:* January to May

If a student employee chooses to resign several weeks prior to the end of a semester, serious thought will be given to whether they will be allowed to return the following semester. (There will be **exceptions** to this policy.)

Work Study vs. Wages

- Work – Study is designed to assist in student financial aid and allow students to study at the same time. Work – Study is only 100 hours for each semester at Grambling State University.
- Wages provides part-time employment for students to work for GSU/State of Louisiana. Wages are an open amount of hours applied by Manager of the Department, normally allowing a maximum of 20 hrs./week

Confidentiality

- All-important Student Technology Center Business remains within STC staff. Examples are:
    1. E-mail directory information
    2. Passwords
    3. Topics discussed in meetings
    4. Employee personal information

SECTION VIII

Employee Rights

- Employees have the right to discuss issues concerning their documentation and other issues that are job related.

- Employees have a right to question or address any concerns that they have regarding any disciplinary actions issued to them.
- In the event there is a conflict between/among employees (employee and supervisor) or others, the following procedures should be taken:
    1. Address the supervisor and/or employee and attempt to resolve the issue by discussing the problem and possible solutions.
    2. If procedure one does not work, then both parties should consult the Assistant Manager. At this point, a conference will be scheduled with either or both parties to attempt to resolve the issue.
    3. If all else fails then the situation will be brought to the Manager's attention as a last resort.

Scheduling

- The Assistant Manager creates the STC Work Schedule.
- Employees are required to work the maximum 20 hrs./wk, or no less than 16 hrs.
- The schedule is designed for employees to work on a weekly basis throughout the semester.
- Once the schedule is created, it is normally tentative until the final date of adding courses is complete. The Assistant Manager must authorize any adjustments or changes.
- Employees who need changes made to their work schedule because of a class change must to be able to submit the proper documentation showing proof that classes have been adjusted.
- Employees are not allowed to work more than 4 hrs. during Mon-Fri.
- There must be at least an 8 hr. interval before reporting to work during the weekday period from Mon thru Fri.
- On weekends, employees may work up to 8 hrs.
- The schedule is designed to be balanced as much as possible; however, the overall goal is to design a schedule system that will "work".
- Employees must be flexible in working with the schedule in exclusion of their class schedule.
- Once the schedule is finalized, no more changes will be made!!!

We reserve the right to make necessary changes and revisions to the Student Technology Center Rules / Regulations and Policies/ Procedure Document.

Information Technology Center / Student Technology Center Assistant V.P.

Student Technology Center Manager

Student Technology Center Assistant Manager