



**Information Technology Services**  
**Student Consultant Handbook**  
**For**  
**Electronic Classrooms and Labs**

## INTRODUCTION

Information Technology Services (ITS) employs Union College students (exchange, undergraduate) and Graduate College of Union University students in our student consultant program. This handbook is designed to provide general guidelines for the student consultants in the course of their job. It is not designed to be a complete discussion of all aspects of the consultant's job. If there are questions or conflicts, they will be resolved by the manager of the Student Consultants.

In addition to the high technical knowledge requirement of the job, the student consultant position also entails a great deal of responsibility. Consultants offer software application support to all members of the college community. This assistance is provided in one of many ways:

- In person
- Telephone
- Via electronic mail.

If an answer to a question is not readily available, student consultants are expected to research the problem to obtain the answer. This research may include, but is not limited to, bringing the problem to the appropriate person in the Academic Computing office of ITS for assistance. Consultants are also required to monitor the Electronic Classrooms and labs and perform daily system maintenance.

Students employed by ITS are expected to perform at a level that is, generally, beyond what is normally required of a campus job. Because of these expectations, students enjoy privileges not available to the general student body. These privileges include the use of the systems and laser printer in the Consultants' Office, access to the Faculty Computing Resource Center (see Appendix for FCRC usage guidelines), and experience that can be used on resumes.

### OPERATION HOURS:

Hours of operation are posted at <http://classhelp.union.edu/schedule.html>. Student consultants are paid a shift differential from 7:00am -9:00am Monday-Friday.

### Shifts

- Individual shifts are chosen at the beginning of each term.
- Selection order is based upon the date of hire in order to ensure that the consultants who have been with ITS the longest have priority.
- If one or more student is hired on the same day, order is based alphabetically on last name.

## Absence

You are responsible for your shifts. If you are unable to work a scheduled shift you must offer the shift to other consultants by emailing everyone through Blackboard. When seeking coverage for your shift send requests at least 24 hours before the start of the shift requiring coverage. If the shift is covered by a fellow consultant the absence is excused. If the shift is not covered you are given an ***unexcused*** absence. Unexcused absences are a breach of policy and will result with a letter in the file. (Discipline Rules, SEE BELOW)

Emergency situations such as illness or a family death are excused absences. Should such situations occur you are responsible for contacting the Consultant Managers at [andolink@union.edu](mailto:andolink@union.edu) and [strohecj@union.edu](mailto:strohecj@union.edu) as soon as possible concerning your situation. Consultants must be on time for their shifts. The consultants must sign in and out via the Blackboard site. Please login at <http://online.union.edu>

## Discipline Rules

Failure to follow policies and procedures will result in a letter being placed in that Consultants file. If no other letters are issued after eight weeks, the letter will be removed. Letters will carry over from term to term. If three letters are accumulated it is cause for immediate dismissal.

## Weekly Meetings

In addition to scheduled shifts, consultants must attend a ***mandatory weekly staff meeting***. Attendance is taken at each meeting and absences are unexcused. This staff meeting will last about one hour. The time of this meeting is also chosen at the beginning of each term. Consultants will be paid for attending the staff meeting so it must be included on their timesheet. These meetings will be used to discuss any questions, concerns and suggestions as well as any new information from ITS (such as new software or new viruses). Most up to date information is on the BLACKBOARD site.

## Attitude

The Consultants Office acts as a campus resource for assistance and information. No matter what, never be condescending or intimidating. If a user is obnoxious or abusive, the consultant on duty has the right to request that the user leave the Consultants' Office, Learning Center or the ITS Lab. If they will not leave, and the situation is escalating to where a consultant feels unable to handle it, contact ***Security at x6911***. Or, in case of immediate danger, use the Emergency Call

button located on the side of the desk in the Consultant office in Steinmetz. There is a **Red Emergency Button** to contact security in Olin 210 and all Olin Study Rooms.

## **PROCEDURES**

Procedures have been developed to help you with typical problems you will encounter. A brief discussion of these procedures follows: consultants will receive additional training throughout the academic year. Many of the procedures used to help students are available online at: the Blackboard website

### **Consultant mailing list**

A consultant mailing list is available in Blackboard and all the consultants as well as the Consultant Manager are subscribed to the list. This list is used to offer (and accept) shifts, ask questions and distribute information. To send a message to everyone on the list you should send it through Blackboard communication. See “Operation, Absence” concerning shift absence. A list of all consultants for the academic year is included in the appendix.

### **Sign in/out**

All consultants are required to notify the Head Consultant and Consultant Manager when they arrive and depart a shift. This is done via a web interface using the following steps:

- Login to the Blackboard site using your username and password at <http://online.union.edu>
- Follow the procedures for signing in and out

### **Trouble Reports/ During ITS Operational Hours**

If an on duty Consultant is unable to answer a user’s question the Consultant is to close the Consultant Office, post a sign and escort the user to the ITS front desk. At that time the Consultant is to request the appropriate staff member for assistance (see appendix for list of staff) or request assistance from the ITS front desk. The Consultant is to stay with the user as the ITS staff member works on resolving the problem.

Network, printing or other system wide problems may be reported directly to the Consultant Manager by calling x.6660, to the ITS front desk at x.6293 or by e-mailing a [andolink@union.edu](mailto:andolink@union.edu) or [strohecj@union.edu](mailto:strohecj@union.edu).

Electronic Classroom problems may be reported by paging 1011 or calling 2442 from any campus phone.

### **Trouble Reports/ After ITS Operational Hours**

After hours' system problems that cannot be resolved by the consultant on duty should be referred to ITS. This is done via electronic mail using the following steps:

1. Logging into Blackboard with your username and password
2. Send email to all instructors

### **Trouble Reports for RESNET**

Direct users with RESNET problems & questions to 388-8707 or ResNet@union.edu

### **Documentation Sign Out**

Manuals may be loaned out to students only with a *Union College ID* and a *phone number*. Faculty may borrow manuals without an ID; however, they must leave a phone number. Be sure to keep this information easily available for the next consultant.

### **Lab Maintenance**

All on duty consultants are responsible for performing lab maintenance during their shift. The lab maintenance procedure includes:

- First shift of the day: Reboot (or Restart) all lab computers.
- Look for error messages on boot up.
- Inspect all supplies (paper, ribbons, and ink) and replace/re-supply as needed.
- Keep paper trays full at each printer.
- Straighten up chairs and window blinds. (Blinds should be in the up position at all times) Discard trash and extra paper disbursed through out the lab.
- **Review users in lab for ID.** All users must have a valid Union ID.
- **FRIDAY 4:30 SHIFT:** On Friday, the Consultant on duty at 4:30 PM must gather enough supply inventory (in the consultants office) to supply all labs for the weekend.
- Manage printer queues.

- Walk around labs looking to help users with questions.

The Consultant's office should be closed while in the labs. A sign should be posted notifying users that the consultant is in one of the labs.

A small inventory of supplies is located in the Consultants' Office. If the supplies on the bookshelf are out, additional supplies may be obtained from the ITS Computer Operator on duty at the time.

ITS is open from 8:30 am - 4:54 pm. Do not assume that you will be able to get supplies at 4:54 pm. Make sure that the operator on duty knows that you are a student consultant and are obtaining supplies for a lab.

Supplies must be signed out on the supply log located in the Operations area of the Computer Room. Every item that is obtained from Operations **MUST** be logged out on the supply log.

If there are any questions, see the Manager of the Student Consultants or the Student Lab Manager. If neither is available, see a member of Technical Services.

## **Hardware Problems**

There are a variety of hardware problems that may be encountered in the Labs or in the Consultants' Office.

- Cabling
- Ethernet connections (if applicable)
- Print Spoolers
- Printer Ribbons/Toner
- AppleTalk connections (if applicable)

First try to find an ITS staff member. If, after checking all of the above, the hardware problem still exists, send a ***Trouble Report*** to ITS. Be sure to state what you did and did not check in the ***Trouble Report***. Be sure to put an ***Out of Order*** sign on the hardware in question. These are located on the black bins outside the consultant office in Steinmetz.

## **Software Problems**

Consultants are to try and answer a user's questions using the resources they have available in the Consultants' Office: their own knowledge, manuals, or third-party

references. If the consultant on duty cannot resolve the problem, it should then be referred to ITS staff. The *Who to Contact in ITS* list is included in the appendix.

During regular ITS operating hours (Monday – Friday, 8:30AM – 4:54PM) place a call to the appropriate ITS staff member (or their backup) before walking the user to the ITS staff member.

If other problems occur, send email to appropriate staff member or then *Trouble Report*

Problems specific to a classroom assignment, course-related materials or applications should be directed to the faculty member teaching the course.

### **Leaving the Office**

The consultant on duty is not to leave the office if there are users waiting. If a user has a problem that the consultant cannot recreate in the office, then the consultant may go to the respective lab to assist the user AFTER any waiting users have been helped. If the user's problem is that a printer needs to be fixed, take care of the problem AFTER waiting users have been helped.

In the event that a consultant needs to leave the office (for any reason), the door to the office should be locked and an appropriate sign should be hung on the door.

Users are not to be left in the Consultants' Office without a consultant present. There are to be no exceptions to this policy.

It is expected that on occasion a Consultant may have a friend visit them while on duty. No one other than an authorized Consultant may use the equipment in the Consultants office. No visitors should be behind the Consultant desk. Visits are to be short and infrequent.

### **Electronic Mail Assistance**

Consultants may, at times, be required to answer questions through electronic mail. The *CONSULT* account has been set up to receive e-mail questions from the Union College community members who have access to e-mail facilities. The password for the account is NOT to be changed without the prior consent of the Head Consultant and/or the Consultant Manager.

## **Lab Scheduling**

All of the Labs may be scheduled for seminars or classes. The ITS Administrative Assistant handles this scheduling and will post copies of the schedules outside each of the labs and in the Consultants' Office.

## **Games & Downloads**

- There will be no game playing when a consultant should be working.
- There will be no installation of applications that are illegal or that will alter the stability and reliability of the system.
- A temporary storage area has been created on each system. Consultants may store files in individual folders in this area.

## **Socializing**

The Consultants' Office is not a social gathering place. Please remember that the Consultants' Office is a place of business and do not be disruptive.

If an off-duty consultant wishes to use any of the systems in the office, he (or she) must first ask for permission from the on-duty consultant. The systems in the office are there first for the use of the on-duty consultant.

## **Neighboring Rooms**

The Consultants' Office is located between a formal classroom and a staff member's office. Please remember that the Consultants' Office is a place of business and do not be disruptive to those working in the area.

## **HIRING POLICIES**

The Information Technology Services hires Union College students, undergraduate as well as graduate, and exchange students, as student consultants. When hiring, ITS seeks students who are motivated to enhance their education by working directly with the student body, faculty, and staff. The qualifications required for this position are more technical than many other positions on campus. Because of the need for such technical backgrounds, the student consultants should have the following qualifications.

Qualifications:

- Ability to interact effectively with a diverse group of users
- Knowledge of multiple hardware platforms including MAC and PC

- Knowledge of multiple operating systems including MAC OS, Windows95/98/NT/2000/XP and Unix
- Knowledge of the Internet including e-mail, system login procedures, FTP and Telnet.
- Knowledge of computer networks.
- Knowledge of application packages currently used by the college community and supported by ITS

**Consultant Phone Directory**  
**Information Technology Services (ITS)**

<b>Name</b>	<b>Title</b>	<b>Ext.</b>
<b>Mahar, Dan</b>	Hardware	8056
<b>Andolina, Kelly</b>	PC, Mac, Consultant and Lab	6660
<b>Babb, Bob</b>	Networking, ResNet	6667
<b>Cook, Walter</b>	Hardware	6666
<b>Sindoni, Dave</b>	PC, MAC, Ustar	8033
<b>Keller, Diane</b>	Director, Academic Computing	6663
<b>McClosky, Matt</b>	Networking, ResNet	8050
<b>Parlett, Mary</b>	Associate Director, Academic Computing	6661
<b>Shopmyer, Shawn</b>	Unix, Web, Network	6312
<b>Kania, Val</b>	Unix, Email	6665
	PC, Mac, FCRC	8382
<b>Strohecker, Jim</b>	Electronic Classrooms, Olin, Mac, Olin Consultants	6750
<b>Bondinello, Martha</b>	Administrative Assistant	6293

<b>Electronic Classroom Emergency Pager</b>	1011
<b>Modem Lines</b>	6836
<b>ITS Front Desk</b>	6293
<b>RESNET</b>	8707

<b>Library Reference Desk</b>	6281
<b>Escort</b>	6386
<b>Campus Safety</b>	<b>6911</b>
<b>Emergency</b>	<b>3-911</b>
<b>Counseling, Don Spring</b>	6161
<b>Dean of Students, Steve Leavitt</b>	6116
<b>Health Services</b>	6120

<b>Schenectady Police:</b>	374-7744
<b>Schenectady Fire Department:</b>	374-3111
<b>Schenectady Rape Crisis</b>	346-2266

<b>Center:</b>	
<b>Ellis Hospital Emergency Room:</b>	382-4121
<b>Safe Space Pager:</b>	800-283-2255-PIN #11349

Faculty Computing Resource Center (FCRC)  
Policies for Student Employees of Information Technology Services  
(revised 1-5-04)

The use of the resources in the FCRC is a privilege extended to student employees of Information Technology Services. The FCRC provides both Windows and Macintosh computers, laser printing, scanners on both platforms and limited color printing. There is also some video-editing equipment. Access to the FCRC is made possible through the use of the Union College ID card issued at the Office of Campus Safety.

The following policies are to be followed by ITS student employees so that the main purpose of the FCRC - to provide a resource for faculty members - is maintained. Violation of these policies without reasonable explanation may be considered to be grounds for terminating your access.

1. The FCRC may be used by student employees for personal work during the following hours:
2. Monday - Friday: 8:00 p.m. - 8:00 a.m.  
Saturday - Sunday: 6:00 p.m. - 8:00 a.m.
3. Consultants, clerks or other student employees may need to use the FCRC as part of their job outside the above hours. If you do, please contact Shawn Shopmyer or Mary Parlett-Sweeney with an explanation. Failure to do so could result in your access being terminated.
4. Use of the FCRC is a privilege for the student employees of ITS. You must NOT allow your friends to use your card or accompany you into this room.
5. The primary purpose of this room is for the faculty at Union College. If a faculty member enters the FCRC, you MUST ask them if they want to use the system that you are using. You must give up the system upon their request.
6. This privilege is provided to allow you access to the laser printers, the scanners and other equipment located in this room. The FCRC is never to be used as a work place for group projects. Only one student is allowed per system, and no more than three students may be in the FCRC at the same time.
7. The blinds on the door and the window are to be left open at all times. The door is to remain closed at all times; do not prop it open.
8. There should be no game playing on any of the machines.
9. If you want to listen to music, the radio, [etc. in](#) the FCRC, you must use headphones.
10. If you are working in the FCRC and a faculty member has a question, you are required to address it.
11. You will be expected to leave the room clean, no paper is to be left by the workstations etc. If the room is in disarray when you find it, please clean it up.
12. No food or drinks are permitted in the FCRC.
13. Software or hardware problems in the FCRC MUST be reported to Information Technology Services as soon as possible. The best way to do so is to call Shawn Shopmyer (x8382) or Mary Parlett-Sweeney (x6661) or send electronic mail to [shopmyes@union.edu](mailto:shopmyes@union.edu) or [parlettm@union.edu](mailto:parlettm@union.edu).
14. Clean off any files that you save to the hard drives. If you do not, they will be removed by a staff member of Information Technology Services.