

Office of Information Technology
Instructional Facilities

Student Technician Handbook
and Training Manual

TABLE OF CONTENTS

Welcome To Academic Support-Instructional Facilities!	2
1. Technology Classroom Support Offices	3
2. Computer Classrooms (formerly Teaching Theaters)	3
General Conduct	4
3. Guidelines	4
▪ Customer Service.....	4
▪ Professionalism.....	4
▪ Attendance and Punctuality	5
▪ Inclement Weather and other Emergency Conditions	5
▪ Cleanliness	5
▪ Office Computer Use	6
• Phone Use.....	6
4. Personnel Issues	6
▪ Performance appraisals	6
• Resignation/Termination	6
• Discipline.....	6
5. Administrative Procedures/Guidelines	6
▪ Time Sheets	6
▪ Facility Access.....	7
• Technician Resources.....	Error! Bookmark not defined.
▪ AIM Accounts.....	7
▪ Email Reflectors.....	8
▪ FootPrints, Easy Resource Planner (ERP), and SynchronEyes.....	8
6. Support Offices	8
7. General Support Office Guidelines	9
8. General Support Office Procedures	9
9. Responding to a Problem Reported By Phone or in Person	10
10. Armory Support Office - Additional Guidelines	13
11. CSIC Support Office - Additional Guidelines	14
12. PLS Support Office - Additional Guidelines	14
13. HBK Support Office - Additional Guidelines	15
14. Computer Classrooms	15
15. Computer Classroom Guidelines	15
16. Computer Classroom General Procedures	16
17. PLS Computer Classroom - Additional Guidelines	16
18. Computer and Space Sciences Computer Classroom - Additional Guidelines	17
Quick Troubleshooting Guide to Common Problems.....	18

Welcome To Academic Support-Instructional Facilities!

We are a diverse group of professionals whose goal is to provide quality service, support, and training to University of Maryland faculty, staff, and students who use the University's Technology Classrooms and Computer Classrooms (formerly Teaching Theaters). This handbook and training manual will familiarize you with our general procedures, guidelines, and expectations and provide you with the knowledge you need to succeed as a Student Technician. We hope that you enjoy working with us and we look forward to your becoming a valued member of our team.

The Manager of Instructional Facilities (IF) is Sue Clabaugh (src@umd.edu, x5-3702, AIM: umsrc). Within IF are two groups. The first group is comprised of the full-time professional technicians who are managed by Fran Bass. They are responsible for supporting the 217 Technology Classrooms on campus as well as designing new facilities. The second group is comprised of the student technicians (you) who are managed by Walt Pasquini (your Boss) and a dedicated group of experienced student staff. Your primary job is to staff the 4 support offices and 2 Computer Classrooms.

Walt Pasquini (Student Technician Coordinator)

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The IF Group has 4 different types of student employees. Full job descriptions, including qualifications for raises and/or promotions, can be found in APPENDIX A.

Student Technician I - \$7.25 base

- starting position, with primary responsibility for coverage of support offices

Senior Student Technician - \$ 7.75 base

- highest level position, with responsibilities for helping manage facilities and student technicians as well as assisting with maintenance and installation work

Student Administrative Assistant - \$7.50 base

- The Student Administrative Assistant is responsible for assisting the Supervisor of the group with a variety of administrative tasks.

Web Developer - hourly rate dependent on qualifications

- The Web Developer is responsible for assisting the Supervisor of the group and the IF Manager in keeping the group's internal and external web pages up-to-date.

Technology Classroom Support Offices

We have Classroom Support Offices in 4 locations where we have large concentrations of classrooms. The HBK office is new for fall 09 and will serve as the Single-Point-of-Contact (SPOC) for all classroom issues, a service previously handled by the Scheduling Office. The Classroom Support “hotline” number (x4-8522) is being transferred and the office will be staffed for longer hours.

- **ARM 0129** x5-5605 open Mon-Fri 7:30am - 5:00pm
 - ARM has 16 classrooms with overhead projectors, screens, and active data jacks.
 - Technology is provided on carts that faculty check out and roll to their classrooms.
- **CSIC 1120** x5-3838 open Mon-Fri 7:30am - 5:00pm
 - CSI has 10 classrooms with complete AV systems installed in each room.
- **PLS 1132** x5-2500 open Mon & Thu 7:30am-9:00pm, Tues & Wed. 7:30am-8:00pm, Fri 7:30pm-5:00pm
 - PLS has 16 classrooms with complete AV systems installed in each room.
 - A pool of checkout equipment is available including camcorders, slide projectors, etc.
- **HBK 0125** x4-8522 open Mon-Thurs 7:30am - 10:00pm, Fri 7:30am-5:00pm
 - HBK has 6 classrooms with complete AV systems installed in each room.
- **Admin Office (CSS 4436)** x5-2482

Computer Classrooms (formerly Teaching Theaters)

Computer Classrooms are technology-rich special classrooms that include a full range of presentation capability for the instructor, individual computers for the students, and special collaboration tools for enhancing student learning. Faculty members must make a request to use a Computer Classroom and courses are accommodated as schedules allow.

We have 2 Computer Classrooms that we support.

- **OIT** CSS 1410 x5-7451 30 Mac computers (dual-boot Mac and Windows)
- **PLS** PLS 1129 x5-3697 36 Windows computers

General Conduct

Guidelines

- Customer Service
 - *Be Polite*
 - Always demonstrate utmost courtesy to professors and instructors (these are our customers). Faculty and staff should be addressed by academic title (when applicable) and last name. (EX: Dr. Smith or Ms. Jones)
 - Greet people as soon as they come in the office and ask what you can do to help them.
 - Answer the phone by clearly identifying the office you are in, giving your name, and offering your assistance.
(EX: Armory Support Office, Jane Doe speaking, how may I help you?)
 - Even if a customer is rude or difficult, do not make it worse by being rude or difficult in return. "Kill them with kindness." It's hard for someone to stay angry if you are being calm and polite.
 - *Be Responsive*
 - Respond to customer requests quickly
 - Show complete attention to the customers needs and concerns
 - *Be knowledgeable*
 - Make sure you have thoroughly mastered all the policies and procedures for the facility you are staffing.
 - Make sure you can operate all the equipment.
 - Make sure you know what to do when you have problems.
 - If a customer is upset and wants to complain...
 - Ask them to direct their complaints to the group administrators
 - Walt Pasquini x5-8762 wpasquin@umd.edu
 - Sue Clabaugh x5-3702 src@umd.edu
 - You are not paid enough to have to deal with customer abuse.
 - This does not reflect poorly upon you.
- Professionalism
 - To provide a professional office environment, **do not engage in activities that distract you** from your duties or create noise.
 - Use headphones for music, games, etc. and limit cell phone use.
 - Idle time should be occupied by quiet, constructive activity such as
 - organizing or straightening up the office and the equipment
 - doing room checks
 - homework
 - Certain behaviors will NOT be tolerated and will result in disciplinary action.
 - Attendance issues (being late, leaving early, not giving advance notice, etc.)
 - Poor customer service (sleeping, rudeness, poor judgment, etc.)
 - Inappropriate use of computing and other resources
 - Friends in Offices

- Friends should not be in offices.
- If there are special circumstances, contact the administration beforehand.
- Attendance and Punctuality
 - You must arrive early enough so that you are ready to work at the start of your shift. Walking in the door at the time your shift begins is not acceptable.
 - If you will be late, notify administrators so that coverage may be provided.
 - You should remain until the next scheduled tech arrives or the facility closes. If you must leave and your replacement has not arrived, notify administrators (oit-if-seniortechs@umd.edu) and lock the facility.
 - *You are responsible for coverage of your shifts.*
 - If you need to miss a shift, you must find someone to cover.
 - Please avoid scheduling events that conflict with your shifts.
 - Send an email to the oit-if-studenttechs@umd.edu reflector to request coverage as soon as you know you will miss a shift.
 - Remember to include date, time, and location of shift.
 - If you do not receive a response, **be persistent.**
 - When you find coverage, notify administration via the oit-if-admin@umd.edu reflector of the schedule change and indicate it in the notes section of your timesheet.
 - If you are having trouble finding coverage, contact administration for assistance.
- Inclement Weather and other Emergency Conditions
 - Rule of Thumb: If classes are in session, our offices are open.
 - If the university is closed or if it opens late due to inclement weather, our offices open as soon as the university opens. If the University closes early, our offices close when the University closes.
 - You will NOT be paid for hours you cannot work because the University is closed.
 - TORNADO SAFETY: If the University's tornado sirens go off, do NOT go outside. Seek shelter away from windows in an interior hallway or basement.
 - FIRE EMERGENCY: If the fire alarm sounds, close and lock the facility and leave the building. Do not use the elevator.
 - EMERGENCY PHONE NUMBERS:
 - 911 Police, fire, and medical emergencies
 - x5-3333 non-emergency Police
- Cleanliness
 - Food
 - Eating in the office is a privilege that can be revoked.
 - Leftover food, wrappers, napkins, etc. must be properly disposed of.
 - Food cannot be stored in the office.
 - Trash
 - Put all trash and debris (including newspapers) in the trash cans in each office.
 - **Housekeepers don't have access to offices so put trash cans in hall each night.**

- Return trash cans to the office once they've been emptied.
- Floors
 - If they are not clean, use the brooms and dustpans available in each office.
- Chalkboards/Whiteboards/Bulletin Boards
 - Should be used for office information only.
 - Temporary notes should be erased when no longer relevant.
- Equipment
 - Should be properly put away/stored.
 - Should have cables/cords neatly coiled and stored.
- Office Computer Use
 - Should only be used under your own account.
 - Should not install any extra software onto them or store personal files on them.
 - Should not be used for inappropriate activity. (See *Acceptable Use Guidelines*).
- Phone Use
 - Phone is for official use only.
 - We are charged for all off-campus calls, including 411 so if you must make a personal call, please use your cell phone.

Personnel Issues

- Performance appraisals
 - You will receive regular feedback on your work performance.
 - These appraisals will be a factor in promotions and pay raises.
- Resignation/Termination
 - If you must resign, do so in writing or via email to the supervisor and give two weeks notice.
 - Any student whose job performance, conduct, and/or dependability are unacceptable may be terminated.
 - Students also may be removed from the payroll if they are not available to work the hours that need to be covered. These students may be rehired at a later date.

Administrative Procedures/Guidelines

- Time Sheets
 - Must be *completed* and *signed off* on every two weeks by **5pm on Friday**
 - A reminder will be sent via email.
 - If timesheet is not completed and signed off, you cannot be **paid**.
 - To access:
 - Go to <http://timesheets.umd.edu>
 - Click 'Complete Your Time Record'
 - Login using Directory ID and Password
 - To Complete:
 - Enter time worked in **15 minute increments** (i.e. 10:15, 1:30)
 - Use the notes field for additional information, including:
 - Shifts you missed and who covered for you
 - Shifts you covered for another tech

- Any extra shifts you may have worked (i.e. special events)
 - To indicate multiple shifts on a single day, use 'Add Time Slice' to create an additional time increment.
 - If you work 6 hours or more in a row, **you must take a 30 minute meal break**, which is deducted from your work hours.
- To save:
 - Press 'Save Time Entered/Notes'
 - Logout
- To sign off and complete:
 - Check that your timesheet is accurately filled
 - Remember to check AM/PM
 - Press 'Save Time Entered & Final Employee Signoff'
 - Logout
- **Facility Access**
 - Card Readers
 - Support offices, Computer Classrooms (Teaching Theaters), AV closets and projection booths, and some Tech Classrooms have card readers.
 - Your student ID has been programmed into the readers.
 - Some readers are finicky so you may need to swipe your ID more than once.
 - If your ID has worked in the past and stops working, call Building Security Services (x5-3286) while you are near the reader and they can troubleshoot the problem with you.
 - If you replace your ID, it may not work until you contact Building Security and have them update the issue code.
- **Technician Resources**
 - Technician Resources are located in the ELMS system.
 - Login at <http://elms.umd.edu>
 - Under the "My Organizations" section you will find **Instructional Facilities Student Technicians**.
 - Once you've entered that space, click on Documents.
- **AIM Accounts**
 - Used for communication between offices and administrators
 - Support Office/Computer Classroom Accounts
 - Should be logged on during entire duration of shift
 - UMSrTech****
 - Used by senior technicians when on duty
 - Your first resource when help is needed
 - UMangelay and UMthulamm
 - Used by student administrators (Angela Yu and Trina Hulamm)
 - Pasquini63
 - Used by Student Tech Coordinator (Walt Pasquini)
 - Invfgb
 - Used for any AV equipment problems (Fran Bass)

- **Email Reflectors**
 - **oit-if-seniortechs@umd.edu**
 - Used to contact leadership
 - Walt Pasquini, Sue Clabaugh, Senior Techs, Student Admins, Fran Bass
 - **oit-if-studenttechs@umd.edu**
 - Used to contact all group employees and leaders
 - **oit-if-admin@umd.edu**
 - Used to contact Walt Paquini, Sue Clabaugh, and Student Admins
- FootPrints, Easy Resource Planner (ERP), and SynchronEyes
 - View the tutorials on the technician resources website (see above)
 - Recommendation: Follow the tutorial during initial uses

Support Offices

Support Levels

Classroom support is defined as Level 1 or Level 2.

1. Level 1
 - a. Level 1 support is provided by local colleges & departments, as well as OIT.
 - b. The Support offices in ARM, CSIC, HBK, and PLS are considered Level 1.
 - c. Level 1 responsibilities include:
 - i. assisting users from any department who need help with classroom technology
 - ii. providing regular room checks (at least weekly) of the rooms they support
 - iii. doing simple maintenance (changing batteries, replacing a cable, cleaning the equipment, etc.) and keeping supplies on hand
 - iv. reporting all problems using the FootPrints system
 - d. HBK is the central point of contact for all classroom problems on campus including answering the classroom hotline (x4-8522) so in addition to all Level 1 duties that office has the additional responsibility of contacting the closest Level 1 support office to dispatch someone to quickly assist users having problems.
2. Level 2
 - a. Level 2 support is provided by the full-time technical staff (such as Fran and the AV technicians in the OIT Instructional Facilities group). Level 2 staff can do more extensive troubleshooting and repair.
 - b. If Level 1 staff can't resolve the problem, it is usually referred to Level 2 staff.

General Support Office Guidelines

1. Security
 - a. Office Doors
 - i. Should be open when a tech is present
 - ii. Should be closed when no tech is in the office
 - iii. If you have to leave the office, put a note on the door saying where you are and when you'll be back.
 - b. Windows
 - i. May be opened during the day when environmental conditions call for it.
 - ii. Must be closed and locked at the close of the office.

2. Printing
 - a. Printing is a privilege that should not be abused.
 - b. Techs may print short occasional documents using office printers and paper (no long papers, please).
 - c. If paper or toner are low. contact administration via oit-if-seniortechs@umd.edu.
3. Passwords
 - a. Users sign on with their Directory ID and password
 - b. If that doesn't work,
 - i. sign on for them using your own ID/password and be sure to sign off when the cart is returned
 - ii. have them contact their department to make sure they are entered in the University personnel system
4. Lost and Found
 - a. Located in support office (Except HHP, which is in the 3rd floor Dean's Office)
 - b. Try to contact the owner if contact information is found
 - c. If someone is looking for something that is not in the Lost and Found, record the following on a slip of paper and place it in the Lost and Found: name, contact info, item and description

General Support Office Procedures

19. Opening an office
 - a. (In ARM office) Print and post the day's equipment reservation list (ERP).
 - b. Check office equipment presence and condition.
 - c. Print sign in/sign out sheet.
20. Beginning a shift
 - a. Arrive before shift starts so you can begin work on time.
 - b. Sign into office computer and AIM account.
 - c. Check for office cleanliness and organization and clean up, as needed.
 - d. Check reservation list to familiarize for shift (What is going out? When is it to be signed out and in?)
 - e. Check FootPrints for tickets that have not been resolved and may effect your shift.
 - f. Check voicemail messages and follow up as necessary.
21. During each shift
 - a. Answer the phone by clearly identifying the office you are in, giving your name, and offering your assistance.
 - i. (EX: Armory Support Office, Jane Doe speaking, how may I help you?)
 - b. Provide assistance as requested/required
 - c. Conduct facility rounds – check each unoccupied classroom to see that:
 - i. PC is logged out
 - ii. AV system is shutdown
 - iii. Lights are turned off
 - iv. Windows are closed
 - v. Door is not propped open

vi. Any items left in the room should be put in the Lost and Found.

22. Ending a Shift

- a. Sign off AIM account and office computer.
- b. Make sure office is clean and neat.
- c. Wait as long as possible for relieving tech to arrive; contact administrator if he/she does not show and office needs coverage.

23. Closing an office

- a. Conduct facility rounds.
- b. Check office equipment presence and condition; sign off on sign in/out sheet for day and file it away.
- c. Straighten up office and put trash can in hallway.
- d. Turn off lights and close door.

24. Taking a reservation

- a. Get the following information:
 - i. Instructor name
 - ii. Contact information-phone, email, campus address
 - iii. Course prefix and section number
 - iv. Location of class (Room Number)
 - v. Dates and times equipment will be needed
- b. Record this information in scheduling software (ERP)

25. Signing out equipment

- a. Check for reservation in system (if there is not one, add it)
- b. Have instructor sign out on sheet
- c. Give the equipment to instructor (*Do not deliver it*)
- d. Offer to demonstrate equipment
- e. Faculty may provide the support office with the name(s) of any TAs or students who are authorized to pick up and return the equipment for their class.

26. Signing in equipment

- a. Check condition and have instructor (or authorized TA or student) sign in on the sheet
- b. Properly store equipment

Responding to a problem reported by phone or in person

When problems occur in a classroom, a sign directs calls to the Classroom Support Office (4-8522) OR many users contact the local level 1 support office that supports the room. When the problem is reported, the support staff should use the following protocol.

1. Answer the phone by saying, "This is the Classroom Support Office. How may I help you?"
2. Ask for the classrooms building and room number and log it into the FootPrints system.
3. Ask, "What seems to be the problem today?" and ask any follow-up questions to better understand the situation. Enter this information in the FootPrints system.

IMPORTANT: Be sure to enter complete contact information for the faculty member or user having the problem (name, department, email address, and phone number) so s/he can be contacted when the problem is resolved.

4. If you can troubleshoot or resolve the problem over the phone or by talking to the user, do so. (EX: how to log on using Directory ID & password, making an equipment reservation, or using your ID in the card readers on AV closets)
5. If you can't resolve the problem immediately, determine if the problem is an *emergency* or a *non-emergency* and ask if the faculty member wants class interrupted for someone to troubleshoot or fix the problem or they want it fixed later.
- 6. If the problem is an EMERGENCY (the instructor needs immediate assistance):**
 - A. If the call comes to the hotline (x4-8522), contact by phone (or radio) the Level 1 support office that is responsible for that classroom, tell them about the problem, and dispatch them to the room as quickly as possible. (See Contact List for numbers and email addresses.) If the level 1 support office cannot respond for some reason, call the next closest support office.
 - B. If the request comes directly to the Level 1 support (by phone, in person, by radio) the staff member should immediately proceed to the classroom to help the user.
 - C. If the problem is resolved, the FootPrints ticket should be filled out saying what was done and then closed out.
 - D. If the problem can't be resolved by the Level 1 support group or needs to be referred to Level 2 or another group:
 - 1) The appropriate unit should be contacted immediately by phone or radio (such as calling Work Control for problems with the room's physical environment or furnishings, Building Security for lock problems, OIT-Instructional Facilities for AV problems).
 - 2) If the appropriate responding unit uses their own ticketing system (such as Work Control or Building Security), ask if you also need to enter the information in their on-line forms.
 - 3) If the appropriate responding unit participates in the classroom ticketing system, the unit should be called *and* the ticket should be transferred to them (such as OIT for level 2 technology issues).

NOTE: *If the offer to send immediate help is refused by the user (for whatever reason), a Level 1 support staff member should meet with the user at the end of the class period to find out more about the problem or fix it, if possible.*

7. If the problem is a NON-EMERGENCY (the faculty member does not need/want immediate assistance):

- A. *If the problem is related to the room's physical environment* (e.g., missing instructor table or lectern, room is too hot/cold, lights don't work, etc.), call Work Control (5-2222) and place a work order immediately.
- B. *If the problem is related to the card reader locks malfunctioning*, call Building Security (x5-3286) or fill out the on-line work order form.
- C. *If the faculty member requests equipment, training, or assistance* with instructional issues,
 - 1) offer to call and make arrangements with the appropriate Level 1 or 2 support office OR
 - 2) if they prefer, give them the contact information so they can arrange assistance at their convenience.

8. Follow up

Once a problem has been reported to the Classroom Support Office or Level 1 support staff, it is critical that instructors receive timely follow-up including notification of what action is being taken.

- A. With FootPrints, you can designate those who should receive email notifications about the status/resolution of problem (user, local support staff, etc.).
- B. For more serious problems, a phone call also should be made.

NOTE: Once problems are entered into FootPrints, anyone who wants to check on the status of a problem can visit the web site and determine what has been done.
- C. If the problem can't be replicated or seems to be a case of "operator" error, a Level 1 or 2 staff member should meet the user before the next class to troubleshoot the problem and make sure the user is operating the equipment correctly.

9. Problems that are reported to Work Control

- A. should be tracked via the "Read only" access to Operations & Maintenance's work order system. Any outstanding work orders should be reviewed on a daily basis and followed up as necessary.
- B. When the work is completed and the work order is closed out, the support staff member should update the tracking system and make sure the instructor is notified.

9. Providing Assistance in a Classroom While Class is Meeting

- A. Minimize disturbance to the class by asking the faculty member if they want you to try to troubleshoot or fix the problem then or have it fixed later.
 - 1. *If they need/want immediate help*, work as quickly as possible to do preliminary troubleshooting.
 - 2. If you get can't fix the problem, access additional support in the following order:
 - a. Senior Techs via UMSrTech AIM account
 - b. Administrators via office phones
 - 1) Walt Pasquini x58762
 - 2) Sue Clabaugh x53702

3. *If you can't fix it or it can wait until later, return to the office and enter the problem into FootPrints and make any phone.*
- B. If an issue cannot be swiftly resolved, you may move the class to another, unoccupied classroom if the professor desires and a room is available.
 - C. Document the event using FootPrints, even if the incident was resolved.

Additional Guidelines for Specific Support Offices

Armory Support Office - Additional Guidelines

- Carts
 - Storage
 - Against wall, projector lenses facing away from wall
 - Power and data plugged in
 - VGA cable coiled and stored behind monitor
 - PC powered on, logged off
 - Projector powered off
 - Passwords
 - Users sign on with their Directory ID and password
 - If that doesn't work,
 - sign on for them using your own ID/password and be sure to sign off when the cart is returned.
 - have them contact their department to make sure they are entered in the University personnel system.
 - Setup
 - Cart power cord plugged into electrical outlet on wall
 - Cart data cable plugged into Ethernet outlet on wall
 - Operation
 - Use the input button on the projector to select which source is being projected (cart PC, VGA and Audio input, cart DVD/VCR).
 - An instruction sheet is attached to each cart.
- Wireless Mics (installed systems)
 - Available for Armory lecture halls 0135, 0131, 0126
 - Mics can only operate in their assigned rooms
 - Storage
 - Beltpack transmitter turned off
 - Spare battery in pouch
 - When signing in and out
 - Check battery power by turning beltpack on, waiting five seconds, and reading the meter (green=good, yellow=low)
 - Check for spare battery
 - Controls
 - Power
 - Switch located on beltpack transmitter
 - Switch located beneath chalkboard in associated room
 - Volume

- Knob located beneath chalkboard in associated room
- Portable Mic System
 - A portable mic system (amp/speaker and wireless mic) is available for use in smaller ARM rooms.
 - Before checking out, make sure wireless mic has fresh batteries.
- Batteries
 - Keep 9v and AA batteries in stock.
 - If low on batteries, request delivery via FootPrints.

CSIC Support Office - Additional Guidelines

- Dry-Erase Markers (provided by Computer Science Department)
 - Are stored in office for all CSIC classrooms.
 - If you run low/out contact Brenda Chick (chick@umd.edu, x5-8411).
- Security/Lobby display equipment (owned by Computer Science Department)
 - DO NOT TOUCH.
 - If problems occur, send email to csic-bugs@cs.umd.edu.
- Resetting the classroom touch screen/monitors when they freeze or won't wake up
 - Go underneath the desk and find the floor box.
 - Unplug the cable to the panel (a silver connector with 4 pins).
 - Wait 10 seconds and plug the cable in again.

PLS Support Office - Additional Guidelines

- Video Camcorders (in black cases)
 - Stored in bottom of tall gray cabinet
 - System includes:
 - Camcorder
 - Batteries are old and don't hold a charge well so use with power supply rather than batteries.
 - Users are to provide their own tapes.
 - Tripod
 - Gray/blue mounting bracket (on shelf)
 - Do not deliver
 - Offer to demonstrate setup
 - Lecture Hall lighting control systems
 - FYI, after an electrical outage in the building, the lighting control systems in the 2 lecture halls (1130 and 1140) may need to be reset.
 - If you are the first person of the day to open the room and find the lights not working, call x5-2600 and enter it into FootPrints.

HBK Support Office- Additional Guidelines

- Campus-wide Support
 - HBK Support Office serves as the single point of contact for campus-wide classroom support.
 - The classroom hotline phone number (x4-8522) has been moved to this office.
- Responding to requests
 - Enter all problems into the FootPrints system. If something is an emergency and needs a quick response, use the radio to ask for assistance.
 - If a request for help comes in, do your best to help over the phone
 - You may go to the classroom to help in person, if necessary. This is why we try to have double coverage in the evenings.

Computer Classrooms (formerly Teaching Theaters)

Computer Classroom Guidelines

- Scheduling
 - You will be scheduled to work Computer Classroom shifts by the class (i.e. if the class meets TuThu 9-12, you will cover both class sessions)
 - Be prepared to cover the final exam.
 - If a class is cancelled, you are not expected to work. Notify your supervisor who may be able to assign you elsewhere so you don't lose the hour
- Beginning of the semester
 - Show the class the Log In process and be prepared to give temporary access during the first few weeks of the semester to students who are on the waiting list.
 - Explain the facility features to the professor
 - SynchronEyes/ Apple Remote Desktop
 - AV system
 - Dual LCD Projectors - DVD/VHS controls
 - Volume controls - Document camera
 - Recording system
 - M and N Drives
 - Familiarize yourself with all of the equipment and be ready to assist both faculty and students with any of the room's capabilities.
 - Exchange contact information with the professor so that you can communicate directly if a class is canceled or special preparations are needed.
 - Discuss with professor the configuration he/she would like the AV system at the start of classes (e.g. Computer A on left screen, Computer B on right screen, Audio on Computer A, Lights at mid-intensity).
 - ***Under no circumstances are you to log in for the professor using the professor's Directory ID and password.***

Computer Classroom General Procedures

- **Opening a Computer Classroom**
 - Unlock door and turn off alarm (if room has one).
 - Check office equipment presence and condition.
 - Turn on all lights.
 - Check voicemail messages and respond as necessary.
 - Turn on the projectors.
- **Beginning of each shift**
 - Arrive 15 minutes before the start of class.
 - Sign into Computer Classroom office computer and AIM account.
 - Check office cleanliness and organization and clean up, as needed.
 - Check classroom cleanliness and organization and clean up, as needed.
 - Make sure all of the equipment has been set up and turned on for faculty
 - Lights
 - Projectors
 - Markers are available
 - Make sure that all of the computers are ready for log in.
 - Open doors for faculty and students.
- **During each shift**
 - Provide facility support and assistance to faculty and students.
- **Ending a shift**
 - Sign off of AIM account and office computer
 - Make sure office is clean and neat.
 - Make sure classroom is clean and neat.
 - If there is a class immediately following the one you cover, wait until your replacement arrives. If you must leave and your replacement has not arrived, notify administrators (oit-if-seniortechs@umd.edu) and lock the facility.
 - If there is no class immediately following the one you cover,
 - Shut down the equipment.
 - Put the trash can in the hallway.
 - Turn out the lights.
 - Lock up the room and set the alarm, if there is one.

Additional Guidelines for Specific Computer Classrooms

PLS Computer Classroom - Additional Guidelines

- **Dry-Erase Markers/Whiteboard**
 - Are provided only at the beginning of the semester

- Once the markers are gone, instructors must provide their own
- Front wall doubles as writing and projection surface
- Erase markings at end of each class session to prevent staining
- **Lighting**
 - Controlled by panel just inside control room door.
 - It can be confusing – familiarize yourself with the controls.
 - FYI, after an electrical outage in the building, the lighting control system may need to be reset. If you are the first person of the day to open the room and find the lights not working, call x5-2600 and enter it into FootPrints.
- **Alarm System**
 - Alarm should be armed when Computer Classroom is closed.
 - If you do not know the alarm code, contact a member of administration.
 - To Disarm the Alarm System:
 - Enter theater through the control room.
 - Enter the code into the key pad adjacent to the door separating the control room and theater.
 - Move quickly – when the key pad stops beeping, the alarm will sound
 - To Arm the Alarm System
 - Close the theater doors and turn off the lights.
 - Make sure the control room door is closed.
 - Gather up your things before activating alarm.
 - Enter the code into the key pad.
 - Leave the control room.
 - If the alarm goes off ...
 - You cannot shut down the alarm.
 - Wait for the police to arrive and explain what happened.
- If necessary, you may login with your Directory Login when you need to provide someone with temporary access, such as students not on the class list or guests
- **Printing is not available**

Computer and Space Sciences Computer Classroom - Additional Guidelines

- **Remote Desktop**
 - Must be accessed from Computer 01
 - Password is in text file called Remote Desktop on the desktop
- **Printing**
 - Generally not available.
- **Scanner**
 - Located on the Computer B desk

- Use scan control application
 - Accessed through Adobe Photoshop or Applications Directory
- If necessary, you may login with your Directory Login when you need to provide someone with temporary access, such as students not on the class list or guests
 - *Do not disclose to instructors or students.* You must login for them.

Quick Troubleshooting Guide to Common Problems

These are some of the most common problems you will encounter and generally can be resolved quickly.

- **No Video Projector Image**
 - This is the MOST common issue you will face
 - Symptoms
 - Projector is on (you can see light through the lens)
 - Source is selected
 - No Image is Projected
 - 'Blank/Unblank' button is depressed
 - Resolution
 - Press the 'Blank/Unblank' button for the effected screen(s)
- **Loss of Functionality**
 - Symptoms
 - Device will not respond (loss of keyboard-mouse control, no signal getting to destination, etc.)
 - Resolution
 - Check and tighten every connection from the effected device back to the source.
 - Check the cable to make sure the connectors at the ends are not loose or damaged (missing or broken pins). If so, then get a new cable.
 - Try restarting the computer and/or device
- **No Audio**
 - Symptoms
 - Lack of Audio from a desired Source
 - Resolution
 - Select the desired audio source from the Source list
 - Be sure to press 'No' at the prompt that asks "Keep Current Audio?" Otherwise, the old audio source will be kept.
 - Check the volume level and make sure Mute is not on.
- **Failure to Switch Sources**
 - Symptoms

- Crestron indicates the proper source
 - Projector is blank or wrong source
 - Selecting the source fails to change projection
- Resolution
 - Select a different source from the Source list
 - Then select the desired source from the Source list
 - This forces the projector to detect the signal again.
- **Problems Connecting a Laptop**
 - For PC:
 - Connect VGA Cable (from desk top or aux input) to Laptop's VGA port
 - Press the key combination <Fn + F#>
 - # is dependent upon model (E.G. Dell = F8, Sony = F7)
 - There is usually an monitor icon present on the key
 - For MAC:
 - Instructor will need the appropriate video adaptor for their Mac laptop in order to connect it to the VGA Cable
 - If they don't have one, there may be one in the local support office/ control room
 - Connect the adaptor to the VGA Cable
 - Connect the adaptor to the laptop
 - Macs generally detect external displays automatically but if not, select 'System Preferences'
 - Select 'Monitor' and set monitor to 'Mirror'
- **Poor Image When Playing a Videotape**
 - Symptoms
 - Image is snowy and breaks up
 - Resolution
 - use VCR remote to adjust tracking
 - if that doesn't work, check with instructor to make sure tape is not recorded in a non-NTSC standard format (PAL or SECAM)

APPENDIX A

INSTRUCTIONAL FACILITIES STUDENT STAFF POSITION DESCRIPTIONS

STUDENT TECHNICIAN I - \$7.25 base

1. Responsibilities include coverage of support offices and computer classrooms
2. Qualifications/Requirements:
 - a. Technical competence,
 - b. Good work habits (dependable, good at meeting deadlines, thoroughness, attention to detail, initiative, etc.)
 - c. Good customer service skills
 - d. Good communication skills
3. Duties/responsibilities include the following:
 - a. employment-related knowledge
 - i. timesheets
 - ii. lateness/absences
 - iii. who to notify
 - iv. how to get a substitute
 - v. note changes on timesheet
 - b. general support office procedures
 - i. card reader access
 - ii. logging on to office PC
 - iii. checking voicemail
 - iv. using FootPrints
 - v. reserving and checking out equipment
 - vi. performing routines checks
 - vii. office supplies
 - viii. batteries, lamps, cables, etc.
 - ix. room checks
 - c. specific support office procedures
 - i. ARM
 - ii. CSI
 - iii. PLS
 - iv. HBK
 - d. basic assistance/troubleshooting
 - i. hooking up a laptop
 - ii. changing batteries in wireless mic
 - iii. changing overhead projector lamps
 - iv. basic PC & Mac knowledge
4. Students may be assigned additional or special responsibilities beyond routine coverage of support offices
 - a. Computer Classroom coverage
 - i. pre-class procedures
 1. open room 15 minutes before class
 2. turn on computer and AV equipment

- ii. during class
 - 1. assist faculty and students with computer or AV equipment
 - 2. recording class
 - iii. post-class procedures
 - 1. return room and equipment to normal status
 - 2. general clean up of facility
 - 3. close and secure room
 - b. specific facility procedures
 - i. CSS
 - ii. PLS
- 5. Students may qualify for a raise and/or promotion after 2 semesters of satisfactory job performance or 1 semester of exemplary job performance.

SENIOR STUDENT TECHNICIAN - \$ 7.75 base

1. Highest level position, with responsibilities for helping manage facilities and student technicians as well as assisting with maintenance and installation work
2. Qualifications/Requirements:
 - a. experience working with the IF technicians on maintenance and installation projects,
 - b. demonstrated interest in and ability to manage tasks and people
 - c. initiative and ability to work independently
 - d. strong oral and written communication skills
 - e. interest in learning about new technologies
3. Duties and responsibilities include the following:
 - a. responsibility for a specific facility
 - i. weekly room checks
 - ii. basic repairs/maintenance
 - iii. monitoring of supplies and materials
 - b. assisting with recruitment and hiring of student technicians
 - c. training of student technicians and users
 - d. assisting with monitoring/evaluating STI attendance and work performance
 - e. working on special projects
 - f. participating in scheduled staff meetings
4. Students may qualify for a raise after 2 semesters of satisfactory job performance, or 1 semester of exemplary job performance.

STUDENT ADMINISTRATIVE ASSISTANT - \$7.50 base

1. The Student Administrative Assistant is responsible for assisting the Supervisor of the group with a variety of administrative tasks.
2. Qualifications/Requirements in addition to those of STI:
 - a. attention to detail, and follow-through,
 - b. demonstrated interest in and ability to manage tasks and people
 - c. initiative and ability to work independently
 - d. strong organization skills
 - e. excellent oral and written communication skills
3. Duties and responsibilities include the following:
 - a. scheduling of student technicians and facilities

- b. assisting with recruitment and hiring of student technicians
 - c. assisting with training of student technicians and users
 - d. monitoring of technicians and facility coverage
 - e. communicating with staff and users
 - f. assisting with projects
4. Students may qualify for a raise after 2 semesters of satisfactory job performance, or 1 semester of exemplary job performance.

WEB DEVELOPER - hourly rate dependent on qualifications

1. The Web Developer is responsible for assisting the Supervisor of the group and the IF Manager in keeping the group's internal and external web pages up-to-date.
2. Qualifications/Requirements
 - a. experience as an STI highly desirable
 - b. attention to detail
 - c. ability to work independently and follow-through
 - d. strong organization skills
 - e. excellent oral and written communication skills
 - f. experience as a web developer with solid knowledge of HTML, JAVA, etc.
 - g. experience with databases desirable
3. Duties and responsibilities include the following:
 - a. assisting with revision and updating of existing web pages
 - b. developing new web pages and on-line forms
 - c. making recommendations for improvements
 - d. assisting with other projects
4. Students may qualify for a raise after 2 semesters of satisfactory job performance, or 1 semester of exemplary job performance.