

INSTRUCTIONS FOR LAB CONSULTANTS

OPENING AND CLOSING LAB

Opening the Lab

- Firstly, when reporting to the lab, please check the alarm. If the alarm status is OK, perform a lab walk to make sure that everything is in order. Refill the printers with paper as to avoid problems with usage throughout the day.
- When opening the lab in the morning, turn the alarm key to the disabled position (horizontal), you also need to similarly disarm the alarm at the back of the inner room (Teaching Lab). Then call the UIC Police (6-1212) to inform them of your name and building (EPASW L270/ L278 or Building 623).
- Turn on both air conditioning units; this should be done even in winter to ensure desired room temperature is maintained.

Closing the Lab

- Give the lab users a 15-minute warning before the lab closes, and repeat the announcement 5 minutes prior to closing time. After everyone has left the lab, double check that ALL users have in fact left.
- When closing the lab, turn the alarm key (in both rooms) to the enabled position (vertical). Then, call the UIC Police (6-1212) to inform them of your name and building.
- Secure all the doors, be sure the alarm is properly set, and turn off the lights.

GENERAL LAB DUTIES

As a lab monitor you have many tasks to perform to ensure that the lab is clean and presentable and in excellent working condition. These tasks include:

- Check alarm status
 - Alarm should be set to 3 (box has to show “3 - -“)
- Check Lab supply levels
 - Paper
 - Toner
- Printer Maintenance

- Maintenance
- Fill printers with paper
- Replace or shake toner
- Clear paper jams
- Place unclaimed print jobs in output bins
- Print signs for inoperable printers

- Maintain Lab cleanliness
 - Push in chairs
 - Straighten monitors, keyboard, mouse and mouse pad
 - Remove any debris left by users in work station areas
- Machine Maintenance
 - Logout of machines not in use
 - Keep the projector turned on before a class
 - Provide the microphone and speaker as needed by the lab instructor
 - Switch all the computers on to check if all of them are functioning properly
 - Switch the projector off after a class
 - Troubleshoot the non-functioning machines
 - Ghost machines that are not functioning properly
 - Log problems for machines, which cannot be fixed by ghosting
 - Print signs for inoperable machines
- Assist users
 - Troubleshoot account problems
 - Assist with software applications or computer usage and printing
 - Log problems for issues which you are unable to assist the user with

What is a lab walk?

When you first enter a lab and throughout your shift, you will be performing “lab walks.” What is a lab walk? Basically it is routinely performing the above mentioned tasks along with enforcing our No Food or Drinks Acceptable Use Policy.

General Guidelines

- Always check the lab alarm status.
- Academic work always takes precedence over non-academic work. If a user needs a machine to write a paper and another user is using it for a non-academic program, politely ask the second user to give their machine to needy user.

- If you find a user violating ANY of the ACCC Policies, politely ask him for them for their University ID card and record the incident in CSO menu. If a user refuses to give his ID, politely ask him to leave the lab. If he refuses to leave the lab, call the University police at 6-HELP or 6-1212 and inform the SOD.
- You must never touch a client in any way, even if the person becomes rude and abusive towards you: call the University police IMMEDIATELY.
- It is very important that you always check the supply levels (printer paper, toner).

TROUBLE SHOOTING

1. PRINTERS

- Paper jams are the most common problems. Please check top, front, right side, and left side of the printer for any paper jams. Read the message shown on the printer panel.
- If the printer prints only the top page (the ACCC page) then it needs to be power cycled (Switch it off and switch it on again).
- Sometimes the printer does not print the pages directly from the Internet Explorer but it prints an error page saying that some error has occurred. The students' account gets charged in such cases. Try printing the same page from Netscape Navigator. If it does not work contact ACCC and ask student to get a refund from ACCC-2267 SEL
- If printer does not print .pdf files simply copy the content of the file using either text selection or image selection tool in acrobat reader and paste it to some work file. The contents can now be printed from word file.
- When printer displays 'TONER LOW' it needs immediate attention of the consultant, because if it is not fixed then the printer will continue to print bad pages for which students will be charged. To fix the problem take out the toner cartridge, shake it, and insert it. If this does not help the print problem it will need to be replaced.
- Log any problems that could not be resolved to <http://www.uic.edu/depts/accc/remote>

2. ALARM

Follow these steps if a zone is violated:

- Go to the server room where a white alarm control box is located on the right side of the room.
- Locate the problem zone on the screen.
- If you can verify within 30 seconds that no computers are being stolen and the violated zone is visibly safe to approach, then disarm the alarm.
 - Otherwise, leave the alarm enabled as you investigate the cause of the detonation.
 - If you are not sure about the situation, leave the alarm on and let the UIC Police investigate.
 - **DO NOT endanger your own life** by chasing down suspected thieves. Call the UIC Police at 6-1212.
 - Occasionally a user may accidentally remove or break a splice. Disarm the alarm in these cases. If something is damaged beyond repair, call the CSO and notify a supervisor

- Find out what happened
 - If the accidental detonation happens after closing hours, call ACCC operations to notify a supervisor.
 - Generally, after working hours, if you cannot repair the alarm, close the lab to the public until you hear from a supervisor.
 - If you can plug the wire back into the box or splice, enable the alarm. Do this by finding the zone box on the under side of the table (you will see the **green light** and the **red light** will either be blinking or off, if the zone is fixed).
 - If it still solid red, the zone is still violated
 - If the zone alarm box requires a key, turn the key a quarter turn clockwise and the back again.

Log the alarm incident via the Alarm Activity Log Page
(<http://www.uic.edu/depts/accc/remote/alarm.html>)

3. COMPUTERS AND SOFTWARE

ACCC SOFTWARE INSTALLER

In case students or TA's needs software, which is not on the main menu of their computer (for example MS Visual C++), check the ACCC software installer for installing specific software on that computer. For using ACCC software installer follow these steps:

- Go to start menu
- Select programs
- Select ACCC software installer

- Select ACCC network installer
- Select application to install/uninstall
- Click install/uninstall

ACCC UpReport

<http://www.uic.edu/depts/accc/upreport/>

UpReport tells you whether the machines in a lab are up or down

UpReport also shows announcements about impending downtime, plus any emergencies

ACCC Password Change Utility

[Http://tigger.uic.edu/htbin/cgiwrap/bin/crpasswd](http://tigger.uic.edu/htbin/cgiwrap/bin/crpasswd)

IMPORTANT

The password expires every 60 days. Everyone must change their password at least that often, or they'll get an error when they try to login. They can use the Password Changing Utility on the web; or, if they are using icarus or tigger, they can use the command 'passwd'

The ACCC password change utility allows you to:

- **Set a Challenge/Response**

The Challenge/Response option lets you set a challenge question with a response.

This is used in case you should forget your password.

- **Change passwords**

Password changes can be made either using the challenge/response option or using existing passwords

If you (student, faculty or staff) forget your password, and haven't previously recorded a challenge/response from this form, you must go to the consultants (CSO) in person to have your password reset.

GHOSTING

Ghost machines that are not functioning properly

Please visit <http://www.uic.edu/depts/accc/remots/ghost.html> to create a ghost disk

Using a Ghost Disk

- Insert ghost disk into floppy drive
- Reboot computer

- After scanning the computer for a network card you will be prompted to choose which lab image for the computer which corresponds to the lab you are in (it is “L” for our lab)
- Put up the “DO NOT USE” sign while ghosting is in progress. For the “DO NOT USE” sign go to <http://www.uic.edu/depts/acc/remote> and select the “Broken Computer Sign” link. Fill in the details of the computer being ghosted on the “DO NOT USE” sign
- After the ghosting process has begun remove the floppy disk
- Follow up on the ghosting process to be sure that the computer is properly functioning

If even ghosting doesn’t solve the problem

- Log the problem using the “Log a Problem” link (<http://www.uic.edu/depts./acc/remote>)
- Give in details like the number of the computer having the problem and a short description of what the problem is

AS A LAB CONSULTANT YOU ALSO HAVE TO:

- Make sure no food and drink is brought into the lab
- Make sure no noisy devices (speakers) are connected
- Ensure that students who need the machines for academic work take precedence over students doing non-academic work
- Make sure that the lab has enough supplies (paper and toner)
Email:supplies@uic.edu
- Make sure that you read and understand
 - Acceptable Use Policy: Conditions For Use of Academic Computing and Communications Center (ACCC) Services & Facilities
(<http://tiger.uic.edu/depts/acc/policies.uicpol.html>)
 - PC LAB Usage Policy
(<http://tiger.uic.edu/depts./acc/policies/pcpolicy.html>)

Guidelines for Lab Consultants:

As a Lab TA the following are expected of you:

1. Punctuality:

You are required to be punctual while:

- **Opening the lab:** The lab has to be opened **15 minutes prior** to the daily scheduled opening time to allow necessary checks and inspections.
- **Maintaining rotation schedules:** You are to arrive **10 minutes prior** to your scheduled rotation times, check for any existing issues at the lab, and assume responsibilities from your colleague.
- **Submission of Hourly Time Sheets:** You are to submit timesheets **by 12:00 PM on Thursday** for the bi-weekly submission deadline.

Any changes to the Lab TA schedules; times have to be pre-approved by either the Director or the Assistant Director at least three days in advance. Exceptions, of course, will be made for extenuating circumstances.

2. Diligence:

While managing the lab a certain measure of diligence is expected of a Lab TA.

- **Diligence in checking, inspecting:** Once the lab has been opened you are required to inspect, check for any abnormalities, check the projectors, desktops etc. Anything amiss should be immediately brought to the attention of the Director or Assistant Director.
- **Diligence in performing Lab duties:** A comprehensive list of Lab TA duties has been made available to Lab TAs (*See 'Instructions for Lab Consultants'*). It is expected that you perform those and any other assigned duties with diligence.
- **Diligence in Lab maintenance:** You are expected to diligently maintain the lab. Specifically this includes:
 - i. Making sure the lab is clean, and presentable: Check both rooms of the lab every 15 minutes to ensure that the lab is functioning smoothly.
 - ii. Lab hardware, software, networks, and printers are functional. Any issues that exist should be immediately escalated to the Director, Assistant Director, and ACCC representatives
 - iii. Making sure printers are always stocked with paper
 - iv. Making sure that basic stationery such as staples, white board markers etc. are always available. Contact ACCC representatives for paper & toner supplies, and CBA representatives for other supplies.
 - v. Ensure that the students are well supported

3. **Silence:** It is absolutely essential that silence is maintained in the lab. Anyone talking loudly or creating a distraction should be warned, and asked to leave if they persist
4. **Decorum:** As a lab consultant you are expected to maintain decorum, and provide as much assistance as possible to lab patrons.