Idaho State University College of Technology
Student Resource Center
Computer Lab Attendant Responsibilities,
Policies, and Procedures
# Table of Contents

Table of Contents..............................................................................................................1
Introduction..........................................................................................................................2
Mission Statement(s)..........................................................................................................3
Goals......................................................................................................................................4
Resource Center Information............................................................................................5
Responsibilities and Comportment ..................................................................................7-8
Contract and Agreement......................................................................................................9

**Policies and Procedures**

- Smoke Free Campus.................................................................10
- Americans With Disabilities Act...............................................11
- Academic Integrity.................................................................12
- Family Education Rights and Privacy Act.................................13
- Sexual Harassment Policy.........................................................14

Referral Information........................................................................................................15
Notes Page.......................................................................................................................16
Introduction
The Resource Center is pleased to welcome you as part of our team! Our program is funded by the Perkins IV grant and is supported by the College of Technology at Idaho State University. Our computer lab and its attendants are a vital part of success at the College of Technology. We support student growth and success by providing tools and assistance to which students may not otherwise have access.
We support faculty and staff in technology needs by providing services that enable the use of varied resources.
As a lab attendant, you will have the privilege of taking part in student success and growth as well as expanding your professional identity. We are thrilled to have you as a part of our team! Thank you!

IDAHO STATE UNIVERSITY
MISSION STATEMENT
The mission of Idaho State University is to advance scholarly and creative endeavors through the creation of new knowledge, cutting-edge research, innovative artistic pursuits and high-quality academic instruction; to use these qualities to enhance technical, undergraduate, graduate, and professional education, health care, and other services provided to the people of Idaho, the Nation, and the World; and to develop citizens who will learn from the past, think critically about the present, and provide leadership to enrich the future in a diverse, global society.

COLLEGE OF TECHNOLOGY
MISSION STATEMENT
The mission of the College of Technology is to provide students with technical skills, knowledge and attitudes necessary for successful performance in a highly effective workplace.
RESOURCE CENTER
MISSION STATEMENT

The mission of the Resource Center at the Idaho State University College of Technology is to enhance student efficiency and program completion by providing academic resources, tools, and support.

Our Goal

Computer lab attendants support students, faculty, and staff at the College of Technology in successful completion of programs and achievement of higher education by providing tools, resources, and assistance in technology needs.

Resource Center Information:

Location
Roy F. Christensen Building, #48
Room 365

Hours of Operation
Monday-Friday
8:00 AM to 5:00 PM
Phone: 282-3208

Lab Attendant Responsibilities

- Check Computer Lab calendar for reservations during your shift
- Post reservations on white board
- Monday and Wednesday, clean surfaces, monitors, and keyboards
- At the end of your shift, push all chairs to tables
- Keep floor clear of debris
- Monitor noise levels
- Ensure posted guidelines are followed
- Secure lost and found items
- Assist in Resource Center data entry and administrative needs
• Assist students with basic computer needs
• Fill printer paper
• Change printer toner as needed
• Assist as needed with computer workshops and scheduled events

Comportment
• No headphones
• Appropriate dress
• Appropriate language

Employee Code of Conduct

Resource Center

Report to work on time- It is vital to student success to have complete tutoring sessions. If you are unable to arrive at your scheduled session, or will be late, inform your student and the Resource Center Coordinator as soon as you are aware of a problem. Initial________ --Call 282-3208, email lionange@isu.edu, or leave a message with Angela 282-2454 or Sheri 282-3597.

Track all time worked-It is your responsibility to submit your time accurately and in a timely manner. Failure to do so may result in a delay of pay. You MUST submit tutor logs at the time of submission of your time card. Initial________

Personal Calls-Cell phones must be set to Vibrate or Silent. Except in extenuating circumstances personal calls and texting should be avoided. If there is an extenuating circumstance, inform your supervisor. Initial _______

Visitors-Your friends and family are welcome to stop by and say hello, but visits should be kept brief. If a situation arises in which you need extra time to take care of a personal matter inform your supervisor. Initial _______

Photo copies-The copy machine on the third floor is for departmental use only. If you need to make a personal copy, there is a coin operated copy machine located inside Tech Café. Initial _______

Personal Printing-Should be kept to a minimum and must be school related. Initial _______
Expect to learn new skills.-This is a learning environment. If you are given a task you do not know how to do, tell us and we will teach you. Initial _____

Be respectful- Maintain an environment that facilitates learning and cooperation. Initial_____

Be a team player-The staff and faculty of the third floor are all part of the General Education Department (Gen. Ed.) Learn the names/jobs of your co-workers and their programs’ services. This will allow you to direct people to the correct area. Initial _____

Maintain the integrity of our program- You are a representative of the Resource Center, the College of Technology, and Idaho State University. As such comport yourself with behaviors that convey respect, customer service, and adhere to University policies and procedures.

Safety is a priority-Please review the Emergency Procedures found in the Tutor Handbook. A key feature of your personal safety is informing your supervisor of your whereabouts at all times. Initial ______

Read and adhere to the Idaho State University Smoke Free Policy- The policy can be found in the Tutor Handbook as well as at isu.edu. Initial__ _____

Be aware of University policies and procedures pertaining to your specific duties- You are responsible for information regarding your position. Educate yourself by reviewing University materials. Links and information are available in the Tutor Handbook. Initial______