



AML Consultant Manual

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Table of Contents

GENERAL DUTIES OF CONSULTANTS	1
SERVICES TO USERS.....	2
<i>Working with Users: Software and Hardware</i>	2
<i>Working with Users: Writing</i>	3
<i>Workshops</i>	3
ENFORCING RULES.....	3
KEEPING RECORDS	4
MAINTAINING THE AML.....	5
<i>Printers: Paper</i>	5
<i>Printers: Cartridges</i>	5
<i>Printer Workstations</i>	6
<i>Computer Workstations</i>	6
<i>Weekly Clean-Up Duties</i>	6
OPENING THE AML	7
DAILY SHIFT	7
CLOSING THE AML	8
MEETINGS	8
EMERGENCIES	9
TROUBLESHOOTING	9
LOGGING ON PROBLEM: PASSWORD OR NAME.....	10
DISK PROBLEMS: FLOPPY DRIVES	10
FILE PROBLEMS.....	10
NETWORK PROBLEMS	11
WORKSTATION CRASHES	12
PRINTER PROBLEMS.....	12
DOWNLOAD PROBLEMS: DOWNLOADING FILES FROM INTERNET	12
EMPLOYMENT POLICIES	12
<i>New Employee Procedures</i>	13
<i>Employment Forms</i>	13
PAYMENT PROCEDURES.....	14
REVIEWS AND RAISES	14
JOB REVIEW AGENDA	15

General Duties of Consultants

As a consultant, you are responsible for helping students use the network, the various software packages on our computers and the Internet. You are also responsible for keeping the lab presentable—clean and organized.

As a consultant, you represent the Avery Microcomputer Lab (AML) to students. When on duty as a consultant, you should:

1. Make sure users do not feel that they are interrupting you, so look prepared at all times to answer questions or assist users.
2. Use the consultant station as your primary base of operations. If you need to work in another room, please leave a message at the consultant station and on the whiteboard, letting users know where you are.
3. Walk around any open room—a room without a class meeting—at least three times an hour to check conditions of the lab and to give users an opportunity to ask questions.
4. Wear and display your nametag or the general consultant nametag if you misplace yours.
5. Be friendly, helpful, and polite to users.
6. Be patient and ask clarifying questions as needed. *Patience and politeness is especially important when dealing with students who are technophobic or frustrated with technology.*
7. Confer with the teacher of a class who has requested consultant help in a lesson. A consultant should anticipate the questions and problems that students are likely to encounter and know the content of the class in advance so that procedures can run smoothly. A teacher may want you to demonstrate a technique. If the teacher does, print the sequence of steps on the white board.
8. Warn students 10 minutes before a scheduled class enters the lab that users not in the scheduled class should move to one of the open rooms. Warn students again at the 5 minute mark.
9. Warn students 10 minutes before the lab closes. Warn students again at the 5 minute mark.
10. Complete your cleaning duty at least **once a week**.
11. Follow opening and closing procedures.
12. Make sure the white board in each room of the lab is clean for the next instructor and is stocked with at least one dry-erase marker and one eraser.

Services to Users

Working with Users: Software and Hardware

As a consultant, you are expected to become more familiar with programs in the AML than the average user. This does not mean you will be able to answer every question and know everything about every program in the AML. You must, however, be willing to continue learning about programs in the lab by attending software workshops, creating software workshops, going through 300 lessons, and learning about the software on your own initiative. As a consultant, you must be able to adapt to different situations and work with users to solve problems. A user may be more knowledgeable than you about a particular program but this does not mean you should give up attempting to help. Questioning the user and exploring the program with him/her may lead you to the answer. At times you may not be able to solve the problem, but you should always give it a try.

If time permits, talk users through the proper procedure—do not do it for them. Explain the steps in a sequence. Talking aloud at each decision point often helps users learn how to approach computer problems in general, as well as how to solve the particular one. Make users feel part of the learning process. **Avoid making users feel inadequate or stupid. Let your attitude reflect your belief: Problems are learning opportunities for you and the user.**

Become familiar with the kinds of problems users commonly have, including

1. System or network problems such as logging on.
2. Word processing problems such as formatting a text, saving, and printing.
3. File translation problems.
4. Scanning pictures.
5. Dreamweaver.
6. Using a Mac instead of a Windows system and the frustration that follows.
7. DV camera.

If you are unfamiliar with how to solve problems in these areas, refer to the Troubleshooting sections in this manual and the User Manual, ask another consultant to help you, and consult the English 300 lessons online or search the internet for suggestions.

Working with Users: Writing

As a consultant you are not required help users with their writing. You may respond as an educated reader—if you feel confident in your responses and you have time. Remember you are there to help students with computer issues, not with the content of their assignments. If a student does ask you in this capacity, you may simply inform them that you do not feel comfortable and that it is against lab policy.

Encourage students with writing questions to ask their instructors or to visit the Writing Center in the CUE building. You can also direct student to the handbooks available for reference in the AML or other reference materials available on the Web.

Workshops

The AML is responsible for offering software workshops to English 300 students and to English Department graduate students, faculty and staff. Each consultant is expected to assist in workshops where needed and to lead at least one workshop series. As the leader of a workshop, a consultant is expected to design a workshop, which takes no more than 3 weeks to complete. The consultant must discuss his or her plans with the director and assistant director and create an outline for the planned workshop.

One member leading the workshop will be appointed a “contact” for the workshop. The contact is responsible for

- 1) informing students about their status regarding whether they are passing or failing;
- 2) printing necessary materials for the workshop ahead of time; and
- 3) recording grades in the online spreadsheet after the workshop is complete.

Though not the instructor of record, the consultants are expected to lead the workshops with help from the director and assistant director. The consultant leading a workshop is expected to assess students’ work based on the product created by the student using the software.

Enforcing Rules

Consultants are expected to enforce the rules listed below. You can reach the assistant director through email or telephone, if enforcing the rules requires you to contact a staff member. *As part of reporting a violation, get the student’s data (name, ID number, and English class and section number) and give it to the director or assistant director in your account of the violation.*

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1. **F**ood is never allowed in the lab.

 2. **D**rink is allowed in the lab if the beverage is in a lidded container.

 3. **N**o personal software may be installed on AML computers by a user. Users can use personal software only if it is run on a removeable media and isn’t installed on our systems. Students found putting software programs on the computers must be asked to remove it. If a student refuses to remove it, report the violation.

 4. **U**sers are not permitted to make copies of AML software.

 5. **S**tudents cannot view pornography on any state-owned computer. If a user is viewing pornography in the AML, ask the student to stop, inform the student that his/her Internet access in the lab has been suspended, and report the violation.

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- Users** may print anything associated with their education. However printing multiple copies of non-educational materials is in violation of the printing policy. For example, it is unacceptable to print fliers for a party, a flyer for selling a car, or an advertisement for a music album's release in the AML. If you observe a printing violation of this kind, warn the student and report the violation.
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6. Check the “no-loan” list before allowing a student to checkout one of our hardware devices—DV camera, projector, USB flash drive, etc. A student on this list is not allowed to check things out. When allowing a student to borrow hardware make sure you explain the rules and check the student's WSU ID after he/she fills out the form. If hardware is over 24 hours late, notify the director or assistant director.

 7. If a user refuses to leave or move to an open classroom after a consultant has provided warnings to the users, get the student's data (Name and ID) and log the student out or turn off the computer, using Apple Remote Desktop. Report the violation.

 8. If a student refuses to leave after being given warnings about the Lab closing, you should inform the student that the lab power turns off at closing time and all information will be lost. If the student continues to refuse to log out, get the student's data and log the student out or turn off the computer, using Apple Remote Desktop. Tell the user what you are doing. Report the violation.

 9. Since many instructors have access to the lab after regular lab hours, if you are closing and an instructor is present with the after hours privilege (always ask before leaving) and other users are present, you may ask the instructor if he/she is comfortable with allowing users extra lab time. If the instructor is comfortable, a consultant should perform all closing duties except turning on the wall alarm. Please close doors to the lab so no other users can come in unless the instructor says otherwise. The lab is now the instructor's responsibility.

*As a consultant, you may use Apple Remote Desktop to log out a user or turn off a computer if a user refuses to leave the lab at a scheduled class time or leave the lab at closing time. You may also use Apple Remote Desktop to send messages to any user who is breaking the rules or not responding to your request. Please keep your use of this tool limited to these situations. **If you feel at all unsafe in any interaction with a user, you should telephone the police quietly and inconspicuously.***

Keeping Records

Consultants should report on computer problems, printer cartridge changes, “no show” classes, unscheduled classes, needs for supplies, and shift changes.

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1. **Trouble Report**—these documents are valuable for diagnosing and observing problems in the lab. It is important that you feel comfortable sending reports whenever the AML technologies are behaving oddly or are not working. If you are not sure if a problem is worthy of a trouble report, the solution is to send it anyway. Include as much information as possible about the problem. Include the workstation(s), program, user, and anything else that seems important regarding the situation. Trouble reports should be sent to the assistant director, [Jim Haendiges](#).

 2. **Black and White Printer Cartridge Change**—If a black and white printer cartridge is changed, fill out the printer log posted on the printer, including date, cartridge serial number, and number of sheets printed.

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3. **"No Show" Class**—If a class does not appear for its scheduled reserved time, mark the posted schedule near the consultant station as well as the two schedules posted on the hallway bulletin boards and email the assistant director about the failure to appear.

 4. **Unscheduled Class**—If a class shows up that wasn't scheduled, make sure to write it in on the schedule and inform the instructor that he/she should make sure to schedule the class next time. Also, email the assistant director about the unscheduled class.

 5. **Office and Cleaning Supplies**—If you notice that the AML is running out of a particular office or cleaning supply, notify the assistant director by email.

 6. **Covering a shift**—Email the assistant director regarding changes to the schedule—if someone is filling in for you. The assistant director must document who is filling in and when this has occurred.

Maintaining the AML

Printers: Paper

At the beginning of a shift, a consultant must check the paper in all the printers. Restock paper as needed during your shift. Notify the assistant director if paper supplies are low and need to be restocked.

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1. **Loading Paper**-- Fan paper and align the stack. The trays for the black and white printers take a single ream. The color printers take less paper. Fill the paper trays only up to the indicator on the right wall of the paper tray.
 2. **Special Paper Requests**-- Occasionally a user will want to use special paper—transparency, bond paper, etc. We have transparencies for instructors to use. It is located on the top shelf of the office supply cabinet.
 - Black and white printers**—open the front tray and insert the special paper or transparency
 - Color printers**-- For color printers, open the front tray and insert the special paper or transparency. The printer should default to printing from this tray.
 - Duplex printing**—There is double-sided printing available on both the color printers and the 101 b/w printer. To duplex print, follow the instruction posted above the 101 b/w printer.

Printers: Cartridges

Cartridges are recycled and returned for toner refill. Be certain to save all the extra pieces that come with the toner when you replace toner.

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1. **Distributing Toner**--when copies become light and/or streaked, or when the toner alert message comes on, the toner must be redistributed—*not replaced*.

B&W	<ol style="list-style-type: none"> a. Lift the printer top and remove the cartridge by pulling it straight out. <hr/> b. Holding the cartridge in both hands, shake the cartridge and rotate the cartridge back and forth along its long axis. <hr/> c. Replace the cartridge in the printer, making sure it has lodged firmly in place. Close the printer top.
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Color	Instructions same except you must rotate the color printer toner cartridge only along its axis.
2.	Replacing Cartridges —If the print jobs are light and/or streaked again even after redistributing toner, put in a new cartridge toner.
B&W and Color	<p>a. Lift the printer top and remove the cartridge by pulling it straight out.</p> <p>b. Remove a new cartridge from its box and package. Remove the green "New" tab to expose the "Used" tab. Doing so will help staff keep track of when cartridges need to be ordered. Place the old cartridge in the new box for recycling making sure to include all materials for recycling.</p> <p>c. Rotate the cartridge along its long axis (see the cartridge for an illustration). For the color printers, as you hold the cartridge firmly, pull on the tab until you have completely removed the ink sealing toner shield.</p> <p>d. Replace the cartridge in the printer, making sure that it is lodged firmly in place.</p> <p>e. Close the printer top.</p> <p>f. On the Cartridge Change log, enter the date, the new cartridge serial number (if it prints out), the page number from the banner sheet, and your initials. <i>Banner sheets do not need to be printed for color cartridges.</i></p>

Printer Workstations

Make sure the staplers are working and filled with staples and office equipment is available to students. Keep these stations organized and stocked.

Computer Workstations

Check to make sure all the computers are working during your hourly checks. If you have followed the troubleshooting procedures and a workstation still does not work properly, submit a trouble report and tape a "Workstation Not Working" sign (located in the black file cabinet) to the screen of the computer having problems. Sign the paper and date it. If you cannot find a sign, go ahead and make one. Make sure to describe what is wrong in a trouble report and provide a date for when the workstation stopped working. Also, inform the director, assistant director, or technical assistant as soon as you see one or another of them.

Weekly Clean-Up Duties

Consultants choose one of the following lab clean-up duties to **perform every week** for the entire semester. Do your assigned clean-up duty at least once a week. If you are unable to perform your duty or have observed that any aspect of the lab is dirty or untidy, you should report to the director or assistant director that the clean-up has not been done. Also, these duties are coupled with your general duty of keeping the lab presentable. If a keyboard or workstation is particularly dirty, you should clean it regardless of who has the duty.

Note: When a consultant substitutes for another consultant for an extended period (a week or more), they are responsible for that consultant's cleaning duty.

The following are the Consultant cleaning duties:

1. **Cleaning Keyboards**—use 409 or the alcohol solution, a rag or kimwipe, and the aerosol air to clean.
2. **Dusting all Stations**—use duster and 409 and a rag or kimwipes and clean desktop, bottom, and tower if there is one. Clean the printer stations as well. This duty is shared between two consultants.
3. **Cleaning Computer Screens & Scanners**—use microfiber rags and the alcohol solution (3 parts rubbing alcohol to 1 part water).
4. **Cleaning White Boards and Erasers**—use 409 or Windex and a rag or kimwipe for boards and trough. Use water and soap for the erasers.
5. **Taking out Trash Recycling, and Lost and Found**—take out trash if receptacles are overflowing, recycle paper waste into the mixed paper bin by the elevator, and attempt to locate owners of items in lost and found. Electronic items remain in the AML, but non-electronic items can be sent up to the English department office..

Opening the AML

ALWAYS ENTER THROUGH THE DOOR TO 103. (If the alarm does not read “Ready to Arm” when you arrive to open the lab, please report it to the director or assistant director.)

1. Check the alarm in front of the door to 103. If it reads “Ready to Arm,” proceed to the next step. Otherwise, press the “Cancel” button, then enter the code on the keypad to make “Ready to Arm” message disappear.
2. When the alarm is cleared, you can punch in the door code key. The alarm will not trigger as long as you have followed the first step.
3. Turn on the lights.

If the doors to the building are locked, contact the assistant director or director.

Check the Printers

1. If the printer display does not read “Ready,” press the green “Go” button.
2. Check paper trays and fill if necessary.

Prepare Rooms

1. Turn on any computers not powered on.
2. Move mice or press a button so that all screens display login and are not asleep.
3. Conduct light maintenance.

Assemble Records

1. Print out 3 copies of the schedule of classes for the day and post at consultant station and on corkboards outside 103 and 105.
2. Make sure the messageboards at the doorways are accurate for the day.

Daily Shift

Starting Shift

1. If a class is coming in turn on any computers not powered on or get their login screens to display.
2. Check paper trays and fill if necessary.

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3. Straighten chairs and check desktops.
 4. Every hour walk around the lab three times to ascertain how it is functioning and make yourself available to students who may need help.
 5. If there is a reservation held in a room, post the “do not enter” sign in front of the door.
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Leaving Shift

1. Only leave once the next consultant arrives. You are responsible for the lab until the next person begins his/her shift.
 2. In an emergency, call the director or assistant director. If you cannot reach either of them, you may notify an instructor (if there is one present) that you must leave before the arrival of the next consultant. Leave only if the instructor agrees to watch the lab and take responsibility for it after you leave.
 3. Communicate to the consultant coming on about any issues you have had with the lab.
 4. Conduct maintenance before you leave—check printers and workstations.
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Closing the AML

Check Rooms

1. Straighten room, chairs, desktops, etc.
 2. Put away all consulting materials.
 3. Put away “do not enter signs”
 4. Erase white boards.
 5. Re-stock printer paper.
 6. Write the next day’s schedule on the white boards located at the doorways.
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You do not need to shut down any workstations. They are scheduled to sleep automatically.

Turn on Alarm

1. Close the doors to all the lab rooms—even 101. The doors to 103 and 105 lock automatically. These doors must be closed before you set the alarm.
 2. Press the “Night” button and enter the code.
 3. Either press “Enter” to instantly arm the alarm or wait for arming countdown. The alarm may beep while it is setting. Do not be alarmed.
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Meetings

At the beginning of each semester, training meetings for all consultants will focus on policies and procedures as well as training in software and planning for workshops. These meetings are mandatory.

Throughout the semester, weekly or bi-weekly meetings will be held to train for specific applications or to discuss policies, procedures, and other lab concerns. Consultants are required to attend these meetings. Meetings are opportunities for consultants to evaluate AML procedures and to make suggestions for improvement.

Consultants will be paid for meeting time. Special meetings will be announced one week in advance by email.

Emergencies

In case of emergencies follow these procedures. *If these procedures do not apply, use your judgement and try to contact the director or assistant director.* **In all emergencies, attempt to contact the direct or assistant director as soon as possible.** The following are possible issues and the procedures you must follow to deal with them.

Fire/Medical—Dial 911 and report the problem. Evacuate the users from the lab. There is a fire extinguisher near the 103 door and band-aids are located in the supply cabinet.

Police—Call campus police (5-8548) if necessary for other problems. Make sure to provide your name and location (Avery 103).

Silent Alarm—If the police arrive and are responding to the silent alarm going off

1. Explain what happened—you or an instructor tripped the alarm.
2. Provide your name and ID number to the police.

Electrical Storm—Warn students to save often. Leave all computers off when not in use.

Power Outage—Call physical plant (5-9000) to be certain they know the power is out. If they report the power will be out for a great amount of time—over 15 minutes—have users leave the AML. *There is a flashlight in the bottom drawer of the file cabinet in room 105.*

Personal—If for some reason, you have a personal emergency and must leave the AML before another consultant has arrived, call a staff member—director, assistant director, or technical assistant—to fill in for you. If you cannot locate anyone, ask an instructor. If no instructors are available or willing, ask a responsible student to watch the AML. *This is only to be done in true emergencies.*

Troubleshooting

If the suggestions below do not help you solve the problems that arise, please check the troubleshooting section of the **Student Manual** and search the internet for suggestions. If you still can't solve the problem, then contact the director, assistant director or technical assistant for help.

Logging On Problem: Password or Name

The Registered Users' List contains all of the users' names and passwords (WSU ID number). The users are listed by class and section in a binder (dinosaur book) located at the consultant station. Only consultants and staff should have access to this list.

Logon box vibrates and returns user to a blank screen after attempting to log on

1. Check that the user is registered in one of the AML classes that can use the lab.
2. Ask the user to retype login name and password. A common error is an extra space before or after the name, or capital letters in the login name. (Login names must be one word all in lower case.)
3. Try putting a "1" and then a "2" and then a "3" after the student's login name. If one of these numbers works, record the login name (e.g., *ssmith1*) in the appropriate class and section number in the dinosaur book.
4. Check the user's name in the dinosaur book—check spelling, and ID #. Finally if nothing else works, assign the student a *dummy account* in the correct class and section number from the dummy account list in the front of the dinosaur book. Enter the user's name and ID number next to the dummy account assigned to the user.
5. Try putting a "0" (zero) in front of the students ID.
6. Check Ethernet cord and hub to make sure both are plugged in and powered on.

Disk Problems: Floppy Drives

The AML still has floppy drives available. They are located in the checkout cabinet in room 101. Some of them, however, are not working. If a student is unable to connect to a disk in a floppy drive, change drives and insert the disk again. If this does not work, you may suggest that the student try opening the document on a PC and send it to him/herself as an email attachment. Please put a sticker on the broken floppy indicating it is no longer working and put it in the broken item box.

File Problems

Word processing file will not open

1. Have the user open *Word* first and then open the file from the *Word* File Menu.
2. Have the user email the paper to him or herself in the body of the message and also as an attachment when he/she returns home.
3. Try using a different program (e.g., *Text Edit*) to open the program.
4. Try to convert the documents to another format and resave before opening.
5. Some new Microsoft documents do not open well. If you are encountering this problem, open the document with *Neo Office* using the "open with" function when right-clicking on the document icon.

File opens with HTML code

1. If a file opens with HTML tags or came through email with these tags, have the user copy the document and paste it into a *Dreamweaver* document in the code section. The user can then view the WYSIWYG section and copy and paste from this section into *Word* without the HTML tags.

Network Problems

Computer(s) can't find server

1. Check to make sure the user logged on properly.
 2. Check to see that the switch is working and the Ethernet cords are hooked up.
 3. Try restarting the computer.
 4. If none of the above helps, put a "Workstation Not Working" sign on the computer(s) and submit a trouble report.
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No computers can find server—Server Restart

1. If the servers are off, turn them on, following the appropriate directions in the server cabinet.
 2. If the servers are on, restart them.
 3. Tell everyone in the lab to save and log off.
 4. Follow the directions regarding restarting servers located on the inside window of the server cabinet. You must restart Authbox and Docbox. *Be sure to allow the servers to shut all the way down before restarting.*
 5. When all this fails, there is probably a problem with the building network. Call the assistant director, director, or technical assistant. Students may be able to use some programs though they will open slowly and students won't be able to save or access the printers.
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Network Trouble

This is signaled by the network's slowing down. If you notice a slowdown, make sure user's save frequently and avoid using several commands in rapid succession. Unsaved documents will be lost in a network crash.

Network Crashes—signaled by slowing down of computers and inability to access the Internet.

1. Users should quit applications and logout.
 2. At the logout screen, hold down the option key to convert the "Shutdown" button to "Restart." Then restart, clicking through all program shutdowns.
 3. If workstation is frozen, manually restart it.
 4. Restart the server following the directions in the server cabinet.
 5. Call SCS (335-HELP) and see if there is a network problem
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Workstation Crashes

Workstation Freezes

1. Try force quitting the program the workstation is frozen on—command +alt+esc.
2. Restart the workstation.

Restarting a Tower—room 101

1. Press the restart button on the front of the tower. This is the small button with a sideways arrow.

Restarting an iMac—room 103

1. Hold down the power button and wait for about a minute for the hard drive to stop spinning and then press the power button again.

Restarting an iMac—room 105

1. Press the restart button—a button with a sideways arrow—on the side of the computer near the USB ports.

iBooks & MacBook

1. While holding down the control and command keys, press the power button.

If restarting does not work, shut down the workstation by holding down the power button for a period of time—until the workstation turns off. As with the servers, wait about a minute before pushing power again.

Printer Problems

1. Check the printer. Make sure it is on, has paper, has toner, and is not jammed.
2. Press the green “Go” button if the printer display reads “OFFLINE.”
3. Turn the printer off and back on again—this will usually reset it.
4. If none of the above works, put a “Printer Not Working” sign on the printer and post a message on the whiteboard letting users know they should print to a different room.

Download Problems: Downloading Files from Internet

1. Click on the file and try to download it normally.
2. If you get an error message in the Download Manager window, double-click on it.
3. Press the “Change” button. The computer will prompt you for a location for a file.
4. Select the user’s document folder and press “Save.”
5. Re-download the file by pressing the “Reload” button.

Employment Policies

AML consultants are hired each semester under the Temporary Employment Classification and Compensation Plan. The job classification is Technical Assistant, Level 1. Salary depends on expertise and experience. The number of work hours assigned depends on the class and open hours of the lab; the schedule of the consultant; and the results of the semester review.

New Employee Procedures

New Consultants are expected to have six hours of training for two weeks for a total of 12 hours of training. During this training, the new consultants are expected to meet with veteran consultant during their shifts for two hour segment. The first hour of each segment will be devoted to training, led by the veteran consultant; the second hour is reserved for new consultant questions and assisted problem-solving.

These training sessions will be paid. After training is complete, the new consultant will meet with the assistant director to discuss any further questions and the work schedule of the new consultant.

Employment Forms

The following forms must be filled with the Program Support Supervisor, English Department (Avery 202):

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1. **WSU Temporary Employment Application Form** must be filled out.
 2. **I-9 Form** must be filled out for the position of AML consultant even if you are employed elsewhere on campus. To complete the I-9, take identification to the Program Support Supervisor in the English Department. Acceptable single identification includes
 1. US Passport
 2. Certificate of US Citizenship
 3. Certificate of Naturalization
 4. Unexpired foreign Passport with attached Employment Authorization
 5. Alien Registration Card with photograph.Alternatively, you may present two pieces of identification. One from List 1 and one from List 2.
List 1:
 1. State issue driver's license with photo
 2. US Military cardList 2:
 1. Original Social Security card
 2. Birth certificate
 3. Unexpired INS Employment Authorization
 3. **Work Study** information must be indicated on the Temporary Employment Application and discussed with the Program Support Supervisor. A copy of the Work Study authorization for employment must be filed with the Program Support Supervisor (Avery 202).
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The following forms must be filed with the Payroll Office (French Ad 236).

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1. **W-4 Form.** No paychecks can be processed without this form.
 2. **Change of Address Form.** Paychecks are not forwarded when you move. To avoid missing your paycheck, fill out a Change of Address Form.
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Payment Procedures

1. Time slips must be completed by consultants by the end of their shifts.
2. Time slips are located in consultant's file in the file cabinet in room 105
3. Filling out time slips
 - a. They must be filled out in ink.
 - b. They must be signed and dated by the consultant.
 - c. All corrections must be initialed by consultant.
 - d. Hours are written in decimal notation. If you worked one and a half hours **write it 1.5 not 1 ½.**
 - e. They must be left untotaled (total hours must be calculated by director)
4. Time slips are usually collected at noon on the 15th and 30th of every month. The assistant director will email you the day before they are due.
5. Turn the completed time slip into the Time Slips file in the file cabinet. It is in the same drawer as the consultant files.
6. If you are working after noon on the day time slips are collected, fill out the slip for that day as if you have worked already.
7. The Program Support Supervisor, English Department processes them.
8. Payment is made on the 10th and 25th day of each month.
9. **Exception:** At the beginning of the semester, because of backlog of paperwork, the first pay period is normally 30 days.
10. **Consultants are paid at a higher rate for those hours in which they lead workshops or give orientations.**

Reviews and Raises

To keep the skill and service level of employees high, all consultants will be reviewed once each year. Reviews are conducted by the director and assistant director. They are based on their observations of how the consultant follows procedures, learns software applications, helps students, prepares workshops, and maintains the AML. These categories are listed in the Job Review Agenda. For those consultants who are assigned to classes, reviews may include evaluations by teachers. Reviews will be the basis for continued employment and end-of-semester wage increases. Reviews are also opportunities for consultants to evaluate AML procedures and to make suggestions for improvement.

Consultants are encouraged to improve both their computing and consulting skills while employed by the AML. There is no substitute for experience—the more time you spend practicing and consulting, the better a consultant you will become at diagnosing and solving problems.

Consultants are expected to

1. arrive on time for their shifts or to make sure that their shifts are covered by another AML consultant. The first time you arrive late for a shift, you will receive a warning. The second time you will lose hours and will not be able to work substitute hours.
2. arrange a substitute for any hours you may need to miss. If you miss a shift completely and have not arranged a substitute, your hours will be immediately taken away and you will be

able to work only as a substitute. If you miss a second shift, your employment will be terminated.

3. act professionally while at work and to set a good example in the proper use of computing resources. Substantiated reports of unprofessional or improper behavior are considered grounds for warning or loss of hours.

4. remain in good academic standing (2.0) throughout the duration of their employment.

Failure to meet these expectation will lead to warnings, loss of hours, or dismissal.

Job Review Agenda

These areas are discussed during a job review that will take place once a year.

1. Following Procedures

- a. Records
 - b. Opening/Closing
 - c. Cleaning and maintenance
 - d. Timeliness
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2. Problem-solving Skills

- a. Students
 - b. Lab
 - c. Microsoft Word
 - d. Web troubleshooting
 - e. Workshop instruction and development
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3. Self-assessment of strengths and areas that need work

4. Problems with the job and suggestions for improving the service of the lab
