Mathematics Computer Laboratory

The Math Computer Labs (MCL) are located on the first floor of the IDC building in Rooms 103 and 109.

Users must be currently enrolled SBCC students to use any services in the Math Computer Lab. No food or drinks are allowed near the computers.

Revised: January 20th, 2010

Guidelines Specific to Computer Lab Tutors

1. Personal work (including homework, e-mail, web surfing, chat rooms, games, etc.) should be kept to a minimum and should be done only when there are relatively few students in the lab and no one is in need of assistance. Please make an effort to circulate among the students to make your presence known even if they are not directly asking for assistance. Be particularly focused on this when instructors bring their classes into the MCL.

2. Tutors should not change the settings or install software on any computer unless directed to do so by the tutor coordinator.

3. The computers and facilities are to be used for school-related work only. Some use of internet and e-mail are allowed, but students doing non-school related work may be asked to surrender the computer if the MCL is busy.

4. Tutors must circulate through their work areas in order to make themselves available to the students, check for unsaved documents and enforce the rules of the facility.

5. If you are on a shift and the person who is due to replace you for the next shift does not show, please contact the tutor coordinator before you leave the lab unattended.

6. Tutors are responsible for the enforcement of facility rules: low noise levels, no food, drinks kept away from the computers, all students must be properly checked in, etc.

7. Tutors should stay in their designated work area and not leave the lab unattended (except for bathroom breaks) without first informing the tutor coordinator or a Math Dept. employee who agrees to cover the lab.
Computer Tutor Duties
Circulating Through the Lab/Time Management

Look for:
- Printers with no paper or with a jam.
- Computers that need to be restarted.
- Student files named “untitled”- encourage students to save their work right from the beginning.
- Inappropriate voice/noise levels
- Recently vacated stations that need attending.

Time Management
Make a goal of spending several minutes with each student. You, as a tutor, are in the lab to help students solve minor technical or learning problems. You are not here to help students create or edit their work, or give individualized software training.

Things to do:
- Prioritize what you need to do. Address first those matters that do the most good for the greatest number (e.g., keeping paper in the printer, announcing network problems) or without which individual work cannot proceed (e.g., attending to frozen computers, lost files.)
- Acknowledge students' raised hands if you can't get to them right away. If you are in the middle of solving a lengthy problem and other students raise their hands, try to let them know about how long you'll be.
- Solve minor technical problems such as connecting to the network. More serious technical problems should be brought to the attention of the tutor coordinator.
- Avoid giving extended lessons in how to use software. Students should learn the basics of what they need to do in class, an come here to practice what they have learned. It is acceptable to spend longer periods of time with students who are using the software for the first time. You should be sure to direct students to help menus in the software.

Priorities
First: Help those who have their hands raised. Do not get so involved in one student or project that you neglect to acknowledge other hands that are raised. Refer problems like bad disks and file conversions to a supervisor.

Attending to “crashed” or “frozen” machines:
1. First see if individual applications can be shut down.
2. Restart the machine or have the student try another computer.
3. If the machine can't be fixed easily by restarting it, put an “Out Of Service” sign on it describing the problem.
4. Bring the problem to the attention of the tutor coordinator. Take a screen shot or write down the error message in detail.
5. E-mail the tutor coordinator about the problem and station number.

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Second: Circulate through the lab looking for documents named “Untitled.” Have students save to disk.

Third: Maintain computer stations. Push in the chairs, straighten the keyboards, mice and other equipment. Throw away paper scraps, remove finger smudges from screens and clean mice and pads as needed.

Enforce Lab Rules.

- Become familiar with the SBCC computer use policy statement.
- Report ongoing problems to the Tutor Coordinator.
- No eating, drinks are only allowed in the lab if kept away from the computers.
- No loud talking or socializing.
- Computers are to be used for school-related work only.
- No children are allowed in the facility.

Please do not:

- Visit excessively with students or staff.
- Help students with non-school-related work.
- Change control panels and settings, or install software on any computer, unless directed to do so by the tutor coordinator.

Opening Duties:

- Open the door to IDC 109 and turn on the lights.
- Turn on the SIRS station and GoPrint station, other computers should be turned on as needed.
- Check that pens/notepads/office supplies are available at the tutor station.
- Make sure that the printer is turned on and check it for paper.
- If needed, straighten keyboards, mice, mouse pads and chairs.
- Pick up any trash left in the lab.

Closing Duties:

- All PCs will shut down automatically at the end of the day.
- Check for any belongings left at computer stations (ID cards, books, flash drives, calculators, etc.) Label with the station number it was found at, the date and time, and either give them to the tutor coordinator or lock them in the gray cabinet in IDC 103.
- 15 minutes before closing, alert students that the computers will be automatically shutting down in 15 minutes. Help students save, finish up and print work.
- Clean up any trash left behind by the students.
- Pick up all unclaimed printouts and put them in the recycle bin or the scrap paper bin.
- Straighten keyboards, mice, mouse pads and chairs.
- Turn off the lights in IDC 109 and make sure that all doors are locked.

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Housekeeping: Keeping Your Area Neat

Each computer work area should be returned to a “state of neatness” after each student's use. Many students will straighten up the area when they are done, but you should monitor your area and make sure that:

- Chairs are pushed in.
- Keyboards and mice are put in place.
- Leftover paper and trash are removed.
- Extra open windows on the computer screen are closed.
- Items left by previous students are given to the tutor coordinator or placed in the gray cabinet in IDC 103 with the location, date and time they were found.
- Clean work surfaces with a damp cloth if they are dirty.

Computer Maintenance

Once a week, each computer should get a quick “wipe-down.” Using a rag moistened with glass cleaner, wipe the keyboard, mouse and desk area just around the keyboard. Use the LCD cleaning solution and a soft cloth to wipe down screens. It shouldn't take more than a few minutes to do a whole row of machines.

Notes on Cleaning:
- DO NOT spray cleaner directly onto the components. Spray cleaner on a rag, then clean the components.
- Please don’t throw rags away, we can wash and re-use them.

End of Day Tasks:
Make sure that lab users have closed all of their programs and saved their work before the machines automatically shut down. This will usually require that you frequently remind lab users to complete their work before shutdown time.

Allow the computers to shut down normally. Only force a shutdown when the computer is frozen. If you notice a problem station, bring it to the tutor coordinator's attention.

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Printers:

- Please make sure that the printer has paper at all times. Paper is located in the gray cabinet in IDC 103.
- If toner runs out, it can be replaced with the spare cartridge stored in the gray cabinet in IDC 103.
- Alert the tutor coordinator if paper supplies are low or if there is no spare toner cartridge for the printer so that extra supplies can be ordered.
- The printers should be monitored for paper jams, please ask if you don't know how to remove a paper jam.
- A print job should be sent from a computer just once. If the document fails to print, notify the tutor coordinator.
- Students must pay $0.10 per page for printouts, using their campus card. Cash is not accepted. Encourage them to use print preview to verify that they will be printing out what they want.
- To add money to their campus card, students must do the following:
  1. Login to [http://pipeline.sbcc.edu](http://pipeline.sbcc.edu)
  2. Go to the Campus Card tab
  3. Select Login to My Account
  4. Select Deposits
  5. Deposit money from a credit card into the FLEX account