Proctor Manual

Goal for our proctors: Keep Fisher the best computer labs on campus.

Cathy Gessler – Lab Manager 292-4330 Mason 001
Hours: Sunday – Thursday 2pm to 11pm

Paul Fannin – Learning Labs Manager 292-8043 Mason 320Y
Hours: Monday – Friday 7am to 4pm

Email: labs@fisher.osu.edu
Use !URGENT! in the subject to alert staff to emergencies.

An updated manual and important information can always be found at http://fisher.osu.edu/proctors

Proctor Conduct

• We expect our proctors to be punctual, observant, and reliable.

• Remember that your primary duty is to keep the lab as nice as possible for Fisher students by protecting the equipment, keeping it clean, enforcing policies, etc.

• Always be friendly to students who have questions. This includes being approachable by NOT wearing headphones or keeping your head buried in a book or the monitor.

• We DO allow you to work on your homework when all lab duties are done as long as you can remain observant at the same time. This means that you cannot work with or chat with friends while on duty. Phone calls should not be made or accepted in the lab.

If the replacement proctor has not arrived by the time you need to leave, please notify us by email to labs@fisher.osu.edu with !URGENT! in the subject line.
Time off

- When you wish to take time off, please use the swap board on ScheduleSource. The links to it as well as instructions can be found at http://fisher.osu.edu/proctors.

- Please note that you are limited to 3 requests per session or 5 total for a semester. Exams and other high priority items are excused from this rule.

- Should you have an exam, mandatory school function, or other documentable and unavoidable obligation to take off time please also email them to labs@fisher.osu.edu. We will try to help fill your shift in those instances and we will likely release you from your shift automatically.

- Give us at least 48 hours notice unless it is a documentable emergency. Otherwise it is up to you to find a replacement through the swap board and you are responsible for working your shift if nobody picks it up.

Cleaning

- When cleaning a workstation use a Swiffer duster to dust all surfaces including ledges and the tops of monitors.

- Turn the PC off. Turn the keyboard upside down and tap/shake it to get out any loose debris.

- Spray cleaning/disinfectant spray onto a towel and clean all surfaces, being very aggressive about cleaning the keyboard, mouse, and table surface to eliminate germs/viruses. Disinfectant wipes may also be used.

- Other surfaces such as the divider walls and PC can just be wiped. If any obvious food crumbs or stains are at the station, please note the PC number and report it to labs@fisher.osu.edu so that we can review cameras to find out who was eating there.

- Remember to record your cleaning on the form at the proctor desk. In Mason 010 since there are two proctors, the proctor at the first desk should focus on PCs 1-60 and the second desk should focus on PCs 61-122.
Print Quota

- All students paying the computer fee are assigned a print quota. Full time undergraduate students receive 500 pages, full time graduate students 750 pages, and part time students receive a pro-rated amount.

- Students cannot print if there is insufficient balance remaining in their print quota. It is possible for students to have negative balances as the system provides some flexibility when they are printing large documents.

- Additional print quota may be purchased during Help Desk hours in Mason 320, 8:00am – 5:00pm. The only form of payment accepted is BuckID. Students can put money on their BuckID by going to http://buckid.osu.edu or by going to the BuckID office in the student union.

- Students can check their quota balance with the $ icon on the bottom right of lab computers, or by logging into http://fisher.osu.edu/webprint.

- Students are not allowed to use special paper for resumes or other projects. Printing is only allowed on provided paper.
Printer Problems

• In general, the LCD panels on the printers will tell you what to do when there is a problem. Do your best to remove any paper jams or resolve any errors on your own.

• If there is a jam you can’t get to, repeated jams, or other issues turn the printer off and unplug the network cable. Then report the problem using the ticket system. Please remember to include the lab, printer number, and the Uniprint number when you submit it.

• Also please try to remember to change the priority to MEDIUM when it is a printer or computer issue. The link for the ticket system is available at the proctor website at http://fisher.osu.edu/proctors.

• Assure any students with concerns that they will only be charged if something prints out. If their print job is in the queue of a broken printer, we make sure to erase them off the server when they are reported so that nobody is charged.

• Place a maintenance sign on any broken printer. These signs are located in the proctor desk.

• If the printer is reporting the need for routine maintenance, report the printer as usual, but leave it turned on, as it is still fully functional.

• To change the toner cartridge unpack a new toner cartridge removing orange strips and place it in the printer; place the old one in the bag and box and mark it used.

• Paul or Cathy can do refunds in the case of poor print quality. Please count the number of pages, and email labs@fisher.osu.edu along with the student’s name_# and the printer it happened on.

• We do not give refunds if students make mistakes when they print, only in cases of printer malfunction.

• Note that the printers will not accept print jobs larger than 100 pages. If a student tries to print out more, nothing comes out, and the student will NOT be charged. They will just need to print again with fewer pages.

• Printers very rarely charge unless something actually prints out.
Computer Problems

• Students not able to log into the computer should try resetting their password at the Kiosk in Mason 010. If they still aren’t able to log in they will need to go to the helpdesk in 320 Mason Hall. They should go in person and have a picture ID. Helpdesk staff are available weekdays between 8am and 5pm.

• Rebooting the computer or asking the student to log out of the problematic one and log into another one can resolve most other problems with computers. You can also look around to see if other students seem to have the same problem.

• If you are not able to resolve the problem, please enter a ticket with medium priority or email labs@fisher.osu.edu and let us know what the problem is with as much detail as you can provide.

• Students cannot install any software on the lab computers. The list of software on the lab computers can be found at http://fisher.osu.edu/offices/technology/labs-and-classrooms/computer-labs/software/.

• Problems with flash drives can often be resolved by plugging them into another USB port. If that fails, please try the flash drive in your proctor computer. If it fails in both places, they likely have a broken flash drive which is fairly common. We are not able to repair them.

• Hardware problems with our computers are fairly rare. Should a CD get stuck in the drive, DO NOT FORCE IT. You can try restarting the computer to see if the CD tray will start responding. If that doesn’t work get the student’s name and report the problem labs@fisher.osu.edu with as much detail as you can. Cathy, Paul, or one of the helpdesk staff members will try to extract the CD for the student and contact them.

• Another issue that might happen is that the monitor will not turn on or will look fuzzy. This might happen because students accidentally loosen the cables on the back of the monitor. Please try to tighten the cables and if that does not work, enter a ticket with medium priority or email labs@fisher.osu.edu.

• Place a maintenance sign on any computer that is not working. These are located in the proctor desk.
Rule Violations

- You must log ALL incidents by entering them into the ticket system or by sending an email to labs@fisher.osu.edu.

- You must approach the student and POLITELY let them know a violation has taken place whenever possible. Paul or Cathy will make the decision whether to suspend or not.

- Logging an incident does NOT mean YOU are suspending student accounts. We encourage you to explain that you are not the one responsible for suspending and that a full time staff member will review whatever you report.

Rules

Food and drink (Empty Container Included)
(3 day account suspension)

Multiple log-in (Using more than one computer at a time)
(3 day account suspension)

Account Sharing (Password sharing or leaving after you log someone in)
(7 day account suspension)

Independent study – Mason 010 only (Talking/Collaborating/Disruptive)
(3 day account suspension)
Appendix A

Daily Checklist

- Log into ScheduleSource timeclock
- Walk lab slowly every 15 minutes.
- Push in Chairs.
- Recycle paper that appears to be abandoned on desks or printers.
- Report violations.
- Make sure groups are using guest chairs instead of roller chairs in Mason 005; there is 1 roller chair for each computer desk.
- Verify students at desks are actually logged into computers.
- Clean computers according to cleaning worksheet.
- Sweep up any paper spilled from hole punch.
- Check paper levels in printers at least once per shift and fill as needed.

Opening Checklist

- Verify doors unlock at the correct time. Contact Paul or Cathy with problems.
- Turn on all computers and printers, including any kiosk printers.
- Verify all printer screens read ready, otherwise resolve issues.

Closing Checklist

- Remind students that the lab will be closing 15 minutes prior to closing time.
- Fill all printers with paper.
- Check the level of spare paper and toner. Report to Paul or Cathy if any is needed.
- If any student refuses to leave the lab, let them know OSU police will be contacted.
- Verify doors lock at appropriate time. Send email with !urgent! to labs@osu.edu if it does not lock.
- Turn off all printers and computers. (Not in Gerlach)
- Push in chairs.
- Straighten keyboards and mice.
- Shut down computers. Report any computers that do not shut down to labs@fisher.osu.edu.
- Verify lab is clean.
Appendix B - Software List

Adobe AIR
Adobe Flash Player 11 ActiveX
Adobe Flash Player 11 Plugin
Adobe Reader 9.5.0
Adobe Shockwave Player 11.6
BadCopy Pro
BASELINE
Baseline Spreadsheet Link
Bootstrapper
Core FTP LE 2.1
Crystal Reports Basic for Visual Studio 2008
CutePDF Writer 2.8
DecisionTools Suite Industrial 5.7.1 Edu Edition
EDGAR Online I-Metrix Excel Add-in - V2.3.2
ExtendSim7
ExtendSim8
FLEXnet Connect Windows Agent
IBM SPSS Statistics 20
ISYS:desktop 8 runtime
Java(TM) 6 Update 30
K-Lite Codec Pack 5.8.3 (Basic)
Logitech Webcam Software
Microsoft Document Explorer 2008
Microsoft Office 2007 Service Pack 3 (SP3)
Microsoft Office 2010 Service Pack 1 (SP1)
Microsoft Office Project 2007 Service Pack 3 (SP3)
Microsoft Office Proofing Tools 2007 Service Pack 3 (SP3)
Microsoft Office SharePoint Designer 2007 Service Pack 3 (SP3)
Microsoft Office SharePoint Designer 2007 Service Pack 3
Microsoft Silverlight
Microsoft SQL Server 2005
Microsoft Visual Studio 2008 Professional Edition
- ENU Service Pack 1
Microsoft Visual Studio Web Authoring Component
Minitab 16
Minitab Software Update Manager
Mozilla Firefox 10.0 (x86 en-US)
Oracle IRM Desktop 5.5.20 10gR3 PR5
Panopto Focus Recorder
PowerDVD DX
PowerTerm Enterprise 9.2
PuTTY version 0.62
QuickTime
R for Windows 2.14.1
RealPlayer
Respondus LockDown Browser
Rotman Interactive Trader Client
Roxio Activation Module
Roxio Creator Audio
Roxio Creator Copy
Roxio Creator Data
Roxio Creator DE
Roxio Creator Tools
Roxio Drag-to-Disc
Roxio Express Labeler 3
Roxio Update Manager

Skype™ 5.5
Sonic CinePlayer Decoder Pack
SoundMAX
Symantec Ghost Console Client
TextPad 5
TurningPoint 2008
Windows Media Player Firefox Plugin
Windows Mobile 5.0 SDK R2 for Pocket PC
Windows Mobile 5.0 SDK R2 for Smartphone
WinZip 12.1
X-Win32 2010
Appendix C - Scanning

To Scan to Email in Gerlach 208:

1. On the control panel touch screen, touch Email.
2. Enter Fisher ID (lastname_), touch Next. (Press SHIFT for _ )
3. Enter Fisher ID Password, touch Enter.
4. Load the original document. Use the document glass for single copies or paper that cannot be fed using the document feeder. Use the document feeder for multiple or single pages.
5. Touch New Recipient.
6. Enter Fisher email addresses. Touch +Add after each one and Close when complete. (There are known problems with OSU email addresses)
7. To change any of the scan settings, touch the four menus at the bottom of the touch screen: Color Scanning, 2-Sided Scanning, Original Type and Scan Presets.
8. To scan the original and email the file, press the green Start button.
9. Log out when finished.
To scan to USB in Mason 147:

1. On the control panel touch screen, touch **Keyboard**.
2. Enter Fisher ID *(lastname_#), touch Next. (Press SHIFT for _)*
3. Enter Fisher ID Password, touch **Enter**.
4. Load the original document. Use the **document glass** for single copies or paper that cannot be fed using the document feeder. Use the **document feeder** for multiple or single pages.

5. Insert a USB Flash Drive in the USB port on the control panel.

6. Press the **Services Home** Button.

7. Touch **Store to USB**.

8. Touch **Save in** and touch the desired folder. To select the storage location, touch **Save**.

9. To change any of the scan settings, touch the four menus at the bottom of the touch screen: **Color Scanning, 2-Sided Scanning, Original Type and Scan Presets**.

10. To scan the original and store the file, press the green **Start** button.

11. Touch the Services Home button, then remove the USB Flash Drive.

12. Log out when finished.
Appendix D - Toner Replacement Job Aid

**HP9050**

1) Open Front Panel

2) Depress Green Lever

3) Pull Toner by Blue Handle

Reverse the process for inserting new toner into the printer. Note that you need to push the beige button on the green handle to return it to the original position.
Appendix D - Toner Replacement Job Aid (Continued)

**HP5550**

1) Pull top up

2) Pull front panel down

3) Pull blue tabs and pull second panel down

4) Pull blue tabs of toner color needing replaced

Reverse the process for inserting new toner into the printer.
Appendix E

Cleaning Sheet Example

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