

Student Technology Assistant Program

Mesa Community College

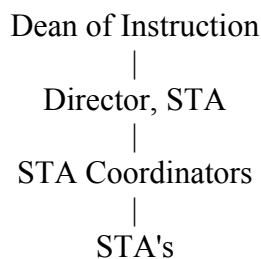
STA HANDBOOK

Greetings to all newly hired STAs. What we hope you'll find in the STA Program is a fun and enjoyable work environment that will also provide challenges to enrich your work experience in preparation for future endeavors. To be hired as an STA, you have been regarded as a student with above average qualities and the potential to benefit from the program. Because of your exceptional talents, you have been chosen to be able to work with the MCC faculty and administration on projects. Some of the rules contained within this handbook may seem discouraging at first; however, they're all simple and effective rules that have developed from prior experiences. These rules are now present to protect you, the faculty, and the administration from any uncomfortable situations in the future.

The STA Mission The Student Technology Assistant (STA) Program is a program that is designed to accomplish two main goals:

1. To assist MCC faculty in incorporating and utilizing the continuously expanding realm of technology into their collection of teaching tools.
2. To allow for an environment that will provide real world type work experience and learn up-to-date technologies that will assist the STA in future goals and pursuits. As STAs, we aid faculty members in creating such projects as transferring a lecture course to a distance education format or incorporating any appropriate form of technology that can aid in the performance of their primary duties - teaching.

The STA Program Hierarchy



Procedures that New Hires are required to complete

1. Ensure that you fill out your Employee Packet at Personnel. Bring a valid picture ID and Social Security Card.
2. It is a requirement that a new STA have an MCC email account that he/she is accustomed to using. The STA Program needs a means of quickly and efficiently communicating between the Director, Coordinators and other STAs.

3. Have one of the STA Coordinators create an account on the STA NT server. Creation of the account includes the following features:
 - FTP storage for your work files.
 - Domain login for the STA workstations
4. Have one of the STA Coordinators create an account on the STA database server. From the database you are required to:
 - Clock in and clock out your hours (time clock).
 - View all of the current projects.
 - Bid on any new projects or tasks of an assigned project.
 - View all STAs and their email address.
 - View who is currently on the clock.
 - Review projects/tasks assigned to you.
 - View your time report.
 - Edit your STA profile.
 - Access to the STA WebBoard
5. Read and sign the Non-Disclosure Agreement.

New Hire Two Week Probationary Period

Upon first being hired, we require that all STAs go through a two-week probationary period. This is when the STA new hire will be evaluated to see if the individual has the ability to do the work assigned, and is able to integrate into the STA model of operation. The STA Director and STA Coordinators will be conducting the evaluation during this period.

3-strikes Rule

The 3 Strikes rule is policy that has been instituted to allow for STAs and the STA Director to be able to ensure that there is a balance between compliance to the policies and allowance for mistakes in this learning environment. Strikes are a means of enforcing the policies that an STA must follow during his/her employment.

Strikes are given to individual STAs due to non-compliance of any policies that are listed in this document and/or have been instituted as an addendum to the handbook. The STA Director is the sole person that can give out Strikes. Strikes can only be given to individuals by means of a formal closed meeting with the STA Director after an STA commits an offense. Within that meeting the STA Director will describe the offense to the STA and counsel suggestions for future improvement.

Upon issuance of the third strike, the STA can and will be terminated by the STA Director for not following the policies as set forth by and for the STA Program.

Moral and Ethical issues regarding STA Employment

Due to the inherent academic nature of the work that STA's perform, this can place them in situations that are academically and professionally sensitive. As an STA there will be projects that may involve working with faculty on implementing the courses that they teach or in developing their quizzes and tests for online functionality. Because of this, STAs must hold

themselves at a moral and ethical level that is higher than the average student and conduct themselves appropriately. In the event that an STA is found to be in violation of what would be considered a moral and ethical issue, the STA can and will be reprimanded for violation of the policies as set forth by and for the STA Program that can include termination.

Checking your Email Daily

Check your Email DAILY for any updates and information that may be necessary towards the completing of your projects or subjects that are essential and might also need a reply within a few hours. This diligence cannot be emphasized enough! Check your email daily and, if possible, at various times during the day. The STA Director, or any of the STA Coordinators, may be unable to locate you physically but will need to get a hold of you as soon as possible. Occasionally, important information in regards to the contact faculty member that you are working with, on his or her project, must reach and get a response within a working day. In other words, it is a critical habit to check your email more than once a day.

Keeping up on your assigned Tasks/Projects

You should be consistently working on and making periodical progress updates on all tasks that you bid for and/or that have been assigned to you. There are due dates assigned to the various tasks and to the project as a whole. You can modify the due dates as appropriate to the project or task; however, these changes must be discussed with the STA Coordinators or the STA Director.

There are such situations where the project or task requires you to learn ColdFusion programming, Java, or some other difficult in-depth programming. These situations will of course necessitate a longer time frame for the project; but some sort of achievements must be completed in a time period, which is reasonable. For example, a project that should take no longer than 1-2 weeks to complete, shouldn't take 3-4 months. This would be considered an unreasonable amount of time. If your project/task is overdue, speak to the STA Coordinator about the problems that you are having.

Courteous Behavior when working with faculty

When working on projects that interface directly with faculty, you must maintain a professional manner of behavior and conduct. The Center of Teaching and Learning as well as the STA Program is here to assist and facilitate technology projects for the faculty members of MCC. It is a requirement to deal with any and all faculty members professionally when working on your tasks. It is imperative that an appropriate appearance and behavior be maintained. In short, this means you must be friendly and polite when dealing with any faculty members. Any behavior that would be considered unprofessional, rude, or offensive will not be tolerated. No swearing or profanity - watch your language!

Following your set schedule

Set your schedule--be sure to work around your school schedule during the week. Since you will be setting your own work schedule, you must indicate that schedule on the STA

database and follow it as stated. Any changes to that schedule must be updated as the need arises. For example, the start of the new school semester will require that you update your schedule based on your new class dates and times. Following your stated schedule is important so that the STA coordinator and other STA's will know when you will be in. You must notify the Director on any temporary or permanent changes to your work schedule. This is for those situations where a particular faculty member or another STA member is trying to meet with you about a project in progress. You must get all days off approved by the Director before the day in question. If you are ill, you must notify the Director of your illness before your shift is supposed to start. Not following your schedule, approving absences, or notifying in emergencies are examples of poor dependability and will result in a strike-see 3 Strikes Rule.

Walk-in Faculty

STAs are discouraged from becoming drawn into a large project that a faculty member walks into the computer lab to accomplish. The purpose for this is that all large projects are required to be submitted to the STA Coordinator and then approved as a job before it can be bid on by STA's. This maintains a means of tracking the projects by the computer lab and STA program. Jobs that are brought in by a faculty member on a walk-in basis potentially can become a huge endeavor and then it might not be properly accounted for or tracked. It is proper to assist walk-in faculty in any manner as long as it is not a large project, for example, less than 1 hour. Any projects that become longer than this, STAs should inform the faculty member that the project is something that will take more time than the single sitting and that the project should be submitted to the STA Faculty Interface Webpage:
<http://dungeon.mc.maricopa.edu/faculty/facProj.htm> The project will then be approved by a STA Coordinator and submitted to the STA project database.

Time Clock: Check In/Out Procedure

The Time Clock is a function in the STA Database from where all STAs clock in and out of work. All new STAs will need a login for the STA Database in order to access the Time Clock. STAs will be required to clock in and out whenever they are working. This will be your record of hours worked and will be used to fill out your time card. If there are any discrepancies with your time report for the hours worked, you will need to contact either an STA Coordinator or the Colleen in the Business Office to correct the problem. If you do not clock in / clock out you may not get paid.

Time Card Procedure

Time cards are due every other Wednesday by 3pm. You will be handed either your pre-printed time card or get a blank time card from a Coordinator. Fill in your name, Social Security #, hours according to your database info, and signature on the time card, and leave it on my desk. Colleen will sign your time card only if the hours you have entered on the time card perfectly matches the hours in the database, then she will deliver them to the Fiscal Office. The Fiscal Office will then deliver all MCC time cards to Payroll at the District Support Services Office in Tempe.

If your hours do not perfectly match the database time clock, the Office Manager will send you an email letting you know that your time card was not submitted due to the discrepancy. Your next chance to submit your timecard to payroll will be in 2 weeks, when the next batches of timecards are due. This means that you will not be paid on time, but 2 weeks late.

If the time clock is not working for you for any reason, email the Office Manager or one of the STA Coordinators and they can fix it. Just let them know what time you came in and what time you left on what date and they will alter the time clock entries.

The time to fix any malfunctions in the time clock is not the day time cards are due. Keep track of the data each day that you work.

STA Book Checkout Procedure

The STA Lab now has an extensive library of books, donated by O'Reilly & Associates, which cover numerous subjects. These books are on HTML, JAVA, JAVAScript, CGI, Perl, C++, and much more..

The book borrowing procedure is:

1. Select the book that you would like to borrow.
2. Bring it to one of the STA Coordinators or to the STA Director.
3. He or she will check the book out from the Computer Book Database by using the laser light wand to read the ISBN barcode.
4. Books can only be checked out for a 1-week period at a time.
5. If you require the book for a longer period, you can check it out again for another week; but you must physically bring the book in to have it scanned again.

NOTE: There will be SEVERE REPERCUSSIONS if you do not return a book. This is due to all of the hard work and effort to get the books in the first place. So don't even think about it.

Friday Evening Computer Shutdown Procedure

If you are an STA working during Friday evenings (or Thursdays during the Summer), you will be required to shut down the computers when you are one of the last to leave. During the weekend, the air conditioning is shut off; to prevent the potential overheating of the computers, we turn them off before leaving Friday evenings. Shutting down the system means to power down the computers as well as turn off the power to the monitors. This is only for the computers that are directly used by the STA's. Do NOT touch anything other than workstations. All other computers such as those that belong to the lab proper, or are servers are to be left alone. If you are unsure which computers are which, contact one of the STA Coordinators or the STA Director for more information.

Using the STA Database

The STA Database is the hub of all STA activities and where you accomplish your activities. Some of the things that you can do in the STA Database are listed below; however, not all of the activities are listed due to the ever changing and evolving nature of the database.

The major parts of the STA Database

1. View all Projects: Lists all current projects for the STA Program.
2. View New Projects: Lists all new projects that can be bid upon by STA's.
3. View Open Tasks: Lists all open tasks of projects that can be bid upon by STA's.
4. View All STA's: Lists all current STA's (name, email, work schedule & skill set).
5. Who is Working: Lists all STA's currently clocked in and how long they've been clocked in.
6. Tasks Assigned to You: Lists all current projects and tasks assigned to you.
7. Time Clock: Provides the interface for STA's to clock in and clock out from.
8. Your Time Report: Provides access to your logged in hours for specific dates.
9. Edit your Profile: Allows for editing of your general information for others to see.
10. Change your Information: Allows for changing your Contact Info, schedule & skill set.
11. WebBoard: Displays a link to the STA WebBoard login screen.