Technical Communication Lab
Employee Manual

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Welcome Letter

Your job as a Technical Communication Lab (TECM Lab) assistant is to provide faculty and students who use the lab with any help they might need. This manual will explain the different ways you can help students and staff, other responsibilities of the job, and emergency procedure. To reference common questions, navigate to SCRATCH > TECM Lab Staff Folders > Training Resources. There you can find a document that addresses frequently asked questions, as well as other help material for specific software such as Word, InDesign, and Photoshop.

mission statement:

We support technical communication classes by providing the tools, services, and expertise they need to succeed.

Goals:

1. Professional customer service

    - Be a problem solver.

    - Make students and teachers feel comfortable asking for help.

    - Create a positive environment for students, staff, and your coworkers.

2. Technical expertise

    - Mastery of Word and InDesign

    - Working knowledge of Excel, Photoshop, Illustrator, Madcap Flare, and Dreamweaver

3. Honing presentation skills

    - Feeling comfortable and confident presenting orientations, as well as one-on-one problem solving

Welcome to the TECM Lab!

Contact Information

Office

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Staff

Brad Davis	940-565-4230 (office)	Brad.Davis@unt.edu
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Nikki Meyer	214-802-9696	NikkiMeyer.07@gmail.com
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Elizabeth Lyle	972-984-0596	TECM Lab-mgr@unt.edu

Other Contacts

UNT Police	**940-565-3000**
Lab Desk	940-565-4193
TECM Office	940-565-4458
Writing Lab	940-565-2563

Tutor Policies

Lab Hours

Monday – Thursday	8 a.m. – 10 p.m.
Friday	8 a.m. – 5 p.m.
Reading Day	8 a.m. – 5 p.m.
Weekends	Closed
University Closings	Closed

How to Open the Lab

1. Arrive at 7:30 a.m. to open the lab.
2. If you are the first to arrive, turn off the alarm using the disarming code.
3. Turn on the following equipment:
   - Computers
   - Monitors
   - Printers
   - Sharp boards
4. Reload printers with paper.
   - Color printers with 24lb. paper
   - Black and white printers with 20lb. paper
5. Open the Faronics Insight application on each instructor computer.
6. Print the orientation sheet for the day from the TECM Lab Google Calendar and post in 307 on the whiteboard.
7. At 7:50 a.m., let students into the lab and classrooms.

How to Close the Lab

Inform students in 307 that the lab is closing 30, 15, and 5 minutes before closing.

1. Turn off all monitors, printers, and Sharp boards.
   - Leave all-in-one computers on to update overnight.
2. Clean dry erase boards.
3. Pick up any trash.
4. Check on and around tables for forgotten flash drives or other items and put them in the Lost and Found.
5. Turn off all fans.
6. Hang the board on the door in 307.
7. Check that everyone has left each room and close all doors.
   - Make sure magnetic strips aren't blocking any doors from locking.
8. Close the door to 307 and set the alarm from the inside.
   - You have 15 seconds to leave and shut all doors before the alarm is armed.

Emergency Closing Procedures

See **Appendix 1: Evacuation Maps** for routes out of the building or into the Auditorium.

Tornado Evacuation

When the tornado sirens sound, proceed with the following steps:

8. Evacuate through the stairwell to the Auditorium, room 100 immediately.

   - Inform coworkers, students, and visitors that they must evacuate immediately.

   - If accessible, grab important personal items such as keys, purse, wallet, and cellphone.

   - If circumstances permit, secure your area by closing and locking doors as you would normally do when leaving for the day.

9. Close the stairwell door once everyone exits.

10. Once you are in the Auditorium, proceed to the lowest area of the room, near the stage and first row seating.

    - Stay clear from doorways.

DO NOT:

- Linger by doorways.
- Stop to investigate if the alarm is real.
- Use the elevator to evacuate the building.
- Wait to shut down your computer; however, it is recommended to lock your computer if immediately accessible.
- Return to your work area to retrieve personal belongings.
- Exit the building for any reason until the all clear signal is given.

Fire Evacuation

If you discover a fire, you should pull one of the 3 alarms on our floor. These can be found mounted on the wall near each of the stairwells.

When the fire alarm sounds, proceed with the following steps:

1. Evacuate the area immediately.
   - If accessible, grab important personal items such as keys, purse, wallet, and cellphone.
   - If circumstances permit, secure your area by closing and locking doors as you would normally do when leaving for the day.
2. Close the stairwell door once everyone exits.
3. As you are evacuating inform co-workers, students, and visitors that they must evacuate immediately.
   - If the corridor is filled with smoke, stay low and crawl out.
   - If there is too much smoke or it is too hot, return to your office.
   - If you are unable to leave the building, call 911 and inform the operator that you are still in the building and provide them the floor and room number.
4. Once out of the building, meet in parking lot 9 located south of the building.
5. Attempt to determine if all occupants in your area have evacuated.

DO NOT:

- Stop to investigate if the alarm is real.
- Use the elevator to evacuate the building.
- Wait to shut down your computer; however, it is recommended to lock your computer if immediately accessible.
- Return to your work area to retrieve personal belongings.
- Re-enter the building for any reason until the all clear signal is given.
- Open windows or leave doors open to assist with ventilation. Firefighters will ventilate the building if necessary.

Bomb Threat

If the bomb threat is received by **phone**, proceed with the following steps:

- Take the caller seriously and remain calm.
- Try to keep the caller on the phone by asking questions using the "Bomb Threat Checklist" (see **Appendix 2: Bomb Threat Checklist**).
- Listen carefully and don't interrupt the caller or hang up.
- If possible, write a note to a coworker asking him or her to call 911 to report a bomb threat.
- Call 911 immediately once the call has ended to report the details.

If the bomb threat is received by **mail**, proceed with the following steps:

- Attempt to determine if all occupants in your area have evacuated.
- Prevent additional handling of the letter or parcel.
- Call 911 immediately.
- Secure the area if possible, allowing entry to emergency responders only.
- Advise campus personnel to not use 2-way radios in the area.

If the bomb threat is received by **email**, proceed with the following steps:

- Call 911 immediately.
- Print a copy for UNTPD.
- Do not delete the message.

In all cases, UNTPD will determine if evacuation is necessary.

Additional Bomb Threat Information

If the UNTPD determines evacuation is necessary, proceed with the following steps:

1. If instructed to do so, initiate building evacuation by activating any fire alarm box (pull alarm).
2. Evacuate the building.
3. Once you've evacuated the building, follow directions provided by first responders.
4. Provide the completed Bomb Threat Checklist to UNTPD at the scene.
5. Notify your supervisor and department head of the bomb threat if they were not in the area when it occurred.
6. Wait for emergency response personnel to authorize that it is safe to reenter affected area.

Active Shooter

1 Get Out

- With an escape route in mind, and if possible, evacuate the premises.
- Leave your unnecessary belongings behind.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Do not attempt to move wounded people.
- Call 911 when it is safe to do so.

2 Hide Out

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cellphone
- Remain silent

3 Take Out

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
- Yell at and act as aggressively as possible toward the shooter.
- Throw items and improvise weapons.
- Commit to your actions.

Lab Policies

Student Policy

Students may not bring the following items into the lab or any classrooms:

- Food and drink
- Tobacco products
- Skateboards, longboards, or anything with wheels

Everyone who enters the lab must be wearing shoes.

Tutor Policy

- You can hang out or work in 307 as long as you remain professional & polite.
- Do not sit or stand behind the desk unless you're working.
- Watch what you say in case students and teachers overhear.
- Talk quietly.
- Don't bring drinks or fragrant food into the lab.
- While attending your TECM courses, you must also follow the policy listed in the "Student Policy" section above.

Printing Policies

Black and White Printing

Students may print in black and white for free and as many times as they want to, but only for their technical communication assignments. When a student prints in black and white, place their printout in the slot that corresponds to the computer number or hand it to the student directly. Advise students to print in pure black and white and double-sided to save ink.

Color Printing

Students will receive color cards during the Opening/Printing Orientation. They only receive one print card each semester, and each semester has a different stamp. When a student prints in color, leave their printout behind the desk until you punch their color card. Students must present a color card to pick up color printouts. If a student does not have a color card, he or she can refer to the instructor for a color card.

Color printing is expensive, which means that failing to punch a color card or giving free color printouts will result in immediate termination. Lab tutors may use the color printers for personal use but may not print students' assignments at their expense.

Students may only print on lab paper. They may not bring their own paper to print on. Feeding inkjet paper through our laser printers will cause the paper to melt onto the fuser unit, therefore breaking the printer. Students must use TECM Lab paper or print elsewhere.

Attendance and Punctuality

Arrive to work on time. If you cannot work your shift due to an emergency, you must provide 6 hours' notice to both Brad and the lab manager. For non-emergencies, you must provide a week's notice. In both of these cases, try to find someone to cover your shift and inform Brad and the lab manager of who will be covering. If you can't find someone to cover, still contact Brad and the lab manger and the lab manager will find someone to cover for you.

Breaks

The lab does not have an official break system. You can take lunch or snack breaks in the hall as long as there is another tutor behind the desk. You may have a drink behind the desk as long as it has a spill-proof lid and you drink discreetly.

Training week attendance

You must attend training week to work in the lab. Training week occurs the week before the semester begins and lasts approximately 40 hours total—8 a.m. to 5 p.m. Monday through Thursday, with an hour break for lunch. Fridays are half days, from 8 a.m. to 12 p.m.

Timesheets and Paychecks

To record your hours in the My Timesheet section of myUNT:

1. Log into your my.unt.edu account using your euid and password.

2. Switch to the Human Resources tab at the top of the page.

3. Under Time Reporting options, click on My Timesheet.

4. Fill in your shift's start and end times for the correct date.

5. In the column Time Reporting Code, choose RHW – Regular Hourly Wages.

6. Click Submit to record your hours.

7. Click OK.

You will be paid on the 1st and 15th of each month. To set up direct deposit or another payment method, speak with Brad Davis.

Professionalism

Be courteous, helpful, and polite to everyone in the lab. Create an environment where students can work, study, and get the help they need to complete projects.

To ensure the lab runs efficiently:

- Stand up from behind the desk to greet students and instructors as they enter their classrooms.
  - Make sure to watch students come in so that they don't bring food or drink inside the lab.

- Get up from behind the desk to help students and faculty.
- Greet every faculty member who enters the lab.
- Dress appropriately.
- Keep the lab clean.
- Keep the noise level low.
- Respond to students, faculty, and visitors quickly.

Dress code

You may wear casual attire to work, as long as you maintain a professional image by:

- Wearing your name tag when you are clocked in.
- Wearing appropriate undergarments. Undergarments should never be visible.
- Avoiding ripped or revealing clothing (including spaghetti-strap tops).
- Avoiding clothing that represents another university.

Personal Electronics

You may text as long as it does not interfere with helping students or faculty. Do not listen to music or wear earbuds when on the clock. Do not view inappropriate content on your electronic device while in the lab.

Tutor Responsibilities

Overview

The main duties of a tutor include the following:

- Retrieve student printouts and place them in the designated slots.
- Practice and give orientations.
- Help students with formatting problems, printing problems, and software use.
- Help students and teachers use lab equipment.
- Answer the phone and take messages.
- Clean the lab according to the cleaning schedule.
- Refill lab supplies as needed.

How to Help Students

When you help students, remember to:

- Help students at their computers, not from behind the desk.
- Avoid answering questions about document content and appearance.
- Instruct students, but do not do their work for them.
  - Avoid touching the student's mouse or keyboard. You will be liable for any mistakes you make.
- Punch the students' color cards before handing them their color documents.

How to Clean the Lab

Tutors who close the lab will also clean the lab according to the cleaning schedule. Insert schedule here

How to Present Orientations

Instructors will schedule orientations through the Orientation Scheduler. Look at the Google orientation calendar or the daily printout beside the tutor desk to check for scheduled orientations.

When giving an orientation:

- Take the orientation binder with you.
- Speak loudly, clearly, and confidently.
- Ask students if they have any questions as you go along.
- Present the orientation material in a positive way.
- Do not sit, chew gum, or read slides verbatim.

The following are orientations we currently provide:

- Adobe Acrobat
- Dreamweaver
- Gantt Chart
- Illustrator Basics
- InDesign Basics
- InDesign Brochure
- InDesign Report
- LinkedIn
- Madcap Flare
- Opening / Lab Policies
- Photoshop Advanced
- Photoshop Basics
- Stacked Graph
- Word Brochure
- Word Graphics & Resume
- Word Report

Using Lab Equipment

Lab Equipment

The following is a list of equipment we offer:

- Binding in ⅜", ½", and ¼"
- Binding machines (3)
- Color printers (2)
- Black and white printers (2)
- Computers
- Document cameras (2)
- Electric hole punch
- HP Sprout
- Kapp boards
- Laptops (3)
- Paper cutters (1)
- Scanners (2)
- Sharp boards
- Staplers (electric and booklet)
- Toshiba Tablets

The Binding Machine

The binding machine binds documents with a plastic comb. You can show students how to use the binding machine. Rather than bind their documents for them, you should show them how to bind using several pieces of scrap paper from a nearby recycling bin; this way you are not responsible for potentially damaging their work.

The binding machine can only punch a maximum of 10 sheets at a time; if you attempt to punch more, the machine might jam or break. You may need to empty the tray on the left side of the binding machine if you experience trouble punching holes in your document.

How to Fix Computer Problems

If a computer is not working properly, troubleshoot and/or reboot before calling a lab tech.

When a keyboard, mouse, or monitor is not responding:

- Check cords connecting the monitor to the computer.
- Restart the computer.

When a computer cannot access a TECM Lab printer or the Scratch Drive:

- Restart the computer. If the printer or Scratch drive is not restored, consult an orientation binder for steps to reconnect.

When you cannot fix a problem, put a "Broken" sign on the computer and email the lab administrator and all lab techs. In the email, include:

- The room number
- The computer number
- A description of the issue

The Scanner

Scanners are held in the supply closet in 307. When showing a student how to use the scanner, tell them to:

1. Plug the USB cord into the USB port of the computer.
2. Place the document face down in the slot of the scanner.
3. Press the **Scan** button.
4. Save your scanned document as a PDF in Adobe Acrobat.

How to Refill Printer Paper

Room 307 has four printers: two black and white printers (5210 and 8300) and two color printers (831color and 832color). You will need to refill printers when they run out of paper. The printer will display this error message: "Load tray X." We keep paper in the closet behind the lab tutor desk and in bulk in room 310.

The printer trays are marked with the appropriate paper size. Use 20 lb. paper in 5210 and 8300. Use 24 lb. paper in 831color and 832color.

How to Replace Toner Cartridges

The printer will display the error message "Replace <color> cartridge" if it runs out of ink. You can find spare toner and ink cartridges in room 310.

To remove an old cartridge from 8300 or 806BW:

1. Open the top cover of the printer.
2. Open the front cover of the printer.
3. Pull down the cartridge cover by pulling the green handles.
4. Take the new toner cartridge out of the box.
5. Take the empty toner cartridge out of the printer by pulling from both ends.
6. Place the old toner cartridge in the box.

To remove an old cartridge from 5210:

1. Open the printer's front cover.
2. Unlock the cartridge by turning the green lever counter clockwise until it points down.
3. Take the new toner cartridge out of the box.
4. Push the tab at the end of the cartridge down.
5. Pull the cartridge out by the end.
6. Place the old toner cartridge in the box

To insert a new toner cartridge:

1. Shake the new toner cartridge to distribute the toner.
2. Remove the orange strip from the end of the cartridge.
3. Break the orange tab and pull the tape completely out.
4. Slide the new cartridge along the rails until it clicks into place.

Frequently Asked Student Questions

1 Can I use the lab?

The TECM Lab is fee-based, so only currently-enrolled technical communication students can use it. Therefore, students should be working on technical communication assignments while in the lab.

2 What time do you open/close?

The lab is open Monday – Thursday from 8 a.m. to 10 p.m., and Friday from 8 a.m. to 5 p.m in the spring and fall. Hours vary during the summer. The lab is closed on weekends and on Fridays during summer sessions, as well as any time the University is closed. However, the lab is open on Reading Day.

3 What's a color card?

Tutors may only give color cards to a student during the Opening orientation. We may only give replacement color cards to teachers, who can then distribute them to students. Explain to the student that color cards are necessary for printing in color at the TECM Lab, and to ask his or her professor for one.

4 I forgot my color card. Can I just pay for it?

No. Our lab is not set up to accept payment for printouts. The only way to retrieve a color printout is by presenting a color card. Suggest to the student that they can ask their professor for a color card or point them to the closest general access lab.

5 How do I print on both sides?

Get up and guide the student at his or her computer. The option to print on both sides is located in printer settings. Make sure to distinguish between printing on the short edge and the long edge.

6 Are there any other labs on campus that I can use?

Yes. The General Access Building (GAB) has two general access labs for all UNT students: GAB 330 and GAB 550. Refer the student to the flyer posted by the lab entrance for a full list of UNT General Access Labs.

7 Can you give this assignment to my teacher for me?

We are not responsible for student assignments and cannot accept them. Suggest that the student email his or her professor to turn in the assignment.

8 Why didn't my document print double-sided? I selected double-sided!

Students must first select their printer, and then select double-sided. If they select double-sided first and then select a printer, it will revert back to the default setting (single-sided).

Appendix 1: Evacuation Maps

## AUDITORIUM - ENGLISH BUILDING

BLDG #0102

10-2012

Exterior Gross Area
24733
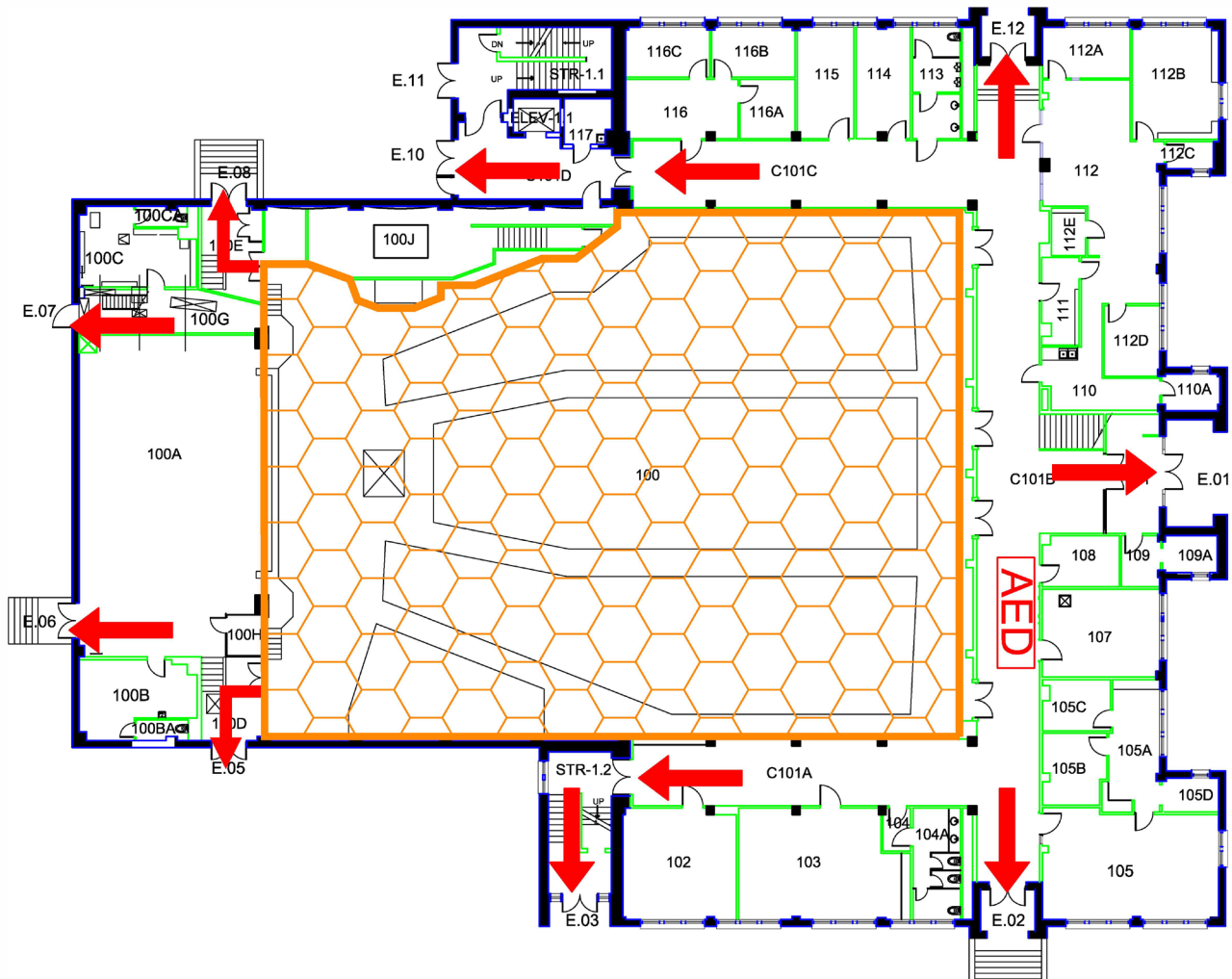
FIRST FLOOR PLAN

N

Safety Legend

⊠ Areas of Refuge

⬡ Tornado Shelter Areas

➡ Exit/Evacuation Routes
In case of fire, do not use elevator

AED Automatic External Defibrillator

CHAIR Evacuation Chair
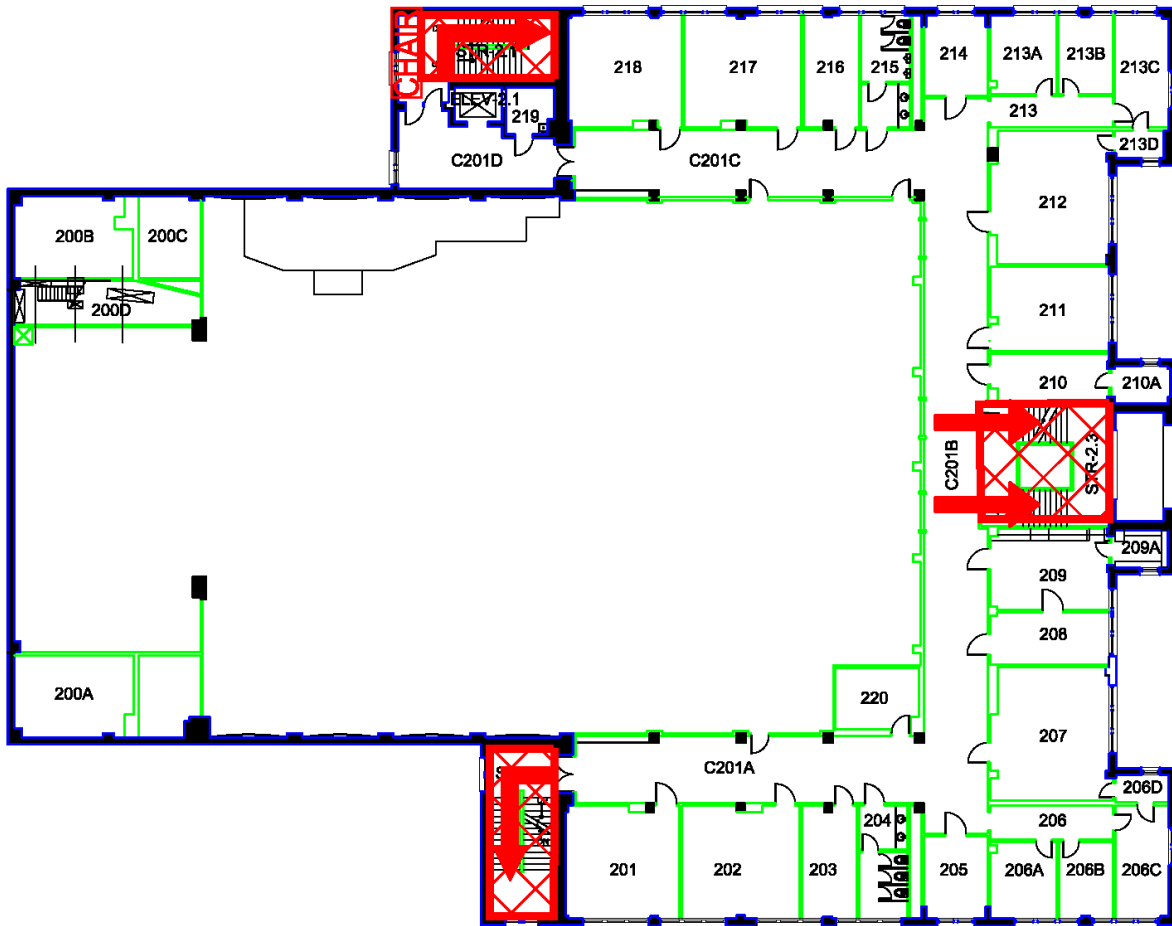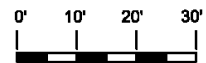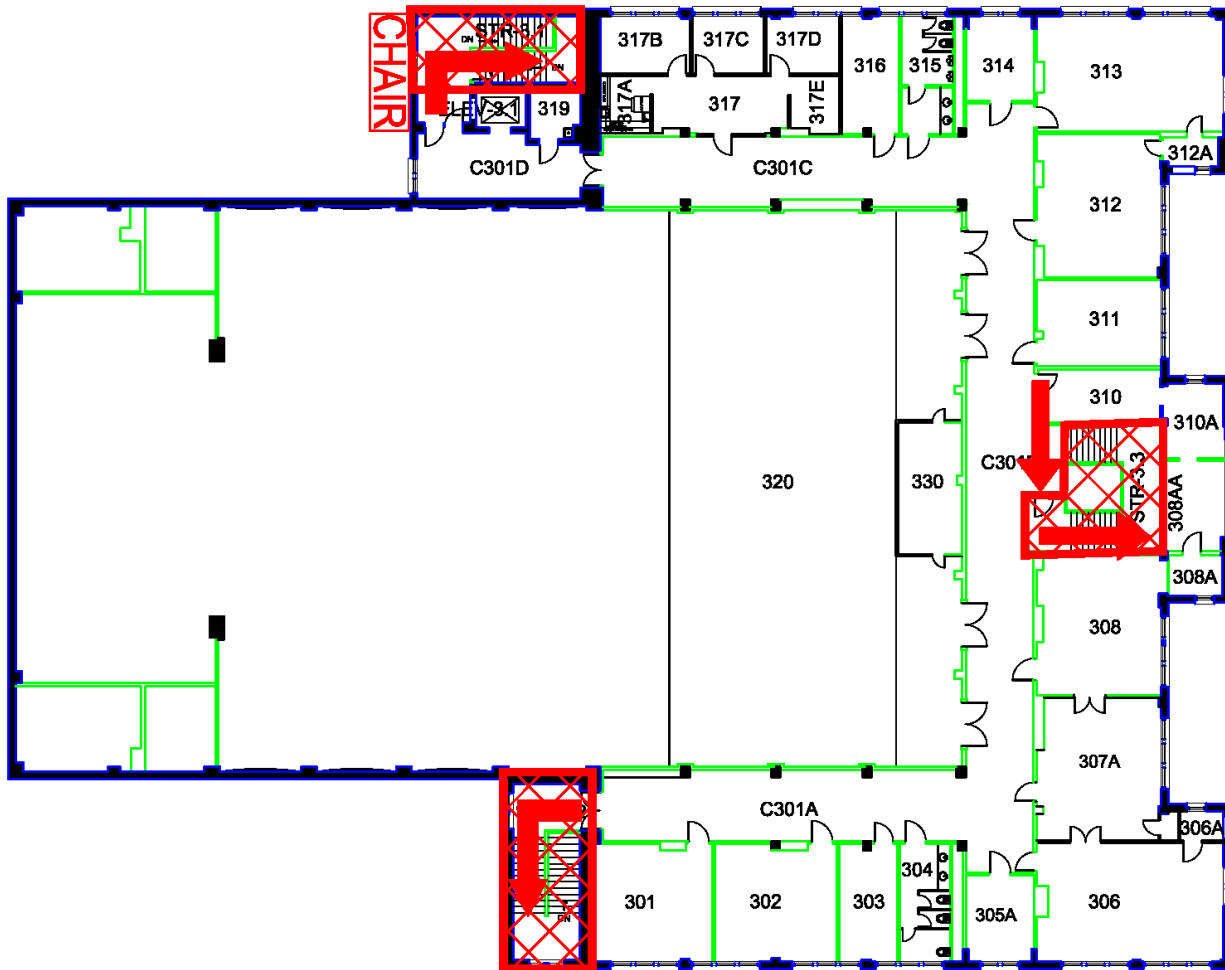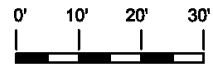
GRAPHIC SCALE
0' 10' 20' 30'

AUDITORIUM - ENGLISH BUILDING

BLDG #0102
## 09-2012

Exterior Gross Area
12471

SECOND FLOOR PLAN

N

Safety Legend

- ⊠ Areas of Refuge
- ⊞ Tornado Shelter Areas
- ➡ Exit/Evacuation Routes
- *In case of fire, do not use elevator*
- AED Automatic External Defibrillator
- CHAIR Evacuation Chair

Rooms: 200A, 200B, 200C, 200D, 201, 202, 203, 204, 205, 206, 206A, 206B, 206C, 206D, 207, 208, 209, 209A, 210, 210A, 211, 212, 213, 213A, 213B, 213C, 213D, 214, 215, 216, 217, 218, 219, 220, C201A, C201B, C201C, C201D

0' 10' 20' 30'
GRAPHIC SCALE

AUDITORIUM - ENGLISH BUILDING

BLDG #0102
10-2011

Exterior Gross Area
15349

THIRD FLOOR PLAN

N

Safety Legend

⊠ **Areas of Refuge**

▦ **Tornado Shelter Areas**

➡ **Exit/Evacuation Routes**
In case of fire, do not use elevator

AED **Automatic External Defibrillator**

CHAIR **Evacuation Chair**

0' 10' 20' 30'
GRAPHIC SCALE

Appendix 2: Bomb Threat Checklist

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

7. Why?

8. What is your address?

9. What is your name?

Exact wording of bomb threat:

_____

_____

_____

_____

_____

_____

Sex of caller: _____   Race: _____

Age: ____   Lenght of call: _____

Telephone number of call received: _____

Time call was received: _____

Date call was received: _____

Caller's Voice:

○ Calm   ○ Nasal   ○ Slurred

○ Soft   ○ Angry   ○ Ragged

○ Stutter   ○ Loud   ○ Deep breathing

○ Excited   ○ Lisp   ○ Disguised

○ Laughter   ○ Slow   ○ Whispered

○ Rasp   ○ Crying   ○ Clearing throat

○ Rapid   ○ Deep   ○ Cracking voice

○ Accent   ○ Distrinct   ○ Familiar (if familiar, who did it sound like?) _____

Background sounds:

○ Street noises   ○ Factory machinery

○ Voices   ○ Crockery

○ Animal noises   ○ Clear

○ PA system   ○ Static

○ Music   ○ House noises

○ Long distance   ○ Local

○ Motor   ○ Office machinery

○ Booth   ○ Other (please specify)

_____

Bomb threat language:

○ Incoherent   ○ Well spoken (educated)

○ Foul   ○ Message read by threat maker

○ Taped   ○ Irrational

Remarks: _____

_____

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____