OPENING PROCEDURES

1) Check coverages
   a) Log on to https://ccf.rutgers.edu/~shiftsel/scheduler/admin/.
   b) Check for coverage posted for the today and send necessary emergency coverage emails.

2) Checking Supplies
   a) Check your nbcs email for the supplies checklists sent from the remote sites. If the checklist hasn't been sent yet, call over to the lab to ask the consultant on duty to send it over.
   b) Read through the list for supplies that each lab is running low on.
   c) Once the supplies to be sent to each lab are determined, gather the appropriate supplies. Boxes of paper and other supplies (windex, alcohol, paper clips, etc) can be found in the storage room. New toners can be found in the server room or in the cabinet marked "new toners" under the printers in the main lab area.
   d) Send the appropriate supplies to each lab.
   e) Send an email to cacc_lab@email.rutgers.edu with the supplies you sent.

3) Checking Tags
   a) Look through the computer tag box, which is usually by the consultant station or the monitor station, for all tags that are missing. Make a list of these tags.
   b) Walk to each computer on the list to see if the computer is in use & if the user has the appropriate tag.
      i) If the tag is by the computer, cross it off of your list.
      ii) If the tag is not by the computer, circle it on your list.
         (1) Bring the list with all of the circled computer numbers into the supervisor's office to obtain the tags needed.
         (2) If there are tags needed, extras can be found in the supervisor office.
         (3) Put the new tags in the appropriate slots in the computer tag box.

4) Ensure remote sites opening during your shift have opened. The opening consultant for Satellite will need the Number 5 key from the lockbox to open the lab. The supervisor should accompany the consultant with the key or ensure that the key is returned before the end of their shift.

REMOTE SITE CHECKING

1) Calling other labs
   a) Phone number for RSC: 2-5007
   b) Phone number for SAT: 2-8195
   c) Phone number for Alex Grad: 2-2781
   d) Phone number for Alex UGrad: 2-2127
   e) Why is this done?
      i) Supervisors should call each lab at least once a day. The purpose of these calls is to see how each lab is doing on supplies, to see if the consultants need anything, & to be sure that the consultants are not having problems of any sort.

2) Visiting other labs
   a) How often should this be done?
      i) Each supervisor should visit the various labs at least once each week.
   b) Why is this done?
      i) By visiting the labs, supervisors can be sure that the labs have all of the necessary supplies. Also, the supervisors can check to make sure that the consultants have control of the lab & are maintaining it properly (printer area is neat, no user violations, etc). Further, when visiting the labs, supervisors can also do customer service & job performance evaluations on the consultants on duty.

Cleaning SOP
By Arooj Butt, Michael Schiano

Cleaning Schedule:

A cleaning schedule needs to be prepared for each lab at College Avenue every week, which lists 3 important things:

1. The days/dates of the weekdays
2. All the shifts on that particular day
3. The machines assigned to each shift

A partial cleaning schedule should look something like this:

CACC CLEANING SCHEDULE (09/7-09/08)

	Monday, September 07 2009				Tuesday, September 08 2009			
7:00								
7:30	7:45 - 11:00	7:45 - 12:00			7:45 - 11:00	7:45 - 12:00		
8:00	cac131 cac132	cac153 cac154	8:30 - 11:30		cac221 cac222	cac407 cac408	8:30 - 11:30	
8:30			cac173 cac174	9:00 - 12:00			cac421 cac422	9:00 - 12:00
9:00				cac201 cac202				cac435 cac436
9:30								
10:00								
10:30								
11:00	11:00 - 14:00		11:30 - 14:30		11:00 - 14:00		11:30 - 14:30	
11:30	cac133 cac134	12:00 - 16:00	cac182 cac400	12:00 - 16:00	cac223 cac224	12:00 - 16:00	cac423 cac424	12:00 - 16:00
12:00		cac161 cac162		cac203 cac204		cac411 cac412		cac437 cac438
12:30								
13:00								
13:30								
14:00	14:00 - 17:00		14:30 - 17:30		14:00 - 17:00		14:30 - 17:30	
14:30	cac141 cac142	16:00 - 19:30	cac183 cac184	16:00 - 20:00	cac401 cac402	16:00 - 19:30	cac425 cac426	16:00 - 20:00
15:00		cac163 cac164		cac211 cac212		cac413 cac414		cac300 and scanner
15:30								
16:00								
16:30								
17:00	17:00 - 20:00		17:30 - 21:00		17:00 - 20:00		17:30 - 21:00	
17:30	cac143 cac144		cac191 cac192		cac403 cac404		cac431 cac432	
18:00								
18:30								
19:00								
19:30		19:30 - 23:00				19:30 - 23:00		
20:00	20:00 - 00:00		21:00 - 00:00	20:00 - 00:00	20:00 - 00:00		21:00 - 00:00	20:00 - 00:00
20:30	cac151 cac152	cac171 cac172	cac193 cac194	cac213 cac214	cac405 cac406	cac415 cac416	cac433 cac434	cac301 cac302
21:00								
21:30								
22:00								
22:30								
23:00								
23:30								
0:00								

- You can either make this schedule from scratch in excel or just use the previous ones as templates and adjust the days and dates accordingly. Just make sure that each machine should be cleaned twice a week (in the main lab at least)
- The cleaning schedule should be kept here: \\ccf-master\CACC\Schedules\Cleaning Schedules\Fall2006 (make a new folder for each semester including summer and winter schedules)
- Lab cleaning should be checked twice a week. When checking cleaning (tour the lab and inspect each computer) make sure that the computers are clean i.e., there is no dust behind the tower or the monitor arms, the keyboards and the monitor look clean. Make sure to jot down the ones that weren't clean to your liking.
- After that, you need to go and look at the cleaning schedule posted at the consultant station to make sure everyone signed off (initialed) their cleaning.

ITS:

Cleaning is dealt with Tracking, Warning and then Demerits (for repeated incidents)

- Anyone who signed off on the cleaning but their computers were dirty needs to be ITS'ed and explained why (Failure to clean machines properly)
- Anyone who didn't sign off on the cleaning schedule also needs to be ITS'ed (cleaning is a two part process- cleaning and signing). This is made quite clear to consultants during their training sessions

Things to look out for:

- Always cross-check the cleaning schedule with the sign-in sheet to ensure that you're ITS'ing the right person. Sometimes another consultant may take a coverage for a particular shift. In that case, it is their responsibility to do and sign-off on the cleaning schedule. If they don't do either, then they need to be ITS'ed. Sometimes you might even get emails from consultants saying that they don't work the shift you ITS'ed them for. But if you cross-check with the sign-ins you'll know you ITS'ed the person who worked the shift.
- If you notice someone isn't cleaning properly. Make sure you bring them in and tell them what they're doing wrong and how you'd like them to do it. This gives them the opportunity to improve their cleaning skills without holding a grudge against you J

Inventory SOP

Revised: Fall 2006

I. Inventory and the Maintenance Database

- Go to https://ccf.rutgers.edu/~ccfapps/maintenance/admin/, log in using your username and "save <password>".

- The navigation bar is pictured at right. Sites and Rooms let you select a site or room to view the machines for. They also let you add or delete sites and rooms. Machines will list all machines at all sites on your campus.
- You view or edit a machine's details by clicking on the name of the machine (e.g. cac001). Any changes made will be saved by pressing the buttons pictured below:

- You can also search all the machines through the search window. Under "Search Inventory" you can search using any or all the presented fields.

II. Macintosh Inventory Data

- Type: Mac
- CPU Model: Select the proper Mac CPU model from the pull down menu. If the model isn't in there, complain. If you do not know the exact model, look in the computer's System Profiler application, which is in "/Applications/Utilities".
- Monitor Model: As the Macs are all-in-one machines, the monitor model will be the same (or similar, depending upon the entries provided in the pull down menu) as the CPU Model.
- CPU Serial #: This can easiest be found in the System Profiler application, which can be found in "/Applications/Utilities". The serial number will be at the bottom of the default set of data that is presented when the program opens. (As of OS X 10.4)
- Monitor Serial #: Again, as the Macs are all-in-one machines, this field should be left blank.
- External Zip/External Floppy/Scanner: Check this off as relevant, e.g. if the computer has an attached device.
- MAC Address: This can easiest be found under System Preferences – accessible from the Apple menu – via the Network preferences, by selecting the Ethernet adapter in the list of possible connections, selecting "Configure", and then clicking the Ethernet tab. It is labeled as Ethernet ID. This information is also available in System Profiler.
- IP Address: This can be found either in System Profiler or in System Preferences under Network.
- Comments: Enter information here, for instance whether the machine is a consultant machine or a scanner or print-only computer.
- Asset Key and Security Key should be left alone.

III. PC Inventory Data

- Type: PC
- CPU Model: Select the proper PC CPU model from the pull down menu. If the model isn't in there, complain. If you do not know the exact model, look in the computer's System Information application, which is in "Start > Programs > Accessories > System Tools".
- Monitor Model: Mostafa will get back to me on this.
- CPU Serial #: This can be found on a label on the back of the computer.
- Monitor Serial #: This can be found on a label on the back of the monitor. Some models may have more than one copy of it on the rear.
- External Zip/External Floppy/Scanner: Check this off as relevant, e.g. if the computer has an attached device.

- MAC Address: This can be found by going to "Start > Run…", typing "cmd" and then return to get a DOS prompt. Then type "ipconfig /all". The MAC Address is listed under Physical Address.
- IP Address: As with the MAC Address, this can easiest be found by going to "Start > Run…", typing "cmd" and then return to get a DOS prompt. Then type "ipconfig /all". The IP Address is listed under IP Address.
- Comments: Enter information here, for instance whether the machine is a consultant machine or a scanner or print-only computer.
- Asset Key and Security Key should be left alone.

Satellite & Rutgers Student Center Computer Labs SOP

Revised: Fall 2006

I. Opening & Supplies

- Opening:

→ The opening supervisor should make sure that the opening consultant for RSC has shown up on time and that the RSC lab is up and running on schedule.

→ Opening consultants at RSC must be on the Access list provided to the RSC Operations staff each semester else they will not be allowed to open the lab. In such a case that the opening consultant is not on the list, a supervisor or manager will have to open the lab using the Number 9 key or by speaking with RSC Operations personally.

→ The opening supervisor is responsible for opening the door to Satellite for the opening consultant. The Number 5 key can be found in the lock box in the manager's office if the opening supervisor does not have a copy of the key for themselves.

- Supplies:

→ Once the consultant(s) at each site have sent in the supply checklists for their sites, the opening supervisor should send supplies.

– If within a reasonable time after the satellite lab's opening(15 minutess to 30 minutes), the consultant(s) there have yet to send in their supply checklist, the opening supervisor should call the lab to prompt the consultant.

→ The opening supervisor should send enough supplies to last the day. A good guideline might be to make sure each site has at least two (and perhaps for RSC, three) boxes of paper, two new toners (e.g. one for each printer), no used toners, and at least one of everything else on the supply checklist.

→ The closing supervisor should check the remote sites to see if any of them are particularly low on supplies. If so, they should send out supplies as necessary.

II. Site Checking and Routine Duties:

- Site Phone Numbers:

→ RSC: [(732)-93] 2-5007

→ Satellite: [(732)-93] 2-8195

- Supervisors should stop by each remote site at least once a week to check in on the labs' status. It is also a good idea to call over to each site once a shift.
- Supervisors should keep an eye out to see that the consultant(s) on duty are doing their jobs, that there are no lab violations, that all lab equipment is present and accounted for, to make sure the lab has enough supplies, and to observe the consultant(s)' performance.
- A supervisor responsible for a given site should also check cleaning at least twice a week, and be sure that there is a new cleaning schedule up in time for the first shift(s) of the new cleaning week.
- If the remote sites have any lost and found items that are valuable or important, they should be turned into the appropriate lost and found for that building.

Weekly Statistics

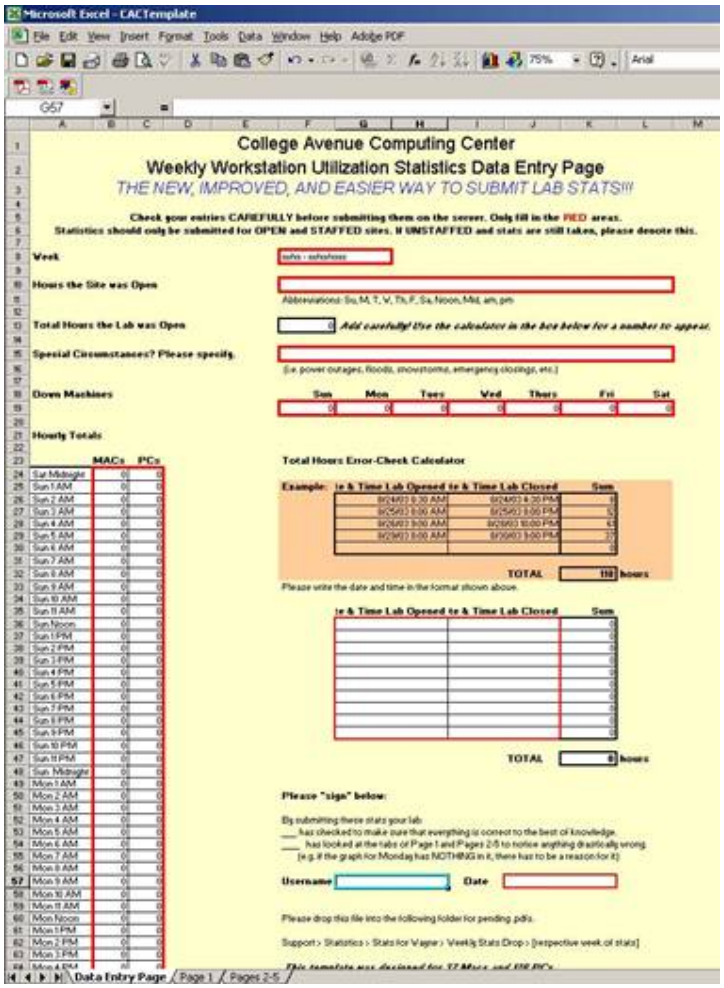
Statistics are completed every week. The role of the supervisor is to compile all the usage statistics taken during the week by the consultants and present them in a legible format via excel file. The weekly stats begin Sunday, end Saturday, and are due Mondays by 12pm. A separate excel sheet must be completed for each of the sites on campus (CACC, RSC, SAT, Alex).

Weekly Workstation Stats

The stats templates can be found in…

\\ccf-master\Support\Statistics\STATS FOR WAYNE\CAC STATS\EXCEL TEMPLATES

There is a template for each of the sites and completions of these templates are fairly straightforward.



The first sheet is the only sheet that needs any input; fill in the red outlined fields with the appropriate information gathered from the site's weekly hours of operation and weekly statistics. The weekly stats can be copied and pasted by visiting the following URL:

https://ccf.rutgers.edu/~ccfapps/ccfstats/supaccess.php

You can also visit each sites individual stats page and changing *index.php* to *supaccess.php*

The Down Machine count is also available on this website. After filling in all the information, enter in your username and the date the sheet was completed at the appropriate fields at the bottom.

Easy Living:
To make life easier, open last week's stats. Assuming the lab operating hours are the same, copying and pasting the dates and times can speed the process along. BE CAREFUL however, as copying any box with a red line on the top will mix up the cells formatting; it is best to redo the top line, then copy the lines underneath.

Once completed, the file must be saved into…

\\ccf-master\Support\Statistics\STATS FOR WAYNE\WEEKLY STATS DROP (EXCEL)

and into the appropriate weekly folder. The file title must also be of the following format:

(site)(begin month)_(begin day)-(end month)_(end day)_(year).xls

example: *CAC12_14-12_20_03.xls*

Weekly Wait Stats
Statistics for waits must also be completed and is done in the same way as the regular workstation stats, the necessary information being available on the same web address as listed above. The wait stats templates can be found in

\\ccf-master\Support\Statistics\STATS FOR WAYNE\WAIT STATS\NEW WAIT STATS TEMPLATES

and must be saved into the folder with the appropriate date in

\\ccf-master\Support\Statistics\STATS FOR WAYNE\WAIT STATS\WAIT STATS DROP (EXCEL)

The file title is also similar in format:

(site)WAIT(begin month)_(begin day)-(end month)_(end day)_(year).xls

example: *CACWAIT12_14-12_20_03.xls*

Printouts
After saving your files, printouts must be made to be handed-in and on the manager's desk by 8 a.m. Monday morning. However, not all pages need to be printed; the first page of the second sheet and all pages of the third sheet need printing and stapling. Place these packets in a neat pile on the manager's desk.

Backups

After dropping the stats in the appropriate folder in *stats for wayne*, make sure to back up the weekly stats in the following places:

\\ccf-master\Support\Statistics\STATS FOR WAYNE\CAC STATS

\\ccf-master\CACC\Stats Backups

On the Support backup you should make a new weekly folder that copies their naming scheme:

10_16-10_22_05

Lab Closing Procedures

1. Make sure consultants announce closing about one hour, 45 minutes, 30 minutes, 15 minutes, and five minutes before lab closure, and a closing announcement at closing time.
2. Call all of the remote sites to make sure that closing procedures are going smoothly and to see if they need any supplies or require any help before the lab closes.
3. Post upcoming coverages:
    a. Log on https://ccf.rutgers.edu/~shiftsel/scheduler/admin/.
    b. Check for upcoming shifts needing coverage in the next 2 days.
    c. Send an email to cacc_consults@email.rutgers.edu to inform consultants of the shifts up for coverage:

        - If the shift needs emergency coverage, such as a shift that needs coverage immediately, attach 1 merit to the shift.
        - If the open shift is an overnight, attach 3 merits to the shift.
        - If a consultant picks up a shift that you attached merits to, you are responsible for entering the merit information into the Incident Tracking System and sending the consultant a merit notification.
4. About 10-15 minutes before closing at CACC, set the automatic doors to the "OFF" position to prevent breaking the door mechanism. Then, lock the outside doors with the hex key so no new people can enter the building
5. Make a final tour of the lab with the consultants to push in chairs, check for garbage or any other things that users left behind.
6. Make sure the printer area is neat and all the printers' paper trays are full.
7. Make sure the consultant and monitor stations are clean and orderly.

8. Make sure all computers are logged out.
9. Take the garbage cans from the supervisor's office and place them outside of the door.
10. Return any keys to the lockbox in the Manager's office.
11. Make sure the supervisor's office is cleaned up, and lock the office door.
12. Make sure all users are out of the lab.
13. Shut all lights off.
14. Arm the alarm:
    a. Swipe your slash card through the slot on the interior of the lab's main doors.
    b. Wait for the alarm to beep.
    c. Exit the lab and make sure the door is closed behind you. You have approximately 30 seconds to exit the lab after the beeps.
15. Before exiting the building, make sure that no one is in the bathrooms.
16. After leaving the building, check the outside doors to make sure they are securely shut and locked.