Lab Assistant Self-Reference

**General Information About Our Services:**

* Stuff about our services, what we do, accommodations, if you need more information, refer them to the Front Office.
  + Testing accommodations, temporary disabled parking, accessible software, furniture accommodations, services for deaf and hard of hearing, students with visual impairments.
* Resources that are available:
  + Check website

**Protocols:**

* Professionalism
  + Wear your nametag, uniform, (when it is received) and remember the core values.
  + If you are unsure, help them to the best of your ability.
* Opening Procedures
  + Open the back door
  + Turn the switch ON.
* Closing Procedures
  + Vacuum if there are no students in the private testing rooms/computer lab.
  + Clean the lab!
  + Lock door.
  + Turn automatic door OFF.
* Directing Students and Staff to Front Office
  + If they have a question about general services, etc., you can refer them to the Front Office.
  + If staff is dropping/picking up an exam, you can send them to the Front.

**Computer Lab Protocols:**

* Greet student as they walk in.
* Have student sign in
* Students will need to log in using CSUF Portal to the computers
* Make your presence known, ask students if they need any assistance, walk around, etc.

**DSS Website:**

* Applying for services
  + Need supporting documentation
* Making an appointment
  + Call the DSS office.

**Titanable:**

* Sending Letters of Accommodation
* Notetaking Services (Student and Volunteer)
* Scheduling an Exam
  + Information, stuff needed, etc.
  + Final Exam Request

**Printers:**

* Printing, GoPrint, Paying for Printing Services
  + Through TitanCard Deposit
  + Pollak Library South, Titan Card Desk
* **How to connect to a printer (ask Aishwarya)**

**Student Account:**

* Obtaining CWID
  + MyCWID in Portal
  + <https://my.fullerton.edu/Accounts/Student.htm>
* Password Reset
  + <https://my.fullerton.edu/Accounts/Student.htm>
  + Or call 657.248.5101 student genius corner

**Titanium:**

* Accessing accessible materials
  + Uploading, using accessible materials

**Accessible Software:**

* Read/Write
  + Now requires sign-in using CSUF Portal.
* Kurzweil
  + Amanda/Lilliam are our experts.
  + Multiple file uploader
  + Firefly
* Dragon
  + Fixing Dragon if it does not work. (Look at Aishwarya’s Journal)
* Magic
  + Magnification software
* JAWS
* Combining PDFs
  + Adobe Acrobat, Combining files.
* Scanning
  + Using EPSON Scan.
* Google Apps
  + Google Drive, Docs, Slides, etc.
  + Help them to the best of your ability, learn with them.
  + If it is a specific question about content, formatting, etc. direct them to the appropriate resource.

**Textbook Requests:**

* Requires a receipt.
* Get instructions from tutorial.

**Obtaining Software through CSUF:**

* [**https://www.fullerton.edu/it/students/**](https://www.fullerton.edu/it/students/)
  + Click Software.

**Accessible Furniture and Technology:**

* CCTV
* Height adjustable desks
* Hole Puncher/Stapler

**Academic:**

* Registration Dates
* Class Schedule
* Course Offerings
* Dropping/Adding classes
  + Don’t forget about drop dates and what we can provide about dropping. I think you need an appointment.
* Accessing TDA.
* Using the Library Database.

**Student E-Mail:**

* Sending an email.
* Attaching files.

**Students Unable to Use Computer**

* As a student assistant, you can help them, pretty much scribe for them. You will be their conduit for using the computer.
  + If a student takes 15+ minutes of your time, and the student regularly visits during the same time, ask the student to set up an appointment with you, tell Roman, and make sure you communicate that you’ll be in an appointment with them. (?)

**Miscellaneous Information for Lab Assistants:**

* Filling Out Timesheet

Other Campus Resources

* CAPS
* Cultural Centers, TDRC
* Tutoring Centers
  + Math Tutoring Center
  + Writing Center