

University Educational Technology Services (UETS)

Student Assistant Handbook

November 2000

Table of Contents

UETS Student Assistant Job Ladder.....	2
Levels and Pay Scale	2
Student Technology Associate.....	2
Student Technology Intermediate	2
Student Technology Lead	3
Student Technology Manager	3
Computer Training and Instructional Support (CTIS) Department.....	4
Student Technology Associate.....	4
Student Technology Intermediate	4
Student Technology Lead	5
Student Technology Manager	5
Digital Media Department	7
Student Technology Associate.....	7
Student Technology Intermediate	7
Student Technology Lead	8
Student Technology Manager	8
Lab and Classroom Support Department.....	10
Student Technology Associate.....	10
Student Technology Intermediate	10
Student Technology Lead	10
Student Technology Manager	11
Alpharetta Campus	12
Student Technology Associate.....	12
Student Technology Intermediate	12
Student Technology Lead	12
Student Technology Manager	13
Web Services Department.....	14
Student Technology Associate.....	14
Student Technology Intermediate	14
Student Technology Lead	15
Student Technology Manager	16
Work Rules for UETS Student Assistants	18
Major Infractions	18
Minor Infractions	19
UETS Student Assistant Disciplinary Process.....	20
Reduction in Force	20
Appendix I: UETS Student Assistant Discipline Documentation Form.....	21

UETS Student Assistant Job Ladder

In order to provide better services to our clients and to provide a rich, stimulating work environment for our student assistants, University Educational Technology Services (UETS) has established a student assistant job ladder, which parallels that of our professional staff. This job ladder will provide student assistants with real world work experience and the ability to document promotions and increased levels of responsibility on their resumes.

Levels and Pay Scale

The 4 levels of student assistants to be employed by UETS are as follows:

Student Technology Associate	\$6 - \$7 / hour
Student Technology Intermediate	\$7 - \$8 / hour
Student Technology Lead	\$9 - \$10 / hour
Student Technology Manager	\$11 - \$12 / hour

Below are the characteristic general skill sets required for each level. Note: With the exception of the Associate positions, each student assistant must have a specialty area specific to the needs of the hiring department. UETS employs student assistants in the areas of lab support, classroom support, computer training, instructional support, digital media and Web services. Each specialty area requires additional skills, which will be itemized later.

Minimally, each student assistant will be reviewed every November and May for possible raises and promotion. Raises and promotions will be based on merit and subject to the availability of funds.

Student Technology Associate

This is the entry-level position and may involve answering phones, clerical duties, etc. Basic computer skills are desired.

To be employed by UETS, first and foremost, a student must have a positive, customer service focus. Other requirements include having good people skills, having good oral/written communication skills, and being willing and able to learn new technology and Human Resource skills as needed.

Student Technology Intermediate

A student at the Intermediate level must have specialized knowledge and skill in their specialty area. This person must also have some previous related experience gained through employment as an Associate, classes or another job.

To be employed by UETS, first and foremost, a student must have a positive, customer service focus. Other requirements include having good people skills, having good oral/written communication skills, and being willing and able to learn new technology and Human Resource skills as needed.

Student Technology Lead

A student at the Lead level must have advanced expertise in their specialty area. This person must also have previous related experience gained through employment as an Intermediate, many classes or another job. A person in this position must have a track record of consistent, high quality performance and is able to work with minimal supervision. This position may supervise Associates and Intermediates.

To be employed by UETS, first and foremost, a student must have a positive, customer service focus. Other requirements include having good people skills, having good oral/written communication skills, and being willing and able to learn new technology and Human Resource skills as needed.

Student Technology Manager

This purpose of this position is to manage other student technology assistants. A person in this position would interview and recommend hiring, recommend promotion and recommend termination of other student technology assistants. This person must have a demonstrated understanding of their specialty area and ensure that the work is done properly. This person must ensure that policies and procedures are followed. This person will report to the UETS supervisor/manager responsible for the area of support,

To be employed by UETS, first and foremost, a student must have a positive, customer service focus. Other requirements include having good people skills, having good oral/written communication skills, and being willing and able to learn new technology and Human Resource skills as needed.

Computer Training and Instructional Support (CTIS) Department

Student Technology Associate

- Requirements
 - Basic computer skills (Minimum: MS Office, Internet, and email)
 - People skills
 - Good oral/written communication skills
- Responsibilities
 - Data entry
 - Office duties – answering phones, printing, faxing, filing, gophering, etc.
 - Provide telephone and email support
 - Create and write simple documentation
 - Assist in the maintenance of the computer labs (reporting problems with equipment, organizing and cleaning up labs)
 - Assist trainers as needed (make sure that software is loaded and available to trainers, documentation is available, and assist in the training sessions)
 - Inventory documentation
 - Print documentation
 - Learn new software or expand on current software skills

Student Technology Intermediate

- Requirements
 - Specialized knowledge and skill(s) in an area of technology (i.e., one or more of the MS Office products, the Web, digital media)
 - Previous related experience as a Student Technology Associate, prior employment, or coursework
 - People skills; works well in a team environment
 - Good customer service attitude
 - Effective oral/written communication skills
 - Training or tutoring experience
 - Ability to explain a procedure in a step-by-step manner with clarity
- Responsibilities
 - Provide stand-up training or one-on-one tutoring (Training Troopers) to faculty, staff and students
 - Participate in projects providing input based on area(s) of expertise
 - Create and write training manuals and materials
 - Provide instructional support to faculty and staff
 - Provide backup to other members of the team as needed
 - Order documentation
 - Learn new software or expand on current software skills

Student Technology Lead

- Requirements
 - Advanced expertise in a specialty area
 - Previous related experience as a Student Technology Intermediate, prior employment or coursework
 - People skills; problem solving skills; some leadership skills
 - Knowledge of and experience with UETS policies
 - Customer service experience
 - Effective oral/written communication skills
 - Training and/or tutoring experience
 - Ability to conduct a stand-up training session which covers multiple topics to a diverse audience
- Responsibilities
 - Design and develop new computer course instruction
 - Create, update and maintain existing training/instructional materials as needed
 - Consult with faculty, staff and students to determine their training and/or instructional needs
 - Provide stand-up training and one-on-one tutoring (Training Troopers) to faculty, staff and students
 - Provide instructional support to faculty and staff
 - Actively participates in projects
 - Train other student technology assistants
 - Support staff as needed
 - Learn new software or expand on current software skills
 - Develop and maintain CTIS web pages
 - Development of advertising/marketing materials

Student Technology Manager

- Requirements
 - Advanced knowledge of multiple software applications
 - Previous related experience as a Student Technology Lead or prior employment; coursework
 - Excellent people skills; leadership skills
 - Knowledge of and experience with UETS policies and other Student Technology positions within CTIS
 - Ability to train others in policies and procedures
 - Excellent customer service skills and conflict resolution skills
 - Effective oral/written communication skills
 - Project management skills (at an elementary level)
 - Innovative and strategic thinking abilities
 - Training and tutoring experience
 - Ability to conduct a stand-up training session which covers multiple topics to a diverse audience

- Responsibilities
 - Interview and recommend new students for hiring, promotions, raises and dismissals
 - Supervise other students
 - Coordinate student projects
 - Report to staff on status of student projects
 - Create timelines and schedules for projects
 - Schedule training sessions
 - Assist in the development of cost estimates for programs, projects, budgets, surveys, etc.
 - Maintain spreadsheets/databases for metrics, budgets, projects, etc.
 - Perform basic analyses (i.e., needs assessments, surveys) and generate reports
 - Develop and maintain CTIS web pages
 - Assist in establishing training and/or support policies
 - Evaluate new software applications and make recommendations

Digital Media Department

Student Technology Associate

- Requirements
 - Basic computer skills (Minimum: MS Office, Internet, and email)
 - People skills
 - Good oral/written communication skills
- Responsibilities
 - Office duties – answering phones, printing, faxing, filing, gophering, etc.
 - Provide telephone and email support
 - Create and write simple documentation
 - Assist in the maintenance of the media computer labs (reporting problems with equipment, organizing and cleaning up labs)
 - Assist faculty and staff as needed (make sure that software is loaded working properly and that accurate documentation is available)
 - Print documentation
 - Learn new software or expand on current software skills

Student Technology Intermediate

- Requirements
 - Specialized knowledge and skill(s) in an area of technology (i.e., one or more of the MS Office products (particularly PowerPoint), the Web, digital media)
 - Previous related experience as a Student Technology Associate, prior employment, or coursework
 - People skills; works well in a team environment
 - Good customer service attitude
 - Effective oral/written communication skills
 - Training or tutoring experience
 - Ability to explain a procedure in a step-by-step manner with clarity
- Responsibilities
 - Provide one-on-one training and assistance to faculty in the development of multimedia content
 - Participate in projects providing input based on area(s) of expertise
 - Create and write tutorials, web based guides and other documentation
 - Provide instructional support to faculty and staff
 - Provide backup to other members of the team as needed
 - Order and inventory software
 - Learn new software or expand on current software skills

Student Technology Lead

- Requirements
 - Advanced expertise in a specialty area
 - Previous related experience as a Student Technology Intermediate, prior employment or coursework
 - People skills; problem solving skills; some leadership skills
 - Knowledge of and experience with UETS policies
 - Customer service experience
 - Effective oral/written communication skills
 - Training and/or tutoring experience
 - Ability to conduct a stand-up training session which covers multiple topics to a diverse audience
- Responsibilities
 - Design and develop multimedia-based projects for use in classroom and online learning using both HTML, Macromedia Flash, QuickTime, Real Networks technologies among others
 - Consult with faculty, staff and students to determine their needs
 - Provide one-on-one training and assistance to faculty in the development of multimedia content
 - Provide instructional support to faculty and staff
 - Provide a leadership role in content development projects
 - Train other student technology assistants
 - Support staff as needed
 - Learn new software or expand on current software skills
 - Develop and maintain Digital Café web pages
 - Development of advertising/marketing materials

Student Technology Manager

- Requirements
 - Advanced knowledge of multiple software applications
 - Previous related experience as a Student Technology Lead or prior employment; coursework
 - Excellent people skills; leadership skills
 - Knowledge of and experience with UETS policies and other Student Technology positions within CTIS
 - Ability to train others in policies and procedures
 - Excellent customer service skills and conflict resolution skills
 - Effective oral/written communication skills
 - Project management skills (at an elementary level)
 - Innovative and strategic thinking abilities
 - Training and tutoring experience
 - Ability to conduct a stand-up training session which covers multiple topics to a diverse audience

- Responsibilities
 - Interview and recommend new students for hiring, promotions, raises and dismissals
 - Supervise other students
 - Coordinate student projects
 - Report to staff on status of student projects
 - Create timelines and schedules for projects
 - Schedule lab hours and student assistant work hours
 - Assist in the development of cost estimates for programs, projects, budgets, surveys, etc.
 - Maintain spreadsheets/databases for metrics, budgets, projects, etc.
 - Perform basic analyses (i.e., needs assessments, surveys) and generate reports
 - Develop and maintain Digital Café web pages
 - Assist in establishing Digital Café policies
 - Evaluate new software applications and make recommendations

Lab and Classroom Support Department

Each advanced level will be responsible for all prior functions as well as the additional functions listed for their title.

Student Technology Associate

- Assist students in the lab
- Maintain lab consumables (paper, staples, paperclips)
- Check computer equipment for proper functioning
- Clean computers and desktops
- Report and document computer hardware and software problems to intermediate
- Learn more advanced hardware and software issues

Student Technology Intermediate

- Train new Tech Consultant Associates
- Create documentation for computer hardware and software
- Troubleshoot and resolve basic hardware and software problems; record problems and solution candidates
- Maintain lab printers; troubleshoot and replace toner cartridges
- Learn advanced hardware and software issues; teach to associates

Student Technology Lead

- Order lab consumables to Lead or Supervisor
- Create Panther userids using MARS system
- Maintain lab printers; troubleshoot and replace toner cartridges and printing image kits.
- Resolve conflicts in lab or classroom settings
- Set up interviews for future tech consultants
- Be in charge when staff are not available
- Troubleshoot classroom technology problems
- Resolve more advanced hardware problems
- Assist in ordering replacement equipment
- Teach courses similar to the following to new staff or groups of students:
 - Web Page creation
 - Microsoft Power Point
 - E-mail

Student Technology Manager

- Hire new tech consultants
- Manage area computer labs and report to Lab Supervisor
- Schedule and oversee training for new staff
- Create schedules for tech consultants
- Notify other staff of problems and changes
- Create performance evaluations for tech consultants
- Recommend raises and promotions for tech consultants

Alpharetta Campus

Each advanced level will be responsible for all prior functions as well as the additional functions listed for their title.

Student Technology Associate

- Assist students in the lab
- Check computer equipment for proper functioning
- Clean computers and desktops
- Lock and unlock classroom doors
- Turn on equipment for faculty members
- Report and document computer hardware problems
- Learn more advanced hardware and software issues

Student Technology Intermediate

- Train new Tech Consultant Associates
- Create network and e-mail ids for students
- Create documentation for computer hardware and software
- Train faculty members in the use of classroom equipment
- Install new hardware and software
- Troubleshoot and resolve some hardware and software problems

Student Technology Lead

- Assist in ordering supplies
- Maintain printers
- Resolve conflicts in lab or classroom settings
- Set up interviews for future tech consultants
- Be in charge when staff are not available
- Troubleshoot AV network problems
- Resolve more advanced hardware problems
- Assist in ordering replacement equipment
- Teach courses similar to the following to new staff or groups of students:
 - Web Page creation
 - Microsoft Power Point
 - E-mail

Student Technology Manager

- Hire new tech consultants
- Schedule and oversee training for new staff
- Maintain spreadsheet for area budget
- Create schedules for tech consultants
- Notify other staff of problems and changes
- Create performance evaluations for tech consultants
- Recommend raises and promotions for tech consultants

Web Services Department

Student Technology Associate

- Requirements
 - Basic computer skills (Minimum: MS Office, Internet, and email)
 - People skills
 - Good oral/written communication skills
 - Must be well organized
 - Must be both reliable and responsible to complete the projects assigned to them
 - Must show initiative to solve problems independently.
- Responsibilities
 - Data entry
 - Office duties – printing, faxing, filing, gophering, etc.
 - Provide telephone and email support
 - Create and write simple documentation
 - Assist Web Services personnel as needed
 - Print documentation
 - Learn new software or expand on current software skills

Student Technology Intermediate

- Requirements
 - Previous related experience as a Student Technology Associate, prior employment, or coursework
 - Must have completed the WebSTAR training program or have other valuable skills not taught in the WEBSTAR training (i.e. graphic design experience)
 - People skills; works well in a team environment
 - Good customer service attitude
 - Effective oral/written communication skills
- Responsibilities
 - Contact departments for current syllabi.
 - Post course material and links to the Courses page by using WebCT.
 - Sending info to WebCT to create accounts
 - Recruiting GSU students for WebSTAR.
 - Proctoring the prescreening test for WebSTAR.
 - Pass out flyers for WebSTAR.
 - Participate in projects providing input based on area(s) of expertise
 - Provide backup to other members of the team as needed
 - Learn new software or expand on current software skills
 - Create and write simple documentation

Student Technology Lead

- Requirements
 - Advanced expertise in a specialty area – usually related to programming, graphic design or web navigation
 - Previous related experience as a Student Technology Intermediate, prior employment or coursework
 - People skills; problem solving skills; some leadership skills
 - Can interpret “what I WANT is...” into “what I really NEED is...” as they are two completely different things when input from a client is given.
 - Knowledge of and experience with UETS policies
 - Customer service experience
 - Effective oral/written communication skills
- Responsibilities
 - Design and develop large sections of or entire new web based applications relating to their specific skill set (programming, design or navigation)
 - Update and maintain existing web sites
 - Consult with faculty, staff in a face-to-face environment to determine their web page needs in their specialized area
 - Provide technical support to faculty and staff
 - Actively participates in projects and in some case are solely responsible for them
 - Train other student technology assistants
 - Support staff as needed
 - Learn new software or expand on current software skills
 - Assist in the development of advertising/marketing materials
- Specialization Specific Requirements and Responsibilities
 - Graphic Design
 - A strong and developed sense of what is good design
 - Must educate the client on what is good design and how you achieve it on a website
 - A willingness to explore and invent new ways of solving problems related to web design
 - Must be able to use web design software effectively (Macromedia Dreamweaver, flash, fireworks, Adobe Photoshop, and Illustrator)
 - Must be able to divide large bodies of text into smaller easy to absorb sections for use on the web.
 - Strong file system and organizational skills - must be able to create an easy to navigate file structure within the website (this is not navigation, but simply where files are stored so it makes sense to the editing department)
 - Web Navigation
 - Must educate the client on how the web is navigated and it's importance
 - Analyze the key areas of a clients website
 - Develop navigation systems that expedite website visitors search for information

- Assist in the information gathering process of web design
- Help plan what type of information should be available from a client's website

Virtual Campus Tour

- Use digital photography to obtain images of the campus
- Assemble the campus tour using a combination of QuickTime VR Authoring Studio, the campus tour database and photoshop
- Assist in the development of 3D models and animations of the campus which involve a combination of 3D object creation and various building skins taken from photographs of the campus
- Film and edit short movies as promotional videos for various aspects of the tour to be streamed along side the QuickTime VR nodes.

Programming

- Strong to extensive knowledge of server side web based programming languages (Perl, C, ColdFusion)
- Familiarity with unix based systems
- Understands database structure and can create new databases on a ColdFusion server or Flat files that can work as a pseudo-database on the main campus server
- Can write and test reliable code that will maintain the servers integrity and security
- Write code that can be interpreted easily by the programmer after him/her
- Document all code and provide instructions for updating any external files associated with the code. (i.e. database files or required text files)

Student Technology Manager

- Requirements
 - Advanced knowledge of multiple software applications
 - Previous related experience as a Student Technology Lead or prior employment; coursework
 - Excellent people skills; leadership skills
 - Knowledge of and experience with UETS policies and other Student Technology positions within CTIS
 - Ability to train others in policies and procedures
 - Excellent customer service skills and conflict resolution skills
 - Effective oral/written communication skills
 - Project management skills (at an elementary level)
 - Innovative and strategic thinking abilities
 - Training and tutoring experience
- Responsibilities
 - Interview and recommend new students for hiring, promotions, raises and dismissals
 - Supervise other students
 - Coordinate student projects
 - Report to staff on status of student projects
 - Create timelines and schedules for projects

- Assist in the development of cost estimates for programs, projects, budgets, surveys, etc.
- Maintain spreadsheets/databases for metrics, budgets, projects, etc.
- Perform basic analyses (i.e., needs assessments, surveys) and generate reports
- Assist in establishing policies in regards to both WebSTAR and WebExchange
- Evaluate new software applications and make recommendations
- Maintain WebSTAR homepage
- Reviewing WebSTAR scores
- Testing WebSTAR applicants
- Contact departments for syllabi
- Trouble shooting with WebPages
- Enter www accounts/Remedy tickets
- Answer faculty's email
- Putting faculty courses online using WebCT

Work Rules for UETS Student Assistants

University Educational Technology Services (UETS) at Georgia State University wants to encourage a safe and pleasant work atmosphere. This can only happen when everyone cooperates and commits to appropriate standards of behavior. In order to be fair to everyone involved, we are documenting the rules and the process for dealing with infractions of the rules.

The following is a list of behaviors that UETS Management considers unacceptable. Any student assistant found engaging in these behaviors is subject to disciplinary actions.

Major infractions will result in immediate termination of employment. Three (3) minor infractions within a year of each other will result in immediate termination of employment.

Major Infractions

1. Possessing firearms or weapons of any kind on University property.
2. Coming to work under the influence of alcohol or any drug that does not have legal license or valid prescription, or bringing alcoholic beverages or such drugs onto university property.
3. Intentionally giving any false or misleading information to obtain employment or a leave of absence.
4. Falsifying any records. This includes falsifying time clock data for yourself or another employee.
5. Willfully damaging, destroying, or stealing property belonging to fellow employees or the University.
6. Using threatening or abusive language toward a fellow employee or a customer.
7. Fighting or engaging in horseplay or disorderly conduct.
8. Insubordination or refusal to carry out instructions of a supervisor.
9. Violating the Georgia State University Computer Ethics Policy at <http://www.gsu.edu/ist/ethics.html>.

Minor Infractions

10. If coverage is part of the job (such as students working in the UETS Open Access Computer Labs or conducting a training class), being tardy or taking unexcused absences from work. Failure to be at the work place, ready to work, at the scheduled time or a scheduled time that you agree to work. Your supervisor must be IMMEDIATELY notified in the event of an absence. Appropriate medical documentation may be required.
Excused absences include:
 - Illness or injury of the employee;
 - Medical and dental treatment or consultation;
 - Quarantine due to a contagious illness in the employee's household; or
 - Illness, injury, or death in the employee's immediate family requiring the employee's presence.
11. Leaving your place of work (except for reasonable personal needs) without permission from your supervisor. If clocked in, this is major infraction (see number 4).
12. Failure to enforce policies and procedures.
13. Failure to carry out instructions of a supervisor.
14. Ignoring work duties or loafing during working hours.
15. Smoking contrary to established policy or violating any other fire protection regulation.
16. Willfully or habitually violating safety or health regulations.
17. Failing to wear clothing conforming to departmental standards. For students working in the UETS Open Access Computer Labs, failure to wear the black UETS shirt or a blue polo shirt and nametag. Arriving to work in shorts.
18. Not taking proper care of, neglecting, or abusing University equipment and tools.
19. Unauthorized use of telephone or excessive use of telephone for personal phone calls.
20. Using University equipment in an unauthorized manner.

UETS Student Assistant Disciplinary Process

When a major or minor infraction is observed, the UETS Student Assistant Disciplinary Documentation Form in Appendix I must be filled out immediately. A Student Technology Lead, Student Technology Manager or a UETS staff member may complete this form. If a Student Technology Assistant or a Student Technology Intermediate wants to report an infraction, he/she should contact the UETS Manager/Supervisor who will then determine if further action is appropriate. The Disciplinary Form must be given to the UETS Manager/Supervisor of the department employing the student no later than the start of the next business day. The UETS Manager/Supervisor will investigate the incident by talking with the witnesses and the student involved to verify the occurrence. The UETS Manager/Supervisor will ask the student if there are any mitigating circumstances.

The UETS Manager/Supervisor may conclude that the incident did not happen as reported or that the incident should be waived due to mitigating circumstances. The UETS Manager/Supervisor will document the conclusion at the bottom of the Disciplinary Documentation Form, give the student a copy and file the form. If the incident report stands then the following action(s) will be taken:

- If the infraction was major, the student will be terminated immediately.
- If the infraction was minor, the UETS Manager/Supervisor will check the file to determine if there were two (2) other minor infractions within a year before the date of the current infraction. If so, the student will be terminated immediately.

Reduction in Force

Please note that a reduction in the number of student assistants may be necessary due to budget constraints or change in support needs. Every attempt will be made to deal with this through reassignment of students to different areas or through attrition.

Appendix I: UETS Student Assistant Discipline Documentation Form

Student Assistant Information

Name: _____ Title: _____

Incident Information: Date & Time: __/__/_____ Location: _____

Description of Incident: _____

Witnesses to Incident: _____

Which UETS policy was violated? ____ Explain, if needed: _____

Person Reporting the Incident

Print Name and Position: _____

Signature: _____ Date: __/__/____

Below line to be filled out by the UETS Manager/Supervisor only

Has the impropriety of the student assistant's actions been explained to the student? ____

Did the student assistant offer any explanation for the conduct? ____ If so, what was it?

Did the witnesses confirm the incident as documented? ____ Explain any discrepancies:

Type of Infraction: Major: __ Minor: __ Waived: __ If waived, why?

What action was taken? _____

Signature: _____ Date: __/__/____

Signature of the Student:

Not indicating agreement/disagreement _____