

# Neeley

# Lab Assistant

# Handbook



Neeley  
SCHOOL OF BUSINESS

## Lab Assistant Rules

- **No** use of headphones or ear buds while on your shift. There will be no exceptions.
  - **First offense** – Automatic termination of employment
- **No** food or drink is to be taken into the lab by lab assistants or by students using the lab
  - No visible containers, open or closed, empty or full. Refer anyone who does not wish to cooperate with this policy to the Lab Supervisor (Bryan Beckman) or to the Dean's Office. If after hours, call Campus Police (ext. 7777).
  - The Lab Assistant PC will remind you every 30 minutes.
  - **First offense** – Automatic termination of employment
- **No** movies, games, or other distracting activities performed on Lab Assistant computer.
  - **First offense** – Automatic termination of employment
- If you are **not** away fulfilling your duties as lab assistant you are expected to be seated in the desk at the front of the Open lab.
  - If you have to meet with your group for a project you may put up a sign at the desk stating you are right outside the lab and can meet with your group on the bench next to the time clock
    - Do **not** huddle around one computer in the lab
    - Do **not** huddle around the lab assistant computer
- You should be the only person seated at the lab assistant desk.
- You should only sit at the lab assistant desk. Sitting at a computer other than the one at the lab assistant desk is strictly prohibited. This includes Bloomberg terminals.

## Scheduling

- **Covering Shifts** – It is your responsibility to find someone to cover your shift if you are unable to work. However, I will be expecting to be **CC'd** on all emails regarding shift covering (Remember to Reply to All). Uncovered shifts are not acceptable. If you are unable to find someone to cover your shift, email Bryan Beckman.
  - **First offense** – Verbal Warning
  - **Second offense** – Written Notice
  - **Third offense** – Automatic termination of employment
- **Time Clock** – It is your responsibility to Clock in and Clock out. Remember to clock in and clock out.
  - **First offense** – Verbal Warning
  - **Second offense** – Written Notice
  - **Third offense** – Automatic termination of employment
- **No Call No Show**
  - **First offense** – Automatic termination of employment

## Duties

- At the beginning of each of your shifts you are to do the following:
  - Make sure both Tandy 221 lab doors are open fully
  - Make sure all chairs and workstations are straightened in all three labs.
  - Check Supplies drawer for reams of paper
    - If there is one or less reams of paper go to the Copy Center (Dan Rogers 329) with a cart, sign out a box of copy paper, and restock the drawer.
  - Make sure all Purell Dispensers at the below locations are fully operational
    - Outside Tandy 221
    - Outside Tandy 291
    - Tandy Atrium
    - Smith first floor by elevator
  - Fill Paper in the below printers (all trays) and check LCD Screen for errors:
    - Tandy 221 (B&W and Color)
    - Tandy 226
    - Tandy 291
    - Tandy 292 Suite
    - Tandy 211 Suite
    - MBA Lounge (B&W and Color)
    - EIF Lab Xerox Printer
  - Straighten chairs and work stations in all labs
    - The Lab Assistant PC will remind you every 30 minutes.
  - Make sure all lab computers and monitors are powered on
  - Make sure all Smith Kiosk computers are at log on screen (See Appendix A)
  - Make sure all Smith Atrium TV's are on and functioning. (See Appendix A)
  - Make sure all Touchscreen Directories and Bus Route TV's are on and functioning. (See Appendix A)
  - If applicable to your shift, at 3 pm wipe down all keyboards and mice (Not Monitors) with alcohol wipes (see Bryan for more alcohol wipes)
  - After completion of the above duties, you are to sit at the lab assistant station and be ready to assist any lab users with questions or issues.
  - Members of the Neeley IT Staff may ask you to provide assistance or to perform duties other than the duties listed above.
- In addition, if you are closing the lab for that day you are to the following:
  - Weekday Closing Procedures
    - Monday through Thursday, the lab is to close no later than 10 pm, and on Fridays no later than 5 pm. If the lab does not close then, it creates problems for the janitorial staff. At one hour until closing, make an announcement in all three labs that they will be closing in one hour. Give another warning at 30 minutes and then again at 15. This is to help users finish what they are doing and be prepared to leave when the lab closes. If any user refuses to leave or is otherwise troublesome, call Campus Police (ext. 7777) and ask them to escort them out.

- Wipe down marker boards in all 3 labs
- Turn off lights in all 3 labs
- Make sure AV equipment is off in Tandy 291 and BIS Lab
- In Tandy 221, lock the left hand glass door in place then lock the bolt from the inside. Then exit through the back door, which automatically locks.
- Lab closes at 5 pm on Friday but your shift ends at 6 pm. This is so you can make sure the labs are in good order for the weekend. In addition, Neeley IT staff or I may have tasks for you to do during this 1-hour time.

### **Weekend Shifts**

- Weekend Opening Procedures
  - The lab is to open at 10 am each weekend. Opening procedures are as above except in terms of the key. If you are opening, you will need to go to the Campus Police Station, 3025 Lubbock Ave., to pick up the key for the lab. When you are finished using the key and have opened the lab. Return the key back to the Campus Police Station promptly.
- Weekend Closing Procedures
  - The lab is to be closed promptly at 10 pm. Closing procedures are as above.

## End of Shift Report

On the desktop of the lab assistant computer use the below icon to fill out an End of Shift report.



End of shift report:

A screenshot of a web application interface. At the top left, there is a purple header bar with the TCU logo and the tagline 'Learning to change the world'. Below the header, the main content area is white. It starts with the question 'What is your name?' followed by a text input field. Below that is another question: 'Did you fill the paper in the below printers and make sure they are error free?'. This is followed by a table with two columns: 'Yes' and 'No', and a 'Yes/No' header. The table lists several printer locations with radio buttons for each 'Yes' and 'No' option. At the bottom, there is a partially visible question: 'Did you make sure the Purell Dispensers at the below locations are fully operational?'.

	Yes/No	
	Yes	No
Tandy 221 (B&W and Color)	<input type="radio"/>	<input type="radio"/>
Tandy 226	<input type="radio"/>	<input type="radio"/>
Tandy 291	<input type="radio"/>	<input type="radio"/>
Tandy 292 Suite	<input type="radio"/>	<input type="radio"/>
Tandy 211 Suite	<input type="radio"/>	<input type="radio"/>
MBA Lounge (B&W and Color)	<input type="radio"/>	<input type="radio"/>
EIF Lab Xerox Printer	<input type="radio"/>	<input type="radio"/>

## Lab Procedures

- **Holiday scheduling** - The lab closes for some holidays and cuts back to limited hours on others. Lab assistants are responsible to insure their scheduled shifts are covered even during holidays. Spring Break is the most difficult to plan for.
- **Email** - Lab Assistants should all have email accounts. **Check your email daily.**
- **Bad weather closures** - In the event the University closes due to inclement weather, the lab will likewise close. University closings will publish to major news and radio networks (as well as KTCU).
- **Problem Reporting** – Report any equipment problems via email to Bryan Beckman. Serious problems affecting the entire lab (such as network outages) report by phone to the Help Desk (ext. 6855). Also, notify Lab Supervisor immediately.
- **Handicapped access** - Units 201 and 101 in the Computer Lab are designated as "Handicapped Priority".
- **Lost and Found** - Only articles of obviously very low value keep in the lab. These items should be kept in the lab assistant drawer. Anything else take it to the Dean's Office as soon as possible.
- **Phone Use** - Phone at the lab desk is for Lab business only, by Lab Assistants only!
- **Classroom support** – After classes dismiss in both labs (Tandy 291 Lab and BIS Lab). Walk all labs and straighten chairs and workstations. Also, fill paper in lab printers and make sure that all AV equipment has been turned off. The blinds in the BIS lab are to remain open when class is not in session so that you can more easily monitor what goes on in there. If you find the blinds closed, go in and open them.
- **Copier Support** - Lab assistants are responsible to fill paper, attempt to clear jams, report problems that cannot be corrected to Bryan Beckman ([b.beckman@tcu.edu](mailto:b.beckman@tcu.edu)), x6733

**I certify that I have read and understand the Neeley Lab Assistant Handbook.**

*N* \_\_\_\_\_

Lab Assistant Printed Name

*X* \_\_\_\_\_

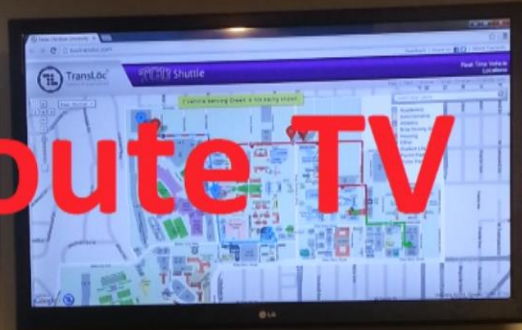
Lab Assistant Signature

# **Appendix A**

## **Neeley Displays**



**Bus Route TV**



**Touchscreen  
Directory**



**Bus Route TV**



**Touchscreen  
Directory**



**Smith Atrium TV**







**Smith Atrium TV's**



**Smith Kiosks**

# Honoring The Entrepreneurial Journey



2013 CEO  
National Elevator Pitch  
Tanner Agar - 3<sup>rd</sup> Place  
[www.thechefshelf.com](http://www.thechefshelf.com)

The Chef Shelf



**Founder**  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. Robert L. Neeley, President and CEO  
Mr. James A. Neeley, III, Vice President  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. Robert L. Neeley, President and CEO  
Mr. James A. Neeley, III, Vice President

**Manufacturer**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO

**Sustainer**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

**Contributor**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

**Patron**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President



**Patron**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

**Contributor**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

**Sustainer**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

**Manufacturer**  
Mr. Robert J. Neeley, III, CEO  
Mr. John C. Neeley, Jr., Chairman and CEO  
Mr. James A. Neeley, III, Vice President

NEC Wall TV

IMAGINE

INSPIRE