

2012

# Student Technology Consultant

## Handbook

All Student Technology Consultants will find information about the structure of the STC program, information on the names and supervisors of each department, rules, regulations, operating procedures, and infractions and penalties for misconduct.

Subject to change any time during the year.



## Student Technology Consultant Handbook

### Mission Statement

The mission of the Student Technology Consultant (STC) Program is to assist and educate the campus community in all aspects of academic technology. Students, faculty and staff can benefit through technology workshops, hardware and software maintenance, and specialized software knowledge provided by our staff.

### WPUNJ Student Technology Consultants

Founded in 1995, the Student Technology Consultant program (STC) at William Paterson University promotes technology support by staffing the student technology labs, leading faculty/student tutorials and projects, assisting on specialized teams, and offering software workshops. WPUNJ serves a student body of 10,000, and the STC staff has close to 100 employees. It is an honor and a privilege to work as an STC because your help is valuable to the WPUNJ community. Thoughtful and considerate assistance combined with technological expertise is the core of being an STC.

Student Coordinators (SCs) guide and supervise TLs, and STCs. Team Leaders (TLs) guide the STCs. Some workers have the opportunity to work during Summer I & II with a maximum of 30 hours. The campus based teams are currently broken down into eight groups. The IRT Dept. Based are composed of Graduate Students (GS) who work within the WPUNJ faculty community, Graduate Assistants (GA); and Academic Technology Assistants (ATA).

### Teams

#### Campus Based

Broadcast Production & Support / **BPS**  
Central Academic Technology / **CAT**  
Enterprise Desk Support/**EDS**  
Global Financial Services Institute / **GFSI**  
Help Desk Technicians / **HDTA**  
Library Specialists/**LS**  
Marketing & Public Relations/**PR**  
Media Services / **MS**

#### Supervisors

Robert Meyer  
Housen Maratouk  
Rebecca Schaffer/Cristopher Alaya  
Peter Caiazzo  
Aubrey Warner  
Nancy Weiner/Leah Zamora  
Yuri Marder  
Jonathan Shanoian/Tony Krucinski

#### IRT Dept. Based

Academic Technology Assistants/**ATA**  
Graduate Assistants /**GA**  
Graduate Students/**GS**

Robert Harris/Housen Maratouk  
Robert Harris/Robert Meyer  
Robert Harris/Robert Meyer

## STC Training

The main training during the summer consists of software, service, and procedural training. Training sessions are held throughout the year on a mandatory basis, where you will continue to learn and improve your skills for this job, your school assignments, and outside jobs for the future. Continuous growth and development of expertise is expected of all STCs.

## Probation

Once you have been hired, completed the training, and passed the final exam, you are placed on a **30 day probation period**. Once you have passed this probation period, you will be accepted into the STC program. If your GPA falls below 2.5, you will be put on probation and given 2 semesters to raise your GPA up to 2.5 or above. If your GPA does not meet the 2.5 requirement, you will not be able to work for the STC Program.

## Program Support

The base of financial support for the STC Program is the Information Technology (IT) fee paid by students in their tuition. This fee is for technology updates and support. The IT fee funds pay for educational technology, including hardware and software, as well as for the salaries of the STCs.

## CARES – Professionalism in Customer Service

### Comprehension

Customer – Self – Job

### Attitude

Overcome personal distractions and judgments

### Relationships

Recognize concern

Empathize

Listen

Apologize

Take responsibility

Explain what you're going to do

### Effort

Think outside of the box.

Teamwork – learn a lesson from the geese

### Skills

Hard Skills (e.g. technology)

Soft Skills (e.g. relationships/telephone/stress management)

## STUDENT TECHNOLOGY CONSULTANT • JOB DESCRIPTIONS

### CAMPUS BASED

#### **Broadcast production and support / BPS**

**Job Description:** Assist William Paterson University faculty and students with the use of equipment in the Martini Broadcast Studio, Film Lab, Film Screening Room, Presentation Training Classroom, Master Control Room, Editing Suites, Audio Labs, Radio Station, Studio A, & Studio B. Assist Video Engineers in projects and daily tasks when needed. Perform routine maintenance and cleaning of equipment; responsible for distribution of classroom laptops, communication production equipment, maintaining daily logs, the distribution center and related rooms. BPS is located in Hobart Hall.

**Qualifications:** Familiarity with audio and video production equipment – television experience preferred. Must be able to work well with faculty and students – strong communication skills, must be willing to learn equipment operation and assist faculty in its use, should be familiar with Microsoft office; must be self-motivated and work well without supervision

#### **Central Academic Technology / CAT**

**Job Description: STC** - Staff the Student Technology Labs in the Atrium, Ben Shahn, Science, and Valley Road. Help students, faculty, and staff with software applications and some hardware assistance. Basic cleaning, and maintenance of labs, computers, and printers. Lending out headphones and laptops for student and classroom use, all on a customer service level. Assist with printing. Report all hardware/software problems and follow up to ensure it has been taken care of.

**Qualifications:** Thorough knowledge in computer applications and software. In order to better serve the community, we seek to represent that community and actively recruit from all academic areas. Must possess a willingness to learn. Maturity, responsibility, and dependability are the most important prerequisites. Interpersonal communication skills, listening and reflecting user concerns are key attributes of successful STCs.

**Job Description: TWS** (Training Workshop Specialists) A sub-department of CAT. Staff Digital Media Lab in the Atrium, room 121. Design and construction of multimedia and Web pages in cooperation with faculty and students. Teach workshops on a walk-in or scheduled basis. Train students and faculty with software and program use.

**Qualifications:** The ability to work with students and faculty creating files in more advanced programs, such as Photoshop, Dreamweaver, and SPSS. A fine-tuned knowledge of all STC-used programs is vital. Responsibility and an aptitude to learn are most important. Training on the applications will be continuous, including Adobe Dreamweaver, Photoshop, Flash, and Microsoft Publisher. TWS specializes in scanning, CD burning, and printing transparencies. Learning to understand the basic copyright issues is a necessity.

#### **Enterprise Desktop Support / EDS**

**Job Description:** Assist the Enterprise System Services(ESS) Desktop Support group which manages desktops through software package and operating system deployment/automation. Assist in the testing, troubleshoots and maintaining of the computer lab Desktop operating system and application environment. Use management software to install operating systems and applications, verifying installation and troubleshoot problems. Assist in keeping computer inventory up to date. EDS is located in College Hall.

**Qualifications:** Thorough knowledge in computer applications and software including the latest Windows operating systems. Suggested but not required: troubleshooting logic, script languages and automation. Must possess a willingness to learn. Maturity, responsibility, and dependability are the most important prerequisites. Interpersonal communication skills, listening and reflecting user concerns are key attributes of successful STCs.

### **Global Financial Services Institute / GFSI**

**Job Description:** Assist faculty, staff, and students with research requirements, homework assignments, and training. Help other GFSI staff with designing, marketing, and implementing academic and non-academic programs. Provide tours for university stakeholders and visitors. Assist with hardware and software installation and maintenance. GFSI is located at 1600 Valley Road.

**Qualifications:** Strong interest in finance or IT and knowledge of Microsoft Office and Dreamweaver. Strong communication skills, and attention to detail needed. The position requires the ability to learn independently and train on financial platforms such as Bloomberg, Reuters, Thomson, CRSP, Research Insight, and others. Preferably for students with majors in Math, Computer Science, Finance, Accounting, and Marketing.

### **Help Desk Technical Assistants / HDTA**

**Job Description:** Provide first and second level computer help and support to the campus community. Troubleshoot users' problems using a systematic approach either by phone or in person. Provide user education for toolkit software. Install, upgrade, and repair computers and their peripherals. Test, evaluate, and provide feedback for new software packages. Create and/or maintain internal documentation. HDTA's are located in the Coach House.

**Qualifications:** Possession of excellent written and oral communication skills, as well as be able to work both independently and as part of a diverse team. Familiarity with Microsoft Office and basic computer hardware maintenance. Must be self-motivated and have professional conduct and behavior. Physical requirements: some heavy lifting required; must be able to walk anywhere on campus.

### **Library Specialist/LS**

**Job Description:** Staff the computer labs and distributed computing areas in the Library and help students with software or hardware issues. Assist students with Library related resources or refer to Reference Librarian as needed. Establish a presence in lab areas to help ensure that academic work takes priority and that lab policies and procedures are being followed. Assist students with printing/computer related issues and report all hardware/software problems in a timely manner and adhere to established guidelines to ensure that a problem has been resolved. Assist in completing Library related projects using appropriate software when needed. Also responsible for basic cleaning and maintenance of labs, computers, and printers located in the Library on a regular basis. LS is located in the Library's ERC.

**Qualifications:** Excellent communication and interpersonal skills required. Must also be service oriented, friendly and visible in labs and areas where computers are located and be proactive in offering assistance to students. Thorough knowledge in computer applications and software required. In order to better serve the community, we seek to represent that community and actively recruit from all academic areas. Must possess a willingness to learn. Maturity, responsibility, and dependability are the most important prerequisites. No prior Library experience is necessary but it is helpful. Training will be provided.

### **Marketing and Public Relations/PR**

**Job Description Assistant Photographer:** Photograph campus events, staff portraits, and general campus beauty for a wide variety of University print and electronic marketing materials. Manage digital photo generation and optimization for web and social media activities. Maintain large photo archive, including editing and metadata entry. This position offers real world hands-on experience for an aspiring professional photographer.

**Qualifications:** You must have a strong photographic eye, great with people, willingness to work within the University marketing aesthetic. Independence and willingness to take initiative within a demanding fast-paced environment. You must be able to work responsibly and efficiently on your own.

**Job Description Assistant Videographer:** Produce, shoot and edit short videos for a variety of University social media initiatives. This position offers real world hands-on experience for an aspiring professional videographer.

**Qualifications:** Familiarity with all aspects of video production and post production. Knowledge of web video production best practices. Ability with Final Cut Pro X.

**Job Description Assistant Web Developer:** This wide-ranging position covers all of front-end web development, from visual mock-up and visual prototyping, information architecture, html and css coding, CMS management, and site maintenance/optimization.

**Qualifications:** Experience with Dreamweaver and the Adobe suite of applications is required. Requires a working knowledge of html, some familiarity with css. This position is extremely challenging, self-motivated, requires a high degree of independence and self-discipline and dedication. It is only recommended for students who intend to make a career in web development. This position offers real world hands-on web design/development experience in a busy marketing department.

**Job Description Social Media Coordinator:** assist with managing and monitoring all aspects of the University's social media strategy. Includes day-to-day monitoring as well as execution of contests, games, and video projects within social media. This position offers real-world experience for those interested in a career in social media marketing and strategy.

**Qualifications:** you must be independent, creative, a strategic thinker. You must LIVE social media and be really really good at it, with an instinctive ability to reach and affect people within the medium. A wide ranging knowledge of best practices in the established social media outlets as well as a finger on the pulse of new and rising platforms is essential.

### **Media Services / MS**

**Job Description:** Setting-up equipment in standard, media-equipped classrooms, and auditoriums; this includes all different types of hardware from DVD players to data projection systems. Show faculty how to use the equipment in media-equipped classrooms. Troubleshoot problems with equipment and do minor repairs. Carry out inventory of equipment in closets and classrooms on a weekly basis; this includes cleaning and servicing the equipment. Work on special projects occasionally, software repair, software duplication when necessary. MS is located in IRT's Media Services in the Library.

**Qualifications:** You must possess good communication and people skills. No experience in AV is necessary but it is helpful; training will be provided. Above average knowledge of computers is important.

## **IRT DEPARTMENT BASED**

### **Graduate Assistants / GA**

#### **Graduate Students/GS**

#### **Academic Technology Assistants/ATA**

**Job Description:** Works directly with the Assistant Director of Academic Support/Assistant Director of Broadcast Production & Support Services (BPS), and/or other IRT Staff Members on multimedia projects.

**Qualifications:** Graduate Assistants, and Graduate Students and qualified STCs at WPU that are interviewed by the PC. Must possess the ability to work with faculty creating web pages, including knowledge of HTML. Have the responsibility and an aptitude to work with Adobe Dreamweaver, Photoshop, Flash, and Microsoft Publisher is important. Graphic design skills are a plus. The BPS GS and GA need video experience or an ability to learn quickly.

## **STC Levels of Management • Central Academic Technology**

### **Student Coordinator/SC**

#### **Reports to the Program Coordinator of the STCs (PC) & Administrative Assistant Coordinator (AAC)**

**Job Description:** Supervises all Team Leaders on their duties, such as awareness of the schedules, distributing monthly questions, and assigning projects. Manages long-term plans, trains incoming STCs, oversees all CAT departments, and is responsible for setting up meetings to collect data for reports and evaluations. Maintain

calendar for annual projects and special STC events. Organize succession training for incoming SCs. Works directly with the PC and the Administrative Assistant Coordinator.

**Qualifications:** Must have proven him or herself as a successful Team Leader with above-average leadership skills. Demonstrates dedication to the program and the ability to work well with the PC and AAC.

## Team Leader / TL

### Reports to Student Coordinator

**Job Description:** Supervise STCs on shift in all buildings. Supervise, assist, and train mentorees. Willingness to work less-desirable hours to fill empty slots in the schedule. Help students, faculty, and staff use and understand software and some hardware. Administer appropriate penalties for corresponding misconduct (following guidelines detailed on p. 10). Team Leaders are to be on shift every hour on the hour. Team Leaders must work between 7-10 hours on the TL schedule, with 5-8 hours of flex time. The remaining hours to equal no more than 20, will be to fill empty slots in the schedule.

**Qualifications:** Thorough knowledge in computer applications and software as well as all of the STC rules and regulations, as outlined in this handbook. Must have proven him or herself as a successful and reliable STC. Demonstrates dedication to the program, and have the ability to work well with the Student Coordinators.

Team Leader, as the name implies, is a leadership position. You are a role model for all STCs. Think of them all as part of a team for which you have responsibility. Teach, guide, and mentor them. Your evaluation for teaching them will be based on how strong their work ethic is, how knowledgeable they are, and how customer service oriented they are. A team leader who receives a write up is demoted. A second write-up (after research is conducted) results in termination.

## Student Technology Consultants

### Reports to Team Leaders (see page 4 for job description and qualifications)

#### How should STCs report a problem?

If you have a problem, go to your immediate Team Leader on shift. If the Team Leader(s) cannot solve your problem, then the next step is to go to the Student Coordinator(s). If the Student Coordinator(s) cannot solve your problem, the next step is to go to the Assistant Coordinator of Instruction and Research Technology, who is Denise Giummarra ([giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu)). If Denise cannot solve your problem, the next step is to go to Housen Maratouk ([maratoukh@wpunj.edu](mailto:maratoukh@wpunj.edu)), the STC Program Coordinator. See the Organizational Chart on the next two pages as an example. The charts also show how STCs fit into the department of Instruction and Research Technology (IRT). An anonymous alternative after the chain of command is to fill out a form in the Suggestion Box in Atrium 108. These are reviewed by the director of IRT.

Suggestion Box is NOT for reporting technical problems but advising upper administration when there are issues or concerns amongst the STCs that are not technical related. (see page 16 for technical problems.)

# STUDENT TECHNOLOGY CONSULTANT PROGRAM

## INSTRUCTION AND RESEARCH TECHNOLOGY

*Dr. Sandie Miller, Director*

### Academic Technology

*Robert Harris, Assistant Director*

### Assistant Coordinator

*Denise Giummarra*

**Instructional Technologists**  
*Jaehyun Kim, Housen Maratouk*

**Graduate Assistants**  
(1)  
*Craig Marcone*

**ATA**  
(2)  
*Natalie Gracie  
Joseph Argueta*

**STC Program Coordinator**  
*Housen Maratouk*

**STC Student Coordinators (2)**  
**Team Leaders**  
(13)

*Kelly Aliaga  
Ashley Beachum  
Francisco Bonnett  
Janisa Crique  
Michael DelVecchio  
Michelle Izar  
Jodi King  
Kristin Kordosky  
Rosio Pena  
Robin Pratko  
Stephanie Similien  
Jemmy Thomas  
Christina Vista*

**STC support Staff**  
(46)

### Specialized Departments

**BPS (Hobart Hall)**  
*Patrick Ryan*  
*STC Support Staff - 7*

**EDS (College Hall)**  
*Tom Depietro,  
Brian Fanning*  
*STC Support Staff - 2*

**GFSI (Valley Road)**  
*Peter Caiazza*  
*STC Support Staff - 5*

**HDTS (College Hall)**  
*Brian Fanning*  
*STC Support Staff - 14*

**LS (Library)**  
*Leah Zamora/Nancy  
Weiner*  
*STC Support Staff - 8*

**PR (College Hall)**  
*Yuri Marder*  
*STC Support Staff - 3*

**MS (Library/Valley Rd)**  
*Jane Hutchison*  
*STC Support Staff - 5*





# INSTRUCTION & RESEARCH TECHNOLOGY

**Instruction & Research Technology (IRT)**  
*Dr. Sandra Miller, Director*

Support Staff:  
*Denise Giummarra, Admin Assist Coordinator*  
*STC support*  
*Chris Encalada, P/T Sr. Clerk*

**Instruction & Research Technology**  
*Jane Hutchison, Associate Director*

**Media Services (MS)**  
 (Library, Science, Valley)  
*Coordinator (unfilled)*

**Broadcast, Production & Support (BPS)**  
 (Hobart Hall)  
*Patrick Ryan, Assistant Director*

**Academic Technology (AT)**  
 (Atrium)  
*Robert Harris, Assistant*

**AV Technicians**  
*Charlene Lovegrove—Library*  
*Tony Krucinski—Library*  
*Jonathan Shanoian—Library*

**Multi Media Specialist**  
*William Shaw—Valley Road*

**Multi Media Technician**  
*Damon Weber—Science*

Support Staff  
 9 part timers  
 5 STC  
 Financial Aid Students

**Multimedia Operations**  
*Greg Mattison, New Media Supervisor*  
*Thomas Nemeth, Digital Collections Manager*  
*Dante Portella, Audio Technician*

**Cable/Satellite/Broadcast Studios/Desktop & Video Conferencing**  
*Brian Gorski, Satellite Engineer*

**Chief Engineer**  
*Robert Kovaleski (Medical Leave)*

**Project Specialist**  
 Rhoderick Holliday

**Video Operations/Productions**  
*Robert Meyer*  
 Support Staff  
 7 part timers  
 7 STCs  
 3 Graduate Assistants  
 2 Graduate Students  
 Financial Aid Students

**Instructional Technologists**  
*Jaehyun Kim, Sr. IT*  
*Housen Maratouk*

**Open Access Labs**  
 Atrium, Ben Shahn,  
 Library,  
 Science & Valley Road

Support Staff  
**Student Technology Consultants**  
 2 STC Student Coordinators  
*Mansa El-Amin, Solomon Pressley*  
 46 STCs

The STCs below don't report to the Student Coordinators but are part of the STC program.

**EDS (College Hall)**  
*Tom Depietro,*  
*Brian Fanning*  
*STC Support Staff - 3*

**GFSI (Valley Road)**  
*Peter Caiazzo*  
*STC Support Staff - 3*

**HDTS (College Hall)**  
*Brian Fanning*  
*STC Support Staff - 14*

**LS (Library)**  
*Leah Zamora/Nancy Weiner*  
*STC Support Staff - 8*

**MPR (College Hall)**  
*Yuri Marder*  
*STC Support Staff - 5*

## Policies

### **SICK POLICY**

- An STC who is out for 3 or more consecutive days and has a valid doctor's note will be excused.
- An STC who is out for 3 or more consecutive days and does not have a valid doctor's note will receive a write up.
- All unexcused sick days will be monitored throughout the academic year.

### **ABSENCE/LATE POLICY/DROPPING HOURS**

#### **Write-ups**

Write-ups will be given for violations listed in the STC Handbook. Write-ups may also result from actions not listed in the handbook if you are notified by a SC, TL or IRT staff member that a specified action will result in a write-up. After a second write-up is received, an STC will be terminated. If you want to appeal a write up, contact Denise Giummarra at extension 2659 or email [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) and she will arrange a meeting with the Program Coordinator, and an SC.

#### **DROPPING SHIFTS**

An STC may request to drop a shift at any time during the semester. Your TL mentor must be notified at least 3 days prior to the shift being dropped. Do not change your shift until it is posted on the schedule.

#### **SWITCHING TEAMS**

Email your SC with your requests. The SC will get back to you if it is feasible. Fill out the form and have both department team leaders sign the form. Then you will be notified when you will start working for the new team.

#### **LEAVING/LEAVE OF ABSENCE/RETURNING**

*If you are leaving, submit a 2 week notice and fill out the exit form. The form is located in Bb. wpunj.edu. If you leave the STC Program and want to come back, your past work performance will be assessed. Your pay rate will be the same as when you left.*

#### **NOTIFICATION TO BE POSTED ON Bb WHEN:**

You are sick, absent, late, dropping shifts, or need shift coverage. Log in at Blackboard. If you are seeking shift coverage, go to [bb.wpunj.edu](http://bb.wpunj.edu), click on STC Communication > and click on STC Communication, click Shift Coverage and create a new thread. The thread should contain: Name, department, place, date, and time needed for coverage, day out, etc. For example:

#### **Thread**

[Kiran Herapara, CAT, Atrium 120, 01/19/10, 12pm - 3pm](#)



<b>DOs</b>
Show up for your shift on time, every time.
Sign in and out online for your shifts at time of arrival and departure.
You are responsible for posting on <a href="http://bb.wpunj.edu">bb.wpunj.edu</a> if you cannot make it to your assigned shift. If you don't have network access, call the TL on shift, or leave a message at ext 3701.
Request shift coverage via Blackboard at least 24 hours in advance of your shift
Covering someone's shift: you must reply to their discussion board thread to confirm the coverage. Sign in under your main department, not the department you are covering.
Work only the hours that are scheduled, with the exception of shift coverage or special project hours, which must be approved by the SC.
Check the schedule posted on <a href="http://bb.wpunj.edu">bb.wpunj.edu</a> Check often in the beginning of each semester just in case your shift changes.
<b>All STCs, including TLs, MUST wear a vest and nametag.</b> It will be easy for patrons to identify STCs.
Fill out a project sheet when special projects and shift coverages are worked outside your scheduled work time. Those hours must be approved and signed off by an SC. Add these hours to your timesheet.
Maintain a professional manner at all times. This means you must be polite and courteous to all students, faculty, and staff. No yelling, screaming, cursing, making inappropriate comments, or use of physical force. If someone physically or verbally abuses you, disengage and immediately contact the University police (x2300) and then report this to Denise Giummarra ext 2659.
Report any lost items, such as flash drives or cell phones, to Blackboard Lost Items discussion forum, and bring the lost items to offices in each location. Atrium 108, Library Reference Desk, Science 3054C, and the Valley Road Printer Room, Cabinet 5.
Come to work clean and neat. Clothes such as T-shirts should not have offensive words or pictures.
Beware of patrons that forget to log out.
Follow the Standard Operating Procedures, located in all print rooms with instructions from opening labs, refilling paper for printers, checking computers to make sure functioning, to closing of labs.
Take on other duties as assigned by TL or SC.
Hand in timesheets on scheduled dates and times.

<b>DON'TS AWU- automatic write-up</b>	<b>T- termination</b>
<b>D – demotion</b>	
Not properly documenting via Blackboard or email when you are missing/covering a shift.	<b>AWU</b>
Stay later after your shift ends to make up for time if you came in late.	<b>AWU</b>
Bring food, drink, or cigarettes in the labs. There are designated areas for food and drink within the building that you are working in.	<b>AWU</b>
IDs are not allowed to be altered or customized. Consistency of badge identity makes it easier for patrons to identify an STC.	<b>AWU</b>
Use personal stereos, CD/MP3/DVD players, headphones.	<b>AWU</b>
Exceed assigned break time.	<b>AWU</b>
Leave for break without first informing coworker or TL on duty.	<b>AWU</b>
Print out anything (other than patron work) while on duty, unless approved by a TL or SC.	<b>AWU</b>
Use any mobile device while on duty, ie cell phone, laptop, tablet, etc.	<b>AWU</b>
Have friends hang out while at work.	<b>AWU</b>
Play games, chat, or look at pornography on the web. Go to social websites such as MySpace or Facebook.	<b>AWU</b>
Miss a shift without contacting SCs.	<b>AWU</b>
Working a shift you are not scheduled for.	<b>AWU</b>
Forget or don't follow the correct Standard Operating Procedures.	<b>AWU</b>
Work on homework or personal work on the job, whether it is from a book or on the computer; this includes mid-terms and finals time.	<b>AWU</b>
Violate any of the Computer Use Policies at <a href="http://www.wpunj.edu/itservices/policies/">http://www.wpunj.edu/itservices/policies/</a>	<b>AWU</b>

Provide a courteous and friendly environment in the labs. Go around the labs and see if any patrons need help.
Check the labs for any empty bottles or other trash. Please recycle these items appropriately.
Check your email when you sign-in and periodically thereafter.
Inform team member when leaving for break or if you are leaving early.
Patrol the labs (walk around and observe the room) while on duty to make sure everyone is following the lab rules and regulations
Read and understand all the Computer Use Policies at <a href="http://www.wpunj.edu/itservices/policies/">http://www.wpunj.edu/itservices/policies/</a>
Clean the lab hardware such as mice, screens, keyboards and also the whiteboards per assignment. Clean around the computers; remove litter from the workstations, push the chairs back in, and keep the rooms neat and clean on a daily basis.

Have inappropriate physical contact with patrons and other STCs.	<b>T</b>
Drink alcohol or take drugs on shift.	<b>T</b>
Sign in/out for another STC not on shift.	<b>T</b>
Sign-in for a shift that you are not physically present for.	<b>T</b>
An SC or TL that did not follow any of the handbook rules	<b>D</b>

**You must be a Role Model for what you are asking our patrons to do.**

### **AWU (Automatic Write Up)**

- First violation will result in a first write-up, and stay on record for 12 months. A write-up can be contested with an SC and the Program Coordinator within 7 days.
- Second violation will result in termination of employment, if the first write-up is under 12 months.

### **T (TERMINATION)**

STCs can be terminated when they have conducted a **T** (termination) violation, or have been issued 2 valid write-ups from TL:s, under the discretion of the Asst Director, or the Program Coordinator. An STC can contest the termination with the Program Coordinator within 7 days by emailing Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) or calling ext. 2659 to set up a meeting.

### **IMPORTANT NOTE**

- ✓ At the end of every year, each STC's record is evaluated and he/she is invited to return to work in the program depending on performance. STCs with a poor work record will be given the opportunity to re-train or will not be invited to return.

## **DUTIES & PROCEDURES**

### ***SHIFT COVERAGE REQUEST***

- If you have outside commitments and cannot make it to your shift, you must request coverage via Blackboard 24 hours in advance and give a reason for not being able to make your shift. A write-up will be issued if not done so.
- If you are going to be 10 minutes late, you will request coverage for 15 minutes of your shift. Send message via Bb.wpunj.edu or call main printer room 973-720-3550 for the person on shift to contact the TL on duty.
- If you are going to be 20 minutes late, you will request coverage for 30 minutes of your shift. Send message via Bb.wpunj.edu or call main printer room 973-720-3550 for the person on shift to contact the TL on duty.

### **COVERING A SHIFT**

Go to [bb.wpunj.edu](http://bb.wpunj.edu) STC Communication Shift coverage thread. Search to see if you would want to cover someone's shift, if you worked 20 hours or less. Respond to the thread. Fill out a Project sheet located at bb.wpunj.edu, STC Communications page and have a TL or SC sign it.

### ***EXCUSED SHIFTS WHEN NOT REPORTED***

If you believe that you have a valid reason for having missed a shift without prior notice, please contact the SCs immediately. We will handle these situations on a case by case basis.

## ***SIGN IN/SIGN OUT***

### **Signing in is the first thing you do at the beginning of a shift**

- To sign in, go to [bb.wpunj.edu](http://bb.wpunj.edu), enter STC Communication, and click the sign in/out link.
- Signing should only be done from the lab to which you are assigned.
- You must choose the department you are assigned to. If you are working in a department other than your own department, you must still log in under your own department.
- Type in your name and choose your department, and select “*Sign in*”
- Sometimes the sign in does not post correctly. Verify that your sign in has been posted, by going to Check Your Hours in [bb.wpunj.edu](http://bb.wpunj.edu).
- Your sign in time will be the current server time.

### **Signing out, you must sign out at or after the time your shift ends. Signing out earlier than 5 minutes or more is subject to a write up.**

- To sign out, go to [bb.wpunj.edu](http://bb.wpunj.edu), enter STC Communication, and click the sign in/out link.
- Signing out should only be done from the lab to which you are assigned.
- You must choose the department you are assigned to. If you are working in a department other than your own department, you must still log in under your department.
- Type in your name and choose your department, and select “*Sign out*”.
- Sometimes the sign out does not post correctly. Verify that your sign out has been posted, by going to Check Your Hours in [bb.wpunj.edu](http://bb.wpunj.edu).
- Your sign out time will be the current server time.

## **TAKING BREAKS**

When working a shift that is 4 to 5½ hours, the STC is permitted a 15-minute break provided by IRT. When working a shift that is 6 or more hours, the STC is permitted a 30-minute break provided by IRT. The timing of all breaks must be approved by a TL on duty. When taking this break or any bathroom break, he/she must notify a fellow STC/TL on shift that they are taking a break. Hourly jobs do NOT normally pay for breaks. This is a perk from IRT for the STC program only.

## ***SHIFT OPENING***

After you have signed in at the STC workstation, go around to each workstation, including the podiums, make sure they are turned on and working properly. If a computer is not working properly (see page 15 on procedures to follow). Check to make sure that there is a proper amount of paper in the printers, and that the printers are functioning.

## ***SHIFT CLOSING***

In all labs, shift closing is very important. Make the closing announcements at 30, and then at 15 minutes prior to closing. Make sure that all chairs are in place and that each workstation is shut down and neat. Make sure that the windows are closed, and that all printouts are disposed of properly. Throw away papers or waste left by students in the labs.

- ✓ **In the Atrium, Science, and Valley start closing the rooms that have no patrons in them 30 minutes prior to closing. Post sign stating “LAB CLOSED”. All doors are to be closed before leaving for the night.**
- ✓ **Make sure that all the headphones, laptops, and adapters have been returned, charged in, and that the laptop cabinet is locked.**

## **PAPER STORAGE**

**ATRIUM** - All paper supplies are kept in the gray filing cabinet in the IRT Office area room 100-113. Record paper usage on the sheet attached to the clipboard. If you are on duty between the hours of 4-5 pm on Monday-Friday, check the printer room to make sure that at least 8 reams of paper are present at all times. When the cabinet in Atrium 100-113 is low, the person coming to get the paper is responsible to fill the cabinet from Atrium 103. When there are only 10 cases remaining, contact Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) for her to order more.

**SCIENCE** – Paper supplies are kept in room 3054B. When you get down to 3 cases email the TL on shift to bring over more.

**VALLEY ROAD** - Paper is stored in the cabinet in the labs. To replenish the paper go to room 2023 and 2024, using the swipe key found in Cabinet 5. Your student ID must first be activated in order to open this cabinet. When 10 cases are remaining in 2023 and 2024, contact Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) for her to order more.

**More information on this process can be found in the Standard Operating Procedures guides available at each workstation.**

## **TONER CARTRIDGES**

When the quality of printouts becomes poor, shake the toner cartridge to extend ink usage. If printing caliber remains low, the cartridge must be replaced.

**ATRIUM** – Follow the instructions for replacing the cartridge. **DO NOT DISCARD USED TONER CARTRIDGES OR THE PAPER WORK INSIDE THE NEW BOX.** Used cartridges will be returned to the vendor. Place the used cartridge in the new cartridge’s box with the paper documents and return to Denise Atrium 108. When down to 5 toners contact Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) for her to order more.

**SCIENCE** – Follow the instructions for replacing the cartridge. **DO NOT DISCARD USED TONER CARTRIDGES OR THE PAPER WORK INSIDE THE NEW BOX.** Used cartridges will be returned to the vendor. Place the used cartridge in the new cartridge’s box with the paper documents Place the used cartridge in the new cartridge’s box with the paper documents, and place mailing address tag on the outside, bring to the Deans Office to mail out. When down to 5 toners contact Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) for her to order more.

**VALLEY ROAD** – Follow the instructions for replacing the cartridge. **DO NOT DISCARD USED TONER CARTRIDGES OR THE PAPER WORK INSIDE THE NEW BOX.** Used cartridges will be returned to the vendor. Place the used cartridge in the new cartridge’s box with the paper documents, and place mailing address tag on the outside, call the mail room to pick up at ext. 2370. When down to 5 toners contact Denise Giummarra [giummarrad@wpunj.edu](mailto:giummarrad@wpunj.edu) for her to order more.

**More information on this process can be found in the Standard Operating Procedures guides available at each workstation.**

## **REPORTING PROBLEMS**

**Computers** - First, you should check to make sure all plugs and wires are connected. Fill out the “Computer Problem” form immediately (found in BB within the Information tab). Download the form, fill out the information, Print the completed form and tape it onto the face of the monitor

of the computer that has a problem. Contact helpdesk at [help@wpunj.edu](mailto:help@wpunj.edu) if you are not able to fix it. Post on Bb in the "Problem forum" for TLs to view.

**GoPrint** – Go to [bb.wpunj.edu](http://bb.wpunj.edu) fill out and send the GoPrint request form. Post sign stating "GoPrint Down" on the computer.

### **PRINTER ROOM DUTIES**

#### **Atrium/Valley Road/Science**

1. Refilling paper trays. This must be done delicately as the printers are a piece of expensive hardware.
2. Assisting with Go Print, and retrieving students work from printer
3. If working between the hours of 4-5pm, make sure there is enough paper to last the rest of the night (at least 4-5 reams, and 7-8 reams on Friday)
4. Learning applications.
5. Go around to all the labs making sure they are neat and clean.
6. Working on projects assigned by you Team Leader.
7. Greet, meet, and be customer-service oriented. Go from room to room, when classes are not in session to see if anyone needs help.

#### **Academic Work**

Color Print Outs: 1 copy per page on an academic project.

Transparencies: 1 copy per page on an academic project.

### **TIMESHEETS PROCEDURES**

#### **First time employment**

1. All first time STCs who have never worked on campus must go to the Human Resources Department located in College Hall on the first floor to fill out the appropriate paperwork. Please bring your Social Security Card and WPU Student I.D with you. **You cannot work during scheduled class time. This will be monitored by the Payroll Office.**

#### **How to fill out a Timesheet properly**

Timesheets and Checking Your Hours are located ONLINE at [bb.wpunj.edu](http://bb.wpunj.edu) STC Communication.

2. Click on the link "Timesheets".
3. Click on the link "THIS PAYPERIOD" under STC "Timesheet". **\*\*The computer you are using must have Excel\*\***
4. You **MUST TYPE** in your **Last Name, First Name, Student ID (855), and Department.**
5. The pay period starts on Saturday and ends on Friday; there are no exceptions. Double check the hours you signed in and out at [bb.wpunj.edu](http://bb.wpunj.edu), STC Communication click on the link "Checking Your Hours". (See page 19 on **How to determine your Sign In/out time for your timesheet**)
6. Next, **TYPE** all the hours you worked. The addition will automatically be done for you. A space needs to go before the AM/PM (see example on next page).
7. A 30 minute break must be shown for all shifts that are 6 hours or longer. The break must be added to the beginning of your shift (Example from the sample timesheet on the next page). Project sheets must be filled out completely and handed in with your timesheet. Hours on your project sheet must also be added to your timesheet in order to get paid. This must match your sign in/out dates and times.
8. Once all your information is typed in, **PRINT OUT** your Timesheet, make sure your **signature** and the **date** are included on the timesheet before submitting it.
9. You are responsible for your own timesheet. Do not rely on fellow STCs.



10. Make sure your timesheet is placed in the department folder (located in the Atrium Printer Room 120) by the time and date that timesheets are due. (announced bi-weekly via email). For BPS, EDS, GFSI, HDTA, LS, MS, and PR STCs, hand into your supervisor for approval prior to bringing the timesheets to Atrium 108.
11. If your Timesheet is **late** (i.e., not turned in by the due date and time) or if you were contacted to **redo your timesheet**, and did not do so, please **be aware** that you **may not get paid** the following week. \*This rule is due to updated changes in Payroll.

#### **How to determine your Sign in and out time for your timesheet**

Go to [bb.wpunj.edu](http://bb.wpunj.edu) STC communication, click onto Check Your Hours (red icon on left side of page). Use the time from the Actual Time column, determine for each time per date what is Time In or Time Out. (see example on next page.)


##### **You must round your time to the closet 15-minute interval**

**EXAMPLE FOR SIGN IN:** Your shift starts at 2pm and the actual time you entered on line is anywhere between 2:01 – 2:05 pm, you must enter the sign in time on your timesheet as 2 pm. However, if your actual time on line is between 2:07 – 2:14 pm, you must enter your sign in time on your timesheet as 2:15 pm.

**EXAMPLE FOR SIGN OUT:** Your shift ends at 2pm and the actual time you entered on line is between 2:01-2:07, your timesheet will be at 2pm. However, if your actual time on line is between 2:07-2:14pm, you must enter your sign out time on your timesheet as 2:15 pm.

You must use the **Actual Time** column for your timesheet. Determine if it is in the Time in or Time out column and enter it on

Last Name	First Name	Time In	Time Out	Actual Time	Date	Department	IP
Doe	Robert	12:30 PM		12:30 PM	4/9/2012	CAT	149.151.180.101
Doe	Robert		8:00 PM	8:00 PM	4/9/2012	CAT	149.151.180.101
Doe	Robert	2:00 PM		2:00 PM	4/11/2012	CAT	149.151.180.101
Doe	Robert		6:00 PM	5:00 PM	4/11/2012	CAT	149.151.180.101
Doe	Robert	2:07 PM		2:07 PM	4/13/2012	CAT	149.151.180.101
Doe	Robert		5:00 PM	5:00 PM	4/13/2012	CAT	149.151.180.101
Doe	Robert	12:30 PM		12:30 PM	4/16/2012	CAT	149.151.180.101
Doe	Robert		8:00 PM	8:00 PM	4/16/2012	CAT	149.151.180.101
Doe	Robert	2:00 PM		2:00 PM	4/18/2012	CAT	149.151.180.101
Doe	Robert		6:00 PM	6:00 PM	4/18/2012	CAT	149.151.180.101
Doe	Robert	2:07 PM		2:07 PM	4/20/2012	CAT	149.151.180.101
Doe	Robert		5:00 PM	5:00 PM	4/20/2012	CAT	149.151.180.101

	Employee's Name:	Robert Doe		
	Employee's Banner Id:	85555555		
	Employee's Position Control #:	11490N	Dept.	CAT
	Budget FOAP:	F 141000	O 274100	A 62350 P 20
	Pay Period Start Date:	4/7/2012	Pay Period End Date:	4/20/2012

Part Time Employee Timesheet				
Day of Week	Date	Time In	Time Out	Time In
Saturday	4/7/2012			
Sunday	4/8/2012			
Monday	4/9/2012	12:30 PM	8:00 PM	
Tuesday	4/10/2012			
Wednesday	4/11/2012	2:00 PM	5:00 PM	
Thursday	4/12/2012			
Friday	4/13/2012	2:00 PM	5:00 PM	
Total Hours - Week 1				
Saturday	4/14/2012			
Sunday	4/15/2012			
Monday	4/16/2012	12:00 PM	3:00 PM	3:30 PM 8:00 PM
Tuesday	4/17/2012			
Wednesday	4/18/2012	2:00 PM	6:00 PM	
Thursday	4/19/2012			
Friday	4/20/2012	2:15 PM	5:00 PM	
Total Hours - Week 2				
Total Hours to be Paid for the Pay Period				27.75

Employee Certification: I certify that this is a true and accurate report of my attendance for this pay period.	Supervisor's Certification: I have reviewed this timesheet and certify that this is a true and accurate record of this employee's hours worked during this pay period.
_____ Employee's Signature	_____ Supervisor's Signature
_____ Date	_____ Date

Incorrect Entries

Correct Entries

Worked 6 hours or more. Did not enter 30 minute break, or enter 30 minutes at start of time

Signed out at 6:00 PM

Signed out 2:07 PM, should be entered as 2:15 PM

### ***PROJECT SHEETS***

Document the additional hours worked on a Project Sheet, which can be downloaded from [bb.wpunj.edu](http://bb.wpunj.edu) in **STC Communication**. Additional hours can include: covering a shift, special events, assisting faculty outside of shift hours, taking evaluations outside of shift, washing vests, or any other project assigned by your TLs or SC. Project Sheets must be filled out completely and handed in with your timesheet. The hours on your Project Sheet must match your timesheet hours; otherwise you will not get paid for those hours.

### ***TRAINING WORKSHOPS***

#### **Mandatory training**

Refreshing your knowledge is a must. There are always situations coming up on lab procedures, software problems and/or additional software added to the network. The more workshops that you attend, the better your ability will be to service the public. During the Fall and Spring semesters, and while on shift, you will be required to enroll for advanced software application and web-design workshops. A project will be assigned to assess your knowledge of the software application and/ or web-design.

### ***PROMOTIONS***

STCs become eligible for promotions if they show overall dedication to the program. Promotions require SC approval and recommendations from the Team Leaders. An STC can ask his/her mentor for a recommendation to start the process if he/she feels qualified. Perspective Team Leaders must be in training for 4 weeks before becoming a permanent TL (at this time the appropriate raise will take effect). Only under extenuating circumstances is an STC made a permanent TL immediately.

# Information Technology Policies

## William Paterson University Information Technology Policies

### Introduction

The [IT Policies](#) that govern the use of William Paterson University information technology services and resources by all faculty, staff, students and other authorized users. These services and resources are provided by the University to support its mission of teaching, research and public service as carried out by the various members of the University community. Recognizing the ubiquitous and changing nature of information technology services and resources, the Policies strive to provide the fundamental principles necessary to balance and understand divergent interests and needs of the University community. The Policies are organized into four main sections, each with several sub-sections. The main sections are: Appropriate Use, Electronic Communication, University-Produced Electronic Data and Files and Network Infrastructure Security.

To download and review this document in PDF click here: [IT Policies PDF](#) This is included on the final exam during training, and throughout the year.



# University Policies

## Sexual Harassment Policy

William Paterson University of New Jersey is committed to developing and sustaining a community where all can learn and work together free from harassment and exploitation. This policy is intended to address all members of the university community including students, faculty, librarians, professional staff, clerical staff, maintenance, campus police and security, managers, administrators, and the Board of Trustees as well as any vendors doing business with the University.

Sexual harassment encompasses any sexual attention that is unwanted. Sexual harassment can be verbal, visual, or physical. It can range from repeated unwelcome sexual flirtation and inappropriate, gender-based, put-downs of individuals or group of people to physical abuse, such as sexual assault or rape. Whether particular verbal, non-verbal, or physical conduct constitutes harassment in violation of this policy will depend upon all the circumstances, the context in which the conduct occurs, and the frequency, severity, and pattern of the conduct.

The University recognizes that even the possibility of harassment is destructive to individuals, to groups and to the community. While sexual harassment most often takes place in situations where there is a power differential between the persons involved,

the University recognizes that sexual harassment may occur between persons of the same status. Sexual harassment may also occur between persons of the same sex. Sexual harassment contaminates teacher/student and supervisor/subordinate relationships as well as those among student peers and faculty or staff colleagues. When, through fear of reprisal, a student, staff member, or faculty member submits, or is pressured to submit, to unwanted sexual attention, the entire community is undermined. The University will not tolerate behavior among members of the community which creates an unacceptable working or educational environment, and it will initiate appropriate sanctions against the offender.

### A. Legal Definitions

Effective September 1, 1993, all New Jersey State departments, colleges/universities, and authorities have been required to abide by the State's Sexual Harassment Policy. This policy follows federal and state laws as outlined in Title VII of the Civil Rights Act of 1964 as amended; N.J.S.A. 10:5-1 et. Seq.; Title IX of the 1972 Education Amendments; N.J.S.A. 11A: 1-1 et.seq. N.J.A.C. 4A:7-1.3.

#### 1. Sexual harassment includes but is not limited to:

a. Gender harassment: generalized gender-based remarks and behavior.

Seductive behavior: inappropriate, unwanted, and offensive physical or verbal sexual advances.

Sexual coercion: coercion of sexual activity by threat of punishment.

Sexual assault: gross sexual imposition, like touching, fondling, grabbing, or assault.

2. For general policy purposes, sexual harassment may be described as unwelcome sexual advances, requests to engage in sexual conduct, and other physical and expressive behavior of a sexual nature. The Courts have classified cases in two ways:

Quid-pro-quo: when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic status, and/or submission or rejection of such conduct by an individual is used as the basis of employment decisions or academic decisions affecting that individual. Quid-pro-quo harassment is equally unlawful whether the person resists and suffers the threatened harm or submits and thus avoids the threatened harm.

Hostile environment: when such conduct has the purpose or effect of substantially interfering with an individual's academic or professional performance or creating an intimidating, hostile, or demeaning employment or educational environment. A cause of action is established if the complained-of-conduct would not have occurred but for the student or employee's gender, and it was severe or pervasive enough to make a reasonable person of the same sex believe that the conditions of learning and/or employment are altered and the environment is hostile or abusive.

The Courts have recognized that harassing behaviors affect a third party when academic or work benefits are denied because of the sex-biased coercion of another student or employee; or when the conduct directed at another student or employee is so pervasive as to create a hostile learning or working environment. Favoritism, or perceptions of favoritism, that result from consensual relationships may also contribute to a hostile work or learning environment and constitute third party harassment.

#### B. Reasonable Woman Standard

The Courts have recognized that the difficulty in defining the unwelcome, hostile, or offensive nature of an environment may lie in the fact that men and women may disagree as to what constitutes offensive, degrading conduct. In response to this key issue, the courts have adopted a "reasonable woman" standard. Under this standard, attention is focused on the victim's perspective. In the typical case, in which a woman is the target of harassment, a claim would be found to be harassment if a "reasonable woman" would consider the action hostile or offensive. In other cases, the standard of the Court would concern whether or not a reasonable person of the same gender, similarly situated, considered the action hostile or offensive.

#### C. Examples of Sexual Harassment

As reported in *Sexual Harassment on Campus: A Policy and Program of Deterrence* by the American Council on Education, examples of harassment include, but are not limited to:

1. Threats that submission to sexual advances will be a condition of employment, work status, promotion, grades, living situations, or letters of recommendation (the threat can be overt or implied from the conduct, circumstances, and relationship of the person involved).

2. Unwelcome sexual advances, whether direct propositions of a sexual nature or subtle pressure for sexual activity.
3. Unwanted attempts to change a professional or education relationship into a personal one.
4. Verbal abuse of a sexual nature.
5. Repeated sexually oriented kidding, teasing, joking, or flirting.
6. Graphic commentary about an individual's body, clothing, sexual prowess, or sexual deficiencies.
7. Leering, whistling, touching, pinching, or brushing against another's body.
8. Offensive, crude language.
9. Display of objects or pictures which are sexual in nature that would create a hostile or offensive work, learning, or living environment.
10. Behavior of a sexual nature that discomforts or humiliates and demonstrates insensitivity.

#### D. Consensual Relations

The University's educational mission is promoted by professionalism in employee/student relationships. Consensual, amorous relationships between supervisors and their subordinates, or faculty and students undermine the ethical integrity of the University community. Such relationships are problematic for the people involved as well as having a negative impact on others in the work environment.

Moreover, other students and employees may be affected by such unprofessional behavior because it places, or may be perceived to place, the staff/faculty member in a position to favor or advance one person's interest at the expense of others and implicitly makes obtaining benefits contingent on amorous or sexual favors.

Therefore, no staff member shall have an amorous relationship (consensual or otherwise) with a student who is enrolled in his or her course and/or whose academic work is being evaluated by the faculty member. No staff member shall have an amorous relationship with a student whom the staff member has the power to penalize or reward.

A staff/faculty member who fails to withdraw from participation in activities or decisions that may reward or penalize a student with whom the staff/faculty member has or has had an amorous relationship will be deemed to have violated his or her ethical obligation to the student, other students, colleagues, and the University.

Supervisory staff/faculty who engage in consensual relationships with individuals they supervise or their students should be aware that they are violating University policy and are subject to formal disciplinary action, up to, and including, removal.



## Processing Complaints

Copies of the Sexual Harassment Policies and Complaint Procedure can be also obtained from these offices:

Dean of Student Development Ext.2179

Women's Center Ext. 2946

Associate VP for Human Resources Ext. 2887

Associate VP & Dean of Graduate Studies, Research & Academic Administration Ext. 2121

Director of Employment Equity and Diversity Ext. 2389

A more inclusive list of persons serving as sexual harassment contact persons is available through the offices listed above.

## CAMPUS COMPUTER LAB CONTACT SHEET

### Broadcast Production Support (BPS)

ROBERT MEYER, Video Engineer X2613  
 PATRICK RYAN, Assist. Director X3326

### Central Academy Technology (CAT)

ATRIUM 120 (CAT/TWS) X3550  
 SCIENCE 3054B X2479  
 VALLEY ROAD 1040 X3763

### EMERGENCY

CAMPUS POLICE X2301  
 WAYNE GENERAL HOSPITAL (973)942-6900

### Enterprise Desktop Support

THOMAS DEPIETRO X2303  
 BRIAN FANNING X2421  
 REBECCA SCHAFFER X3622  
 CRIS ALAYA X2720

### Global Financial Services Institute (GFSI)

PETER CAIAZZO X3791

### Helpdesk (HDTA)

AUBREY WARNER X2756

### Instruction & Research Technology

973-720-

CHRIS ENCALADA – Admin Assistant X3078  
 DENISE GIUMMARRA – Admin. Assistant Coordinator X2659  
 ROBERT HARRIS- Asst. Director X2451  
 JANE HUTCHISON – Associate Director X2980  
 SANDRA MILLER – Director X2530

### IRT Academic Technology

JAEHYUN KIM – Sr. Academic Technologist X2937  
 HOUSEN MARATOUK – Academic Technologist  
 Program Coordinator of STC X2220

### Library Specialist (LS)

ERC lab X2244  
 Reference Desk X2116  
 NANCY WEINER, Head of User Education X2161  
 LEAH ZAMORA, Reference X2663

### Media Services (MS)

TONY KRUCINSKI Sr. AV Technician (after 3pm) X2307  
 CHARLENE LOVEGROVE AV Technician X2984

### Marketing & Public Relations (PR)

YURI MARDER X3014

### Student Coordinators (SC)

MANSA ELAMIN – Student Coordinator X3701  
 SOLEMON PRESSLEY – Student Coordinator X3701