

Volume

1

LAMAR STATE COLLEGE - ORANGE

The Learning Center

Handbook and Guidelines Manual

LAMAR STATE COLLEGE - ORANGE

The Learning Center Handbook

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Introduction

In the fall of 1986, Lamar State College–Orange (LSC-O) created the Learning Center to provide students a valuable and reliable resource to assist them in their college careers. The role of the Learning Center, as designated by the college, is to serve and support the academic and technical students at Lamar State College–Orange. The Learning Center (LC) fulfills its mandate with the use of computers, tutoring, and other resources.

Located in the heart of the campus, the Learning Center is readily accessible. Teachers, administrators, and students are free to utilize any of the multi-media resources available in the Learning Center. Conveniently situated on the first floor of the Ron E. Lewis Library Building in room 113, the Learning Center introduces students to new teaching and learning strategies using state-of-the-art equipment and software that supports the curriculum at LSC-O.

This handbook is a tool by which the staff of the Learning Center can communicate its goals, expectations, policies, procedures, and services to not only the student body but the community as well. If there are any questions regarding the material included in this manual, feel free to visit the LC or call the Learning Center Director at 882-3935.

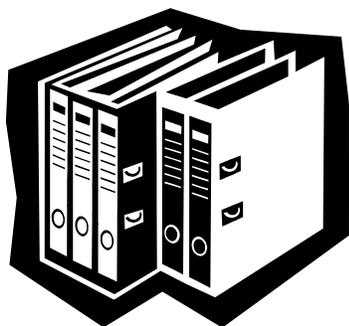
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Overview of the Learning Center

Created in 1986, the Learning Center helps the students of Lamar State College - Orange achieve their goals. This center offers students a more relaxed environment to work and learn in. Students can work in the privacy of a study room or in the lab's main room. They can also study in large groups or receive one-on-one tutorial. Students can seek assistance in most of the courses taught at LSC-O. Our capable staff provides insightful and friendly instruction. The Learning Center provides many students at Lamar State College - Orange with a quiet place to study and a convenient location to access the Internet.

Philosophy



At the Learning Center of Lamar State College - Orange, students will receive quick and reliable service. A philosophy of service and a commitment to help students serves as the guiding principles of the Center. Whether a student simply needs a place to study without the distractions of home or requires additional instruction, he or she will find exactly what they need here.

The Learning Center will endeavor to operate under the following guiding principles.

The Learning Center will:

-  provide a friendly and quiet environment in which students can supplement their education
-  improve communication between students and their instructors
-  provide instructors with the ability to enhance their courses with resources provided in the Center

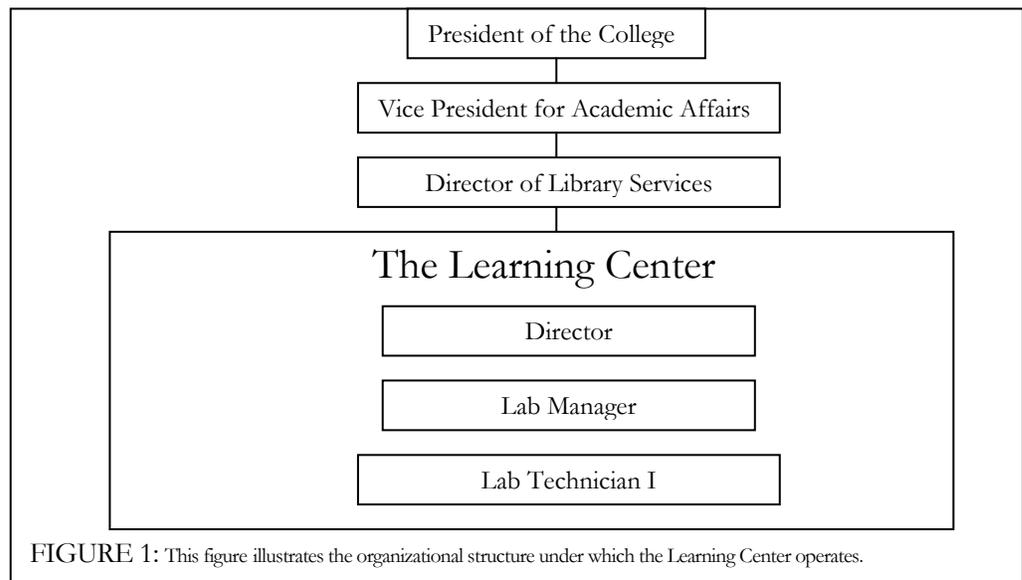
General Description of the Learning Center

With both full-time employees and student employees, the Learning Center has continuously and tirelessly served the students of Lamar State College – Orange. The LC is open all year long and offers assistance during every semester. During the fall and spring semesters, the LC operates Monday through Thursday, 7:30 to 8:00, Friday from 7:30 to 5:00, and Saturdays from 9:00 to 1:00. During the summer the Center closes at 6:00 pm Monday through Thursday and 5:00 on Friday and is closed on Saturday. The Center closes Monday through Friday at 5:00 and is closed on Saturday during mini-sessions.

The LC uses a sign-in computer system to track the number of students taking advantage of the free services provided by the Learning Center. Funding for the LC depends upon the number of students who use the Center; therefore, it is imperative that students log in and out of the sign-in computer.

In 2002, the Learning Center assisted 6,927 students and a total of 6,683 students in the 2003 school year.

Organizational Structure



Code of Ethics

The staff of the Learning Center is in constant contact with the student body and the various departments of the college. It is for this reason that student workers

and full-time employees observe certain rules and conduct themselves appropriately. Their demeanor directly reflects upon the Learning Center and influences the manner in which it operates. Some behavioral guidelines are necessary for of all LC employees. This insures that the Center effectively serves students and faculty.

- 1. All employees are to behave in a thoughtful and respectful manner.**
- 2. Information shared by either a student or faculty member is to remain in confidence.**
- 3. Provide encouragement to students without creating unrealistic expectations.**
- 4. Remember that a tutor helps a student discover their opinions; they do not create them for the student.**
- 5. Always acknowledge your limitations and do not hesitate seeking the help of others.**

Goals and Expectations

The goals of the Learning Center include improving the performance of those students who seek assistance and to encourage others to take advantage of the Center. Another goal of the Learning Center is to provide students with a positive and enriching experience. This encourages a student to return and perhaps convince others to use the Center as well.

The expectations that the Center holds for its employees include friendly and respectful behavior. In addition, workers are to set aside any personal homework or business and attend to the needs of the students entering the Center. Workers must always remember that their job is to help students and faculty members.

Job Descriptions



Four full-time employees, in addition to several student assistants, maintain and operate the Learning Center. Descriptions for these positions are courtesy of the Department of Human Resources, Lamar State College – Orange.

1. Director Of The Learning Center

GENERAL DESCRIPTION

The Coordinator of the Learning Center reports to the Director of Library Services. The Coordinator is responsible for supervising the day-to-day operations of the Learning Center and its functions. Duties and responsibilities shall include, but are not limited to, the following:

ESSENTIAL JOB FUNCTIONS

1. Supervise the day-to-day operations of the Learning Center.
2. Supervise and direct laboratory instructors, student assistants and tutors in their work assignments, scheduling, and training to help students meet their educational objectives.
3. Support the efforts of the expanded classroom by providing students with laboratory settings to complete assignments in word processing, spreadsheets, databases, and any other activities that may enhance the classroom.
4. Maintain student attendance records required by instructors, state and federal agencies.
5. Perform duties needed to support Lamar State College-Orange efforts to fulfill its mission statement.
6. Develop educational strategies needed by special populations in the technical programs for remediation of basic English, mathematics and reading.
7. Prepare an annual budget and administer within guidelines.
8. Develop individual educational plans for students enrolled in developmental classes and to prepare the students for the ASSET AND THEA test.
9. Review materials and software in an effort to maintain current state-of-the-art technology and educational methods needed to help students meet their educational objectives.
10. Perform all committee and college assignments that may be required in the day-to-day operation of the college.
11. Gather pertinent institutional effectiveness data for improved planning.

OTHER JOB FUNCTIONS

1. Perform other related duties as assigned.

GENERAL QUALIFICATIONS REQUIREMENTS

Education

Requires a Bachelor's degree in a related field with any equivalent combination of experience or training, which provides knowledge, abilities, and skills in a laboratory setting.

Experience

Three years experience in a supervisory capacity with budget management experience.

Knowledge, Skills, and Abilities

Willingness to comply with established Lamar State College-Orange policies and regulations. Knowledge of educational strategies needed in relationship to ASSET AND THEA and remediation of basic skills. Ability to cooperate and work with staff, faculty, students, and the public. Good organizational skills.

Physical Requirements

Normal ambulatory requirements; extreme cognitive requirements; normal speech-communication requirements; normal written communication abilities; acute visual requirements; normal or corrected hearing required; and minimal travel required. Requires constant sitting, walking, and seeing. Requires frequent standing, lifting, pushing, pulling, and carrying objects up to 25 pounds; operating a calculator, personal computer, and various office equipment. Requires infrequent stooping, bending, sorting and filing.

WORKING CONDITIONS

Normal office environment.

2. Learning Lab Manager:

GENERAL DESCRIPTION

The Lab Manager is responsible for supervising and directing student assistants, student tutors, and laboratory technicians in their work assignments, reviewing materials and software, and test and direct educational efforts of students. Work is performed under the general supervision of the Director of the Learning Center. Duties and responsibilities shall include, but not be limited to, the following:

ESSENTIAL JOB FUNCTIONS

1. Supervise the activities of the Learning Center in the absence of the Director.
2. Supervise and direct student assistants, tutors, and laboratory technicians in their work assignments, scheduling, and training.
3. Provide upkeep of computer hardware and software necessary for student needs.
4. Work in conjunction with faculty to aid students in completing assignments.
5. Tutoring students enrolled in developmental studies in an effort to remove deficiencies.
6. Provide students, preparing for the ASSET or THEA exam, with materials and direction.

7. Assist those enrolled in web-based classes in properly uploading, downloading, and completion of assigned tasks.
8. Select periodicals, texts, and other media in attempt to offer students using the LC computers with the advances in technological software and hardware.

OTHER JOB FUNCTIONS

1. Perform other related duties as may be assigned by the Director of the Learning Center.
2. Remove folders and files placed on the computers by students.
3. Serving on committees as requested.

GENERAL QUALIFICATIONS REQUIREMENTS

Education

Bachelors degree in an appropriate area or any equivalent combination of two years of college experience and training in a laboratory setting, which provides knowledge, abilities, and skills.

Experience

At least three years of experience working in a learning laboratory with extensive experience in computer hardware and software.

Knowledge, Skills, and Abilities

Knowledge of computers, software, and other equipment available for use in the laboratory. General knowledge of the operation and maintenance of laboratory equipment. Ability to cooperate and work with staff, faculty, students, and the public. Good organizational skills. Working knowledge of computers and the ability to use in an educational setting. Understand the safety procedures of the lab. Willingness to comply with established college policies and regulations.

Physical Requirements

Requires constant, walking, standing, bending, and observation. Requires operating computers and audiovisual, and various other instructional machines.

WORKING CONDITIONS

Normal computer laboratory environment.

3. Lab Technician I

GENERAL DESCRIPTION

The Lab Manager is responsible for supervising and directing student assistants, student tutors, and laboratory technicians in their work assignments, reviewing materials and software, and test and direct educational efforts of students. Work is performed under the general supervision of the Director of the Learning Center. Duties and responsibilities shall include, but not be limited to, the following:

ESSENTIAL JOB FUNCTIONS

1. Supervise the activities of the Learning Center in the absence of the Lab Manager.
2. Supervise and direct student assistants, tutors, and laboratory technicians in their work assignments, scheduling, and training.
3. Provide upkeep of computer hardware and software necessary for student needs.
4. Work in conjunction with faculty to aid students in completing assignments.
5. Tutoring students enrolled in developmental studies in an effort to remove deficiencies.
6. Provide students, preparing for the ASSET or THEA exam, with materials and direction.
7. Assist those enrolled in web-based classes in properly uploading, downloading, and completion of assigned tasks.
8. Select periodicals, texts, and other media in attempt to offer students using the LC computers with the advances in technological software and hardware.

OTHER JOB FUNCTIONS

1. Perform other related duties as may be assigned by the Director of the Learning Center.
2. Remove folders and files placed on the computers by students.
3. Serving on committees as requested.

GENERAL QUALIFICATIONS REQUIREMENTS

Education

Bachelors degree in an appropriate area or any equivalent combination of two years of college experience and training in a laboratory setting, which provides knowledge, abilities, and skills.

Experience

At least three years of experience working in a learning laboratory with extensive experience in computer hardware and software.

Knowledge, Skills, and Abilities

Knowledge of computers, software, and other equipment available for use in the laboratory. General knowledge of the operation and maintenance of laboratory equipment. Ability to cooperate and work with staff, faculty, students, and the public. Good organizational skills. Working knowledge of computers and the ability to use in an educational setting. Understand the safety procedures of the lab. Willingness to comply with established college policies and regulations.

Physical Requirements

Requires constant, walking, standing, bending, and observation. Requires operating computers and audiovisual, and various other instructional machines.

WORKING CONDITIONS

Normal computer laboratory environment.

4. Student Assistants

GENERAL DESCRIPTION

Tutor and assist students using the Learning Center. Provide assistance with the operation of equipment and aid students as instructed by the Laboratory Instructor.

ESSENTIAL JOB FUNCTIONS

1. Tutor and provide students assistance when needed or instructed by Laboratory Instructor.
2. Do not let anyone wonder what to do; always ask him or her if they need help.
3. Make sure that students sign in and out.
4. Make sure students do not leave the disks in the drives.
5. Never do homework while students are in the lab.
6. Never do work on the computers while there are students in the lab.
7. Every week each assistant must clean the computer screens and tables and straighten the chairs.
8. Make sure that all the master switches are on first thing in the morning.
9. Each assistant must understand emergency procedures and evacuation routes to follow in case of an emergency.

OTHER JOB FUNCTIONS

1. Perform other related duties as may be assigned by the Director of the Learning Center.

GENERAL QUALIFICATIONS REQUIREMENTS

Education

Students must be enrolled in six hours or more per semester at Lamar State College - Orange. In addition, students must maintain a grade point average of 2.5 or better each semester.

Experience

No Experience necessary

Knowledge, Skills, and Abilities

Typing and computer skills desired with willingness to work with students.

Physical Requirements

Requires constant interaction with students, walking, standing, bending and observation of laboratory to give aid to students.

WORKING CONDITIONS

Normal computer lab environment.

Those interested in employment should either contact the Director or the Learning Lab Manager.

Web Pages and Contact Information

Institutional Web Addresses

Learning Center

http://www.lSCO.edu/Academics/LRC/LRC_Main.htm

Lamar State College - Orange

www.lSCO.edu

Telephone Numbers to the Learning Center

LEARNING CENTER - 882-3373

LAB DIRECTOR - 882-3935

LAB MANAGER - 882-3087

LAB TECH I - 882-3934

The Learning Center's Mailing Address:

LEARNING CENTER
LAMAR STATE COLLEGE-ORANGE
410 FRONT ST.
ORANGE, TEXAS 77630-9938

Policies and Procedures

The Learning Center maintains certain policies and procedures that assist in smooth and efficient operation.

Staff Responsibilities

Each day student workers are responsible for certain duties. This insures that each worker will become more familiar with the daily operation of the Center.

- Workers must always remember to sign in and out of the sign-in computer and record their time onto their time cards.
- Students must place all personal possessions in the storeroom. This prevents cluttering the main room and offices and preserves a professional and orderly appearance.
- Student employees should check the status of printers on their assigned tables regularly. In addition, workers must be sure to correctly document the amount of paper used on the Paper Usage Log.
- Workers must be aware of their environment and straighten the room. They should also place any books, papers, pencils, pens, etc. in the Lost and Found.
- Always remind students who enter the lab to check in.
- Greet students as they enter the lab and be readily available to assist them.
- Use the “Memorandum of Call” notepad to correctly write down all the required information when taking a message over the phone. If no memorandums are present, be sure to record the necessary data. This information includes the date and time of the

call, who the message is for, the name of the caller, and their telephone number. Also, answer the phone with an appropriate greeting, preferably one that identifies both the Center and you.

- When leaving work always check out of the sign-in computer. If for some reason you forget to sign in or out contact the director or the lab manager and they will update your record.

Computer Usage



There are forty-five computers available for student use in the Learning Center. The Lab's organization is simple and convenient. Four tables lettered "A" through "D," hold, depending on the specific table, eleven computers. Each table is equipped with a Hewlett-Packard 4100N laser-jet printer, and for color printing a single Hewlett-Packard 4550 color jet printer, located on Table D, is networked to each computer location.

Two varieties of computer are located in the Center. The Center equipped tables "C" and "D" with flat-screen Gateway computers loaded with the Windows XP operating system. Tables "A" and "B" hold Dell OptiPlex GX1s. Windows 98 is the operating system that manages these computers. A great many programs are accessible to students in the Learning Center. The Center maintains a comprehensive listing of the software loaded on each computer. In addition, students have access to a catalog of computer program locations. This easy to use resource, placed at the head of each table, details precisely the specific software loaded on each computer on that table. This listing helps both employees and students readily locate the software they need.

Three computers are located in the individual study rooms; however, they are generally reserved for music students. No network connections exist in these rooms, but piano keyboards are on hand if needed.

As a rule, the staff of the Learning Center does not enforce a time limit on computer usage; however, circumstances may arise when a student is asked to relocate. The computers in the Lab are not simply for schoolwork; however, there are obvious limits as to what a student can and cannot access. Please use sound judgment when on the Internet.

Opening and Closing the Learning Center

Every morning and evening a full-time employee is present, but in case you are alone and it is either time to open or close the lab follow these procedures. Note: Call maintenance (ext. 3367) to get keys to the hall door.

Opening

Upon entering the Center, the lights may not be on. You must either wait until the librarian turns them on or go to the library and turn them on. Boot up the sign-in computer and turn on the computer's monitor and printer. Double click the "It's About Time" Icon on the desktop. Enter any passwords if necessary and sign-in. Finally, turn on the printers and computers.

Closing

To close the lab, properly shut down all the computers and turn off the printers. Turn off all lights in the offices and study rooms and shut their doors. Be sure that all the window blinds are closed. After having signed-out, close the time software and shutdown Windows. Remember to turn off the sign-in computer's printer. Finally, close and lock the outer door. You do not have to wait until the Librarian turns off the lights.

New Students

When a new student enters the Learning Center, their name must be entered into the sign-in computer's database. Click the "Employees" button. Enter the last four digits of student's social security number into the "Employee ID" text box. Then have the student fill in the remaining boxes. The student's password will be the same as their Employee ID number. After the student provides all the necessary information, click the "Save" button. Close the "Employee" window and show the student how to sign in and out of the system. Be sure to show the student how to use the "Memo" drop down box.

Student Behavior

The Learning Center is not only concerned with its employee's behavior but also with the behavior and manner of the students using the Lab. Full-time staff may ask any student who is disrespectful, rude, or otherwise disruptive to the Center's environment to leave. Workers should refrain from the use of force to remove a disruptive person from the premises. One should contact security immediately at 883-3092 if a disturbance should occur.

Evaluations

At the end of each semester, student employees of the Learning Center will undergo two evaluations. Students will fill out a questionnaire that ascertains whether the Center's workers behaved appropriately, remained attentive to the student's needs, and provided valuable and helpful information. The survey will also ask the student to identify the person(s) they worked with and provide comments regarding the worker's proficiency.

The full-time staff of the Learning Center performs the second assessment. This will grade the performance of student workers; however, this survey will not deal with the employee's tutoring duties. The staff review will focus on the worker's initiative, attention to day-to-day responsibilities, and overall performance. This internal audit of Learning Center personnel insures that students at Lamar State College-Orange receive the highest quality tutoring and assistance possible.

Consequences

The director of the Learning Center will receive these reports once they are organized and processed. Employees will become privy to the results of these evaluations in the next semester's staff meeting.

Printout Policy

The Learning Center has five active printers. At times very important documents are printed and the owner(s) forget to claim these documents. If someone does forget their copies, workers will place the paper(s) in the "Unclaimed Copies" box located next to the color printer on Table "D". These copies will then be kept for one business day. After this time, the copies are placed in the scratch paper bin located on Table "D."

Emergencies



In the event of an emergency, it is wise to have the appropriate numbers available to call for assistance. Remember to dial **9** to reach an outside line. The following telephone numbers are emergency numbers:

Emergency Services -----	9-911
Campus Security-----	9-883-3092
Physical Plant Department -----	ext. 3367
Orange Fire Department -----	9-886-7431
Orange Police Department-----	9-883-5654
Orange County Ambulance-----	9-883-6414
Orange County Sheriff's Office -----	9-883-2612
Memorial Herman Baptist Hospital -----	9-883-1248
Poison Control Center -----	9-886-3333
Switchboard-----	0

Services Available in the Learning Center

Learning has never been so much fun. Students at Lamar State College – Orange have access to many resources and programs that make learning easier and more enjoyable. The Learning Center is home to numerous software packages that professors use to liven up their classrooms. For example, a history class may be required to listen to Roosevelt’s “Four Fears” speech. With the Center’s multi-media players and high-speed connections these assignments are possible.

Computer Software

Each computer in the Learning Center has Office Suite loaded on it; however, to accommodate all students’ needs Corel WordPerfect is on hand. The Learning Center has many programs that students may use. A catalog of every program loaded in the Lab is located on the sign-in computer table. In addition, each table has a packet that enumerates the contents of each computer system on that table.



A list of program locations is also available on our Learning Center Website.

Computer Hardware and Peripherals

Currently the Learning Center has a Hewlett-Packard Scan Jet 5100C scanner, a Hewlett-Packard 7400c scanner, and two CD-Writers. In addition, a television/video cassette recorder, video copying machine, text magnification equipment, typewriter, ten-key adding machine, and transcription machines are available for both students and faculty.

Multi-Media

The Center maintains a directory of all the videos, textbooks, and audio files on hand for students to use. The index lists resources by subject matter so that students can find exactly what they need. This catalog is also available on the Center's website.

Tutorials

Although the Learning Center is amply equipped to perform any number of responsibilities, the largest and most encompassing task that we perform is tutoring. Accompanied by student workers, the staff of the Learning Center can tutor most any subject taught on campus. Those subjects too specialized are sometimes taught by individuals who volunteer their time to help their fellow students. No matter what the subject, be it mathematics, biology, or composition, the employees at the Learning Center will endeavor to help in any way possible.

Website

The Learning Center makes many of its resources available on the World Wide Web. For example, students can access government files from the comfort of their own home. In addition, students can browse through the computer programs available and know exactly where the computer is they need. With this information, that student may decide to call ahead and reserve a certain computer.

The Learning Center's website also enables student feedback. With the comments page a student can evaluate the performance of the Center. Also, tutorials are available on-line. After registering, the student can send a question for us to answer. With this service students do not even need to drive to the campus for assistance.

The site also links web-resources that help in grammar, mathematics, financial aid, THEA, ALEKS, ASSET, and many other valuable resources. Currently a guide to citing sources for research papers is linked to the web site. This guide shows the proper method of citing sources using M.L.A., A.P.A., and the Chicago method. This guide includes examples of both parenthetical and footnote citations, along with a detailed example of how to set up a works cited or bibliography pages.

Appendix

Accident Investigation, Reporting and Corrective Action

The following is excerpted from the Safety Policies and Procedures Manual of Lamar State College-Orange.

All accidents and incidents occurring throughout Lamar State College -- Orange will be reported and investigated.

1. The immediate supervisor will investigate the accident and forward all information to the Safety Director.
2. An approved form is to be used and completed during the investigation.
3. Investigations will be thorough, true causes will be determined, and action will be taken or recommended to prevent recurrence of similar accidents.
4. Accidents will be investigated immediately, or as soon as possible, following their occurrence. The report will be submitted promptly to the department head/supervisor prior to submission to the Safety Director.
5. Supervisors will request assistance from the Safety director and other agency specialists as needed.
6. When an accident occurs, the employee's immediate supervisor will determine whether:
 - The injured employee had previously been trained to recognize the specific accident cause factor, i.e., the unsafe act or practice or the unsafe physical condition that caused the accident.
 - The injured employee failed to comply with instructions he/she had previously received during a safety training class.
 - The employee violated a safety rule, regulation, or standard operating procedure (SOP).
 - The employee had been instructed to disregard a specific safety rule, regulation, or SOP.
 - Supervisor failure caused or contributed to the accident occurrence.

Based on answers to the above, the supervisor will take action to prevent recurrence of similar accidents, to include:

1. Training of the individual; initial, refresher or remedial training, as required.
2. Revision of safety rules, regulations or SOPs that were found to be inadequate.
3. Preparation of new safety rules, regulations or SOPs if needed.
4. Enforcement of safety rules, regulations and SOPs.
5. Administrative or other action against the injured if he/she violated a safety rule, regulation, SOP or previous instructions.

THE LEARNING CENTER

6. Notification of top management if someone had ordered an employee to disregard rules, regulations, SOPS, etc.
7. Correction of any physical hazard or unsafe condition that caused the accident.
8. Other action as necessary to actually prevent recurrence of similar accidents or incidents.

Sexual Harassment Policy

It is the policy of Lamar State College-Orange that no employee, student, or contractor of the college may sexually harass another person. Any employee, student, or contractor will be subject to disciplinary action up to and including dismissal for a violation of this policy (Rules and Regulation, the Texas State University System, VII-8.0, Amended May 19, 2000.)

Lamar State College-Orange strives to provide an educational and working environment for its students, faculty, and staff free of intimidation and harassment. Sexual harassment is sex discrimination and is, therefore, a violation of the 1964 Civil Rights Act. (Lamar State College-Orange 2002-2004 Catalog, p. 21.)

Evaluation Questionnaires

STUDENT QUESTIONNAIRE

Employee Evaluation

Thank you for participating in this process. We at the Learning Center are striving to make your experience at LSCO a positive and productive one.

Please be honest and forthcoming in answering the following questions.

This evaluation is completely anonymous.

Circle the response that is most correct.

With what frequency do you use the Learning Center?

- a. They should name the place after me I am there so much.
b. The employees know who I am.
c. I use the Learning Center to study every now and again.
d. What Learning Center?

Please circle the number that most accurately describes your choice.

- 5 - Strongly Agree
4 - Agree
3 - Neutral
2 - Disagree
1 - Strongly Disagree
N/A - Not applicable / No information

Table with 6 columns: Statement, 5, 4, 3, 2, 1, N/A. Rows include: Tutors at the Learning Center are very helpful, The person who assisted me was courteous and professional, An employee of the Center helped me immediately, I would you recommend the Center's services to others, I personally will continue using the Learning Center.

Which class(es) did you seek assistance with?
Did you pass the class(es) that you sought help with?
Please specify the person(s) that assisted you below. Leave the space(s) provided blank if you do not know their name(s).

Please list any comments regarding the tutor(s).

Horizontal lines for writing comments regarding the tutor(s).

If you have any suggestions that would improve the performance of the Learning Center please list them below.

Horizontal lines for writing suggestions to improve the Learning Center's performance.

STAFF QUESTIONNAIRE

Evaluators – Director, Learning Center, Lam Manager, Lab Tech I

Date _____

**THE LEARNING CENTER
Laboratory Assistant Evaluation**

Performance qualities

A - Superior

C - Exceeds or meets requirements

E - Needs much improvement

B - Better than most

D - Needs some improvement

F – Not Applicable

- _____ 1. He/she was consistently alert and available to help students.
- _____ 2. He/she took initiative in asking students if they require assistance.
- _____ 3. He/she made sure that students signed in and out.
- _____ 4. He/she made sure that students did not leave their disks.
- _____ 5. The worker was patient with students that came in.
- _____ 6. The worker readily dropped homework and personal business to attend to students.
- _____ 7. The assistant cleaned their assigned computer screens and tables on a regular basis.
- _____ 8. He/she made sure that all the master switches were on first thing in the morning.
- _____ 9. Before they left at night, he/she made sure that all the machines were turned off and the room was neat.
- _____ 10. He/she kept the room straightened.
- _____ 11. He/she sought the approval of the Director or Lab Manager before deviating from the work schedule.
- _____ 12. He/she maintained a suitable dress code while working in the lab at all times.
- _____ 13. He/she obeyed all of the rules and procedures set out for Learning Center employees.

Student signature: _____

Rater's Signature: _____

Ways improvements can be made. _____

B.S.

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