



## Title V Co-op Grant Lab FAQs

### What services do we provide at the Title V Co-op Grant Lab?

The Title V Co-op Grant Lab is a sophisticated educational facility at the InterAmerican Campus of Miami-Dade College with 22 Dell computers equipped with full Internet access, a HP laser printer, document camera, and scanner.

The Title V Co-op Grant Lab presents an incredible assortment of technological resources for students and faculty to utilize in designing their course work ePortfolios. We also provide students with a variety of digitized videos and software that enhance and supplement their portfolios. The Title V Co-op Grant Lab staff is available to assist faculty and students with any of their portfolio needs.

### Who can / cannot use the Title V Co-op Grant Lab?

- **Students and faculty** from the InterAmerican Miami-Dade College campus who are enrolled in a Title V Co-op Grant class **can** make use of our facilities.
- **Students and faculty** from the St. Thomas University campus who are enrolled in a Title V Co-op Grant class **can** make use of our facilities.
- Children are not permitted in the lab.

### When is the Title V Co-op Grant Lab available to students?

Monday - Friday: 12:30 p.m. – 5:30 p.m. (Except when being used by a class)

A calendar will be available on the Title V Co-op Grant website <http://www.mdc.edu/iac/epf> for daily confirmation of lab availability

### Where is the Title V Co-op Grant Lab located?

The Title V Co-op Grant Lab is located in Room 3207 and 3209

### How can I contact the Title V Co-op Grant Lab?

The Title V Co-op Grant Lab staff can be reached by calling

Title V Co-op Grant Department 305-237-6161.

Elynn Biggs, Activities Director (305)237-6161

Francoise Lefort, Technical Support Specialist (305)237- 6415

Felix Ruisanchez, Faculty Instructional Technician (305) 237 - 6416



## **EMPLOYEES' RIGHTS AND RESPONSIBILITIES**

### **DRESS CODE**

The Title V Co-op Grant Lab Staff must dress casual-professional. No beach sandals, hats, shirts with slogans, mini skirts, mini blouses, or any kind of revealing outfits are allowed.

### **IDENTIFICATION**

All Title V Co-op Grant Lab staff must wear and visibly display their employee ID at all times when working.

### **AWARENESS**

All Title V Co-op Grant Lab Staff are required to check their email on a consistent basis. New procedures and information is communicated to the staff via email. In the event that you are unaware of a certain procedure or piece of information, please contact your supervisor. The Title V Co-op Grant Lab staff is not to respond with the phrase, "**I don't know.**" Kindly inform the person that you do not have the information readily available but you will do your best to obtain the information and inform him/her once you have acquired it.

Phone mail must be answered within a timely period, no longer then 24 hours. A pleasant message should be on both internal and external voicemail.

### **ATTENDACE AND PUNCTUALITY**

Tardiness will not be tolerated, as punctuality must be maintained. If you are sick or unable to attend work, notify Ellyn Biggs and Nancy Calvo as soon as possible. You should discuss any absenteeism known in advance (e.g. appointments, trips), with Ellyn Biggs and request Ellyn Biggs' permission for approval.

### **BREAK PERIOD**

Title V Co-op Grant Lab staff members are entitled to a 15-minute break period after they have worked 4 hours. Lunch should be scheduled for one-hour per day. These break periods are to be taken by one staff member at a time. Two staff members are not allowed to go on break simultaneously as this would leave the lab unattended.

### **APPROPRIATE USE OF WORK TIME**

Browsing the Internet, completing class work, and playing games will not be tolerated during work hours. Personal calls are only allowed on an emergency basis and must be approved by your immediate supervisor. Friends, family, and extended visits or conversations with them are not permitted in the Title V Co-op Grant Lab.



## Title V Cooperative

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### COMMUNICATION

All Title V Co-op Grant Lab Staff are responsible for communicating important information such as broken or malfunctioning equipment, equipment theft, and any other misuse of college property to Elyn Biggs.



## **PROCEDURES**

### **GREETING**

All students entering the Title V Co-op Grant Lab must be treated with respect. Always smile and greet the student. Offer your help and educate the students in the use of our resources.

### **TITLE V CO-OP GRANT LAB POLICY**

All Title V Co-op Grant Lab staff is required to know and enforce the Title V Co-op Grant Lab Policy established by the college wide Title V Co-op Grant Lab & Lab Workgroup.

### **TITLE V CO-OP GRANT LAB SECTIONS**

The Title V Co-op Grant Lab is divided into 2 Sections (Section 1= room 3207 and Section 2 = 3209).

### **VISUALLY IMPAIRED AND HANDICAPPED STUDENTS**

The computers listed below are the designated handicapped and visually impaired computer stations located in the Title V Co-op Grant Lab. If there is a non-disabled student occupying any of these stations upon the arrival of a disabled student, please ask the non-disabled student to relocate to another computer.



## SOFTWARE DISTRIBUTION

Some software is available on specific computers only. All Title V Co-op Grant software titles are located on the presentation workstation and are for faculty and staff use.

## LAPTOP USE

No students may use their personal laptop inside the Title V Co-op Grant Lab.

1. Students can only use laptops in the designated laptop area of the Title V Co-op Grant Lab
2. Use of the Title V Co-op Grant laptops will be designated by Title V Co-op Grant faculty during class.

## PROHIBITED ACTIVITIES IN THE TITLE V CO-OP GRANT LAB

- **Chatting:** Chatting is permitted only if it is not of an offensive subject or if the lab is not full. If this is the case, kindly ask the student to leave the station for those who need to work on Title V Co-op Grant related assignments.
- **Games:** Games are not permitted. Follow the same chatting procedures.
- **Offensive Web Sites Viewing:** This is prohibited. However, some students may say that this is part of a class assignment. At that moment, ask the student for a copy of his/her schedule, the ID and the instructor's name. Notify your immediate supervisor and submit the gathered information. Your immediate supervisor will attempt to contact the instructor or department chairperson in order to determine the validity of the student's reason. The instructor will then handle the situation accordingly.
- **Eating, Drinking, and Smoking:** Eating, drinking, and smoking are not permitted in the Title V Co-op Grant Lab. Bottles should be closed and in the student's bag. Under no circumstance should a bottle (open or closed) be near computer equipment.
- **Cellular Phones and Pagers:** Cellular phones and pagers must be set on vibration mode. Phone calls must be answered or made outside the Title V Co-op Grant Lab.

## DISRUPTIVE AND UNCO-OPERATIVE STUDENTS

Disruptive and unCo-operative students will not be tolerated in the Title V Co-op Grant Lab. Please notify Ellyn Biggs or any of the Learning Resources Managers of any student who is being disruptive to our students and continuously unCo-operative with our staff. In the case that you are unable to contact your Ellyn Biggs or any of the Learning Resources Managers, please notify security of the situation.



## TITLE V CO-OP GRANT LAB RESERVATIONS & ORIENTATIONS

Title V Co-op Grant Lab Orientations and Reservations can be obtained by visiting room 1355 or calling (305) 237 – 6415 and making reservations with Francoise Lefort.

Instructors may request to reserve the lab and/or laptop carts or they may request a Title V Co-op Grant Lab Orientation for their class. All Title V Co-op Grant Lab staff must view their college e-mail regularly in order to obtain the latest courtyard reservation/orientation information provided to you by Francoise Lefort, Felix Ruisanchez, or Elyn Biggs. The Title V Co-op Grant Lab Staff must reserve the space 30 minutes prior to the reservation/orientation, make sure all reserved computers are functioning and operational.

## REPORTING MISSING EQUIPMENT

Upon discovery of missing equipment, all Title V Co-op Grant Lab staff must immediately notify Elyn Biggs. Elyn Biggs will instantly contact security in order to report the missing equipment. The Co-operation of the Title V Co-op Grant Lab staff with the security department will be necessary in providing a number of information needed to complete the security department's report.

## REPORTING MALFUNCTIONING EQUIPMENT

All Title V Co-op Grant Lab staff must report malfunctioning equipment to the Network Services Department using the online Learning Resources Electronic Forms website located at:

[http://www.mdcc.edu/iac/learningResources/Learning\\_index.asp](http://www.mdcc.edu/iac/learningResources/Learning_index.asp)

## TECHNICAL EMERGENCIES

Please use the following guidelines to define a technical emergency. After you have identified an emergency, take all the necessary information and submit it to the Help Desk Coordinator, Andrea Davis, at extension 7-6119. If she is not present, then contact a Network technician. If you are unable to contact any Network staff, you may page the following:

-Herman Tomeu	Network Director	305-272-4614
-Francis Magbanua	Administrative Ntwk Manager	305-641-1908
-Manuel Perez	Academic Ntwk Manager	305-641-1820



## TITLE V CO-OP GRANT LAB & LAB POLICIES

1. Title V Co-op Grant Lab and labs resources are limited to Title V Co-op Grant MDC and STU students and faculty.
2. No eating or drinking is allowed in the Title V Co-op Grant Labs.
3. Cellular phones and audible beepers must be in the silent/off mode.
4. All personal property brought into the Title V Co-op Grant Lab is the sole responsibility of the owner.
5. Telephone usage is limited to college personnel.
6. Students are responsible for cleaning their work area prior to leaving the Title V Co-op Grant Labs.
7. The Title V Co-op Grant Labs have been designated to provide a quiet, productive work atmosphere. Any disruptive individual will be asked to leave and may be prohibited from further use of the facilities.
8. Computer seating space and certain course resources are available on a first-come, first-served basis. The staff reserves the right to limit student time when others are waiting.
9. Students must make every effort to care for, and appropriately use, the equipment as stated in Policy VII-I - Use of Computing and Online Resources.
10. Students may not install any software on Title V Co-op Grant Labs computers at any time. All student work must be saved to a diskette or LiveText website; no work should be saved on the hard drive or network drive because all files saved to these drives will be erased.
11. Unauthorized duplication of copyrighted material is prohibited and may result in disciplinary action by the College.
12. Personal equipment can only be used with permission of the Title V Co-op Grant Labs staff.