



## **CTC Lab Tutor Procedures**

### **Opening the Lab**

1. Downstairs bulletin board should say "Open"
2. Sign outside door should say "Open" and pushed all the way ajar
3. White board should have the day's open hours and upcoming classes (see weekly schedule).

### **Closing the Lab**

1. Clients are notified ten minutes before closing and advised to finish and/or save their work.
2. Signs should say "closed"
4. Computers should be off. Ask tech staff to run the "shut-down" script to automatically log off computers.
5. Use disinfectant wipes to clean surfaces, keyboards, and mice.
6. Chairs are pushed in and trash thrown away.

### **Sign in Sheet/Arrival and Exit**

1. Make sure that everyone who uses a computer signs in and fills out the form completely, including checking whether or not they are here to search for housing or jobs. It is very important that this record keeping is complete and legible. You can walk through each portion of the sheet with a new client to the lab, but please be clear that it is everyone's responsibility to fill it out every time they come to the lab.
2. If you do not recognize the client, please ask if it is their first time in the lab, and if so make sure they have an up to date schedule and assist them in signing into the computer.
3. Be sure they have signed out of the computer
4. Please remember to have every client sign out with the time they left the lab.

### **New Lab Computer Set Up July 2010**

Clients no longer need to sign in with the HPP2 username/password.

At boot up be sure that "client" is selected to go to client accounts, or "staff" if a staff member or CHW is using a CTC computer.

After 15 seconds, client will automatically be selected.

Clients can choose to use the English or Espanol account.

The main difference between the accounts is that the Spanish account includes some language customizations that may help monolingual clients.

\*Note: If a client saves their files under client files, it is only available in the account they are using (ex if saved in Espanol client files, it is not available in English files).

The Lab Tutor Login Password: 1Lab2Tech

### **Saving Client Files**

Clients should not save files on to the desktop. They should be saved to the "Student Files" directory, which have shortcuts on the desktop. There is one for English, and one for Spanish.

If a client does not already have a folder in the directory, you can instruct them to make one and save the file inside.

### **Headphones**

They are located in Scott's file cabinet. Please note the set number on the check out sheet.

### **Volunteer Activity Sheets**

In addition to the regular lab sign in sheet and headphones check out, you should log your activity with clients in your activity sheet.

### **Printer:**

Fresh paper for B/W Printer: inside Scott's office

Ink: Ask Scott.

Always Print to "Third Floor Printer"

No color printing for clients

Please no more than 10 sheets per day

Please use recycled paper if you can, located next to the printer.

### **Mavis Typing Tutor- How to set up a client**

You can offer typing practice to clients who aren't sure where to start or who you notice might benefit from extra practice and have the time. Once clients have accounts, they can access their saved progress on any computer in the lab. Different Mavis icons on the desktop mean different things.

*Mavis-Lab* is for clients to access their saved progress.

*Mavis EEV-Lab* is for you to register new clients. This is how:

Go to: MAVISEEV-LAB

Password: admin

Classroom List Management

Add Student (bottom of page)

User Name: Client's name

Language: Client's preference

Typing: Standard

WPM: Start with 30 unless the Client is familiar and comfortable with typing or computers

Age: 16 and up

Keyboard: Standard

User: Student

### **Navigating the "Lab Volunteer" Folder**

To access resume templates, training ideas, and other resources that can be accessed through the computer (as well as be printed out):

1. Go to My Computer
2. Click on "hpp documents on 'hppsrv2' (U:)"
3. Go to the Tech Lab folder.
4. Go to the Lab Volunteer folder

