

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 1 of 43	

INFORMATION TECHNOLOGY CENTER
De La Salle University – Professional Schools, Inc.
2401 Taft Avenue Manila, Philippines 1004
Tel: (632) 526-4242 Fax: (632) 521-9094

COMPUTER LABORATORY OPERATIONS STUDENT ASSISTANTS HANDBOOK

Issued by: Glen D. Bertulfo	Prepared by: _____	Authorized by: _____
	Glen D. Bertulfo Coordinator	Samuel P. Mallare Director

TABLE OF CONTENTS

CHAPTER ONE: GENERAL OVERVIEW

Introduction	7
About the Information Technology Center	7
About Computer Laboratory Operations	7
About the Student Assistants	8
About the Laboratory Assistants	8
About the Computer Lab Information System (CIS)	8
Definition of Terms/ Acronyms	8

CHAPTER TWO: DUTIES AND RESPONSIBILITIES

Duties and Responsibilities of Student Assistants	10
Opening Shifts	10
Before and During the Shifts	10
After Duty Shifts	11
Emergency Duty Shifts	11
Closing Shifts	12
Shutting Down of Computer Laboratories	12
Power Failures	13
Emergency Cases	13
Floating	13
Breaks	14
Identification Cards	15
Duty Time Logbook	15
Duty Time Record	16

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

Tardiness and Absences	17
Excuse Letters	18
Leaves	18
Deloading of Duties	20
Duty Schedule	20
Reapplication	21
Memorandum	21
Reward System	23
Performance Evaluation	23
Dismissal	24
Privileges and Benefits	25
Meetings and Activities	25
Dealing with Faculty	26
Dealing with Users	26

CHAPTER THREE: STANDARD OPERATING PROCEDURES

Laboratory Operations	27
Overnight Request Procedures	29
General Computer Laboratory Policies	30
Offenses	30
Printing	31
Laboratory Resources and Allocation	32
Grievance Procedures	36
Recruitment	36

CHAPTER FOUR: ORGANIZATIONAL STRUCTURE AND FUNCTIONS

Organizational Structure and Functions	39
Coordinator	39
Lab Assistants	40
Central Committee	40
Assistant Coordinator	41
Information Management Assistant	41

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 4 of 43	

Operations Assistant	41
Secretary – Treasurer	42
Special Projects Assistant	42
Scheduler	43
Laboratory Head	43
Rounds and Monitoring Activities	44
Processing of Monthly Allowance	44
Processing of Memos	44

Appendices

- Appendix A: Duty Time Record
- Appendix B: SA Evaluation Form
- Appendix C: CC Evaluation Form
- Appendix D: Users' Log Sheet
- Appendix E: Overnight Request Form
- Appendix F: Prepaid Printing Card
- Appendix G: Excuse Slip
- Appendix H: SA and CC Contracts
- Appendix I: Certificate of Appreciation

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 5 of 43	

CHAPTER ONE : GENERAL OVERVIEW

Introduction

This Computer Laboratory Operations Student Assistants Handbook was created to ensure that all policies are implemented in all the computer laboratories of De La Salle University-Manila and De La Salle University-PSI under the IT Center.

Any part of this document may be modified to suit the needs of the changing environment. Alterations should be discussed and approved by the Computer Laboratory Operations Coordinator and the Central Committee during planning workshops normally situated in the Summer Term. Student Assistants are welcome to participate during handbook revisions. All suggestions and concerns can be forwarded to the Central Committee Members.

All revisions made and amended after the year inclusive of this Handbook will be printed as supplementary edition to this Handbook.

About Information Technology Center (ITC)

The Information Technology Center (ITC) of De La Salle University – Professional Schools, Inc. was established to provide the highest quality service responsive to and meeting the information and computerization needs of both the academic community and the various administrative units in the university.

About Computer Laboratory Operations (CLO)

Computer Laboratory Operations manage the computer laboratories by defining lab allocation per college, processing lab reservations, and by monitoring the use of lab resources. CLO closely coordinates with the Computer Facilities and Operations (CFO) for supply and maintenance of computers and related equipment. CLO also coordinates with the Physical Facilities Office (PFO) for lab maintenance.

CLO is composed of the Coordinator, the Central Committee Members, the Lab Assistants and the Student Assistants, and, if applicable, some contract employees whose functions are similar to those of the PC Network Engineers

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 6 of 43	

About the Student Assistants (SA)

Student Assistants are assigned to be stewards of the labs. They are bona fide students enrolled in De La Salle University–Manila who were accepted as Student Assistants of the Computer Laboratory Operations of the IT Center.

The CLO–SA aims to deliver quality service in providing computer resources to all students through a well-trained staff that focuses on effective communication and professionalism.

About the Laboratory Assistants

Laboratory Assistants are full time stewards of the labs. They are employees hired by De La Salle University- Professional Schools Inc. under the supervision of the IT Center. Compared to Student Assistants they are given authority by the IT Center to perform necessary activities to ensure the availability and continuous operation of lab facilities which includes (but not limited to) performing troubleshooting procedure and software & hardware installation.

About the Computer Lab Information System (CIS)

The Computer Lab Information System was designed and developed by the Systems Management Office (SMO) to fully integrate all the information needs of CLO. It is a database software that will address the important aspects of CLO’s services such as lab utilization reports, student assistants duty record, etc.

Definition of Terms/ Acronyms

- ITC – pertains to DLSU-PSI Information Technology Center.
- CLO – pertains to ITC Computer Laboratory Operations.
- CEC – pertains to Computer Education Center
- CIS – pertains to the Computer Lab Information System.
- PSI – pertains to Professional Schools Incorporated.
- Coordinator – pertains to the ITC CLO Coordinator.
- Lab Assistant – pertains to ITC personnel duly assigned and authorized to attend to the software and hardware needs of the Computer Lab.
- Student Assistant (SA) – pertains to all bonafide students duly assigned and accepted as such, rendering their services to CLO for the term.
- Computer Class – is an event wherein a student is enrolled in a course offered by the university wherein he/she is required to use the computer labs to satisfy certain requirements. A Computer Lab Fee is automatically charged to the students enrolled in the computer class for usage of its facilities.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 7 of 43	

Lab – pertains to all existing computer laboratories in the university unless otherwise specified. Lab Heads are assigned for each lab for proper management. All colleges are assigned to each lab accordingly.

Freeslot – are users registered for a particular time slot outside regular class hours or slot. They are accommodated fifteen (15) minutes after the start of the regular slot if there are available units.

User – pertains to the following conditions:

- any bona fide student of De La Salle University Manila who has paid the Computer Laboratory fee for the user of the lab facilities;
- any DLSU faculty who is holding his scheduled class in any of the computer labs;
- any DLSU faculty present in any of the labs to give assistance to his/ her students;
- any person officially enrolled in a CEC class;
- any person duly authorized by the CLO Coordinator;

ID – pertains to the official student identification card issued by the university to a student.

Priority Lab – classroom labs; namely *LS212, LS229, LS320, G404, G302, G304A, G304B, G306, STRC314 , **SJ212, V103 and V301

(* - used as a training lab; ** - multimedia lab)

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 8 of 43	

CHAPTER TWO : DUTIES AND RESPONSIBILITIES

General Duties and Responsibilities of Student Assistants

- 1) Be aware of the contents of this handbook and the policies local to each labs.
- 2) Ensure that all lab policies and procedures are observed and followed.
- 3) Allow only authorized users in the computer laboratories at all times.
- 4) Facilitate logging in, logging out and printing inside the computer laboratories.
- 5) Never leave the laboratory while on duty except in absolute necessity or within the allowed duration of duty break.
- 6) Attend and support all CLO meetings, general assemblies, seminars and activities.
- 7) Be aware of all announcements posted and/or relayed by ITC or by the Central Committee

Opening Shifts

Opening shift is defined as duties rendered during 0730H -1030H shift. During the opening shifts, the SA is given thirty (30) minutes (0730H - 0800H) to do the following procedures:

- 1) Log in the proper time in the Duty Time Logbook or in the provided CIS PC the time he/she started his/her duty shift.
- 2) It is a standard operating procedure to check all PCs and equipment and report any malfunction (software and hardware) in the appropriate logbook or section of the CIS provided in the lab. Such equipment includes the following: lights, air-conditioners, computer workstations and peripherals (e.g printer, mouse, cables), automatic voltage regulators (AVRs), other lab fixtures (e.g chair, tables, cabinet, projection system), and all softwares normally used in the lab.
- 3) Prepare the projection system, if needed in the absence of Lab Assistance.
- 4) Prepare CIS PC for incoming users
- 5) Ensure that any event, extraordinary in nature, is recorded and logged in the proper logbook.

Before and During Duty Shifts

For all types of duty shifts, the following procedures should be observed:

- 1) Be present at the assigned computer lab at the designated time, preferably, fifteen (15) minutes before the start of the duty shift to give enough time to perform initial standard operating procedures.
- 2) Properly record the time he/she logged in for his/her duty shift in the Duty Time Logbook or CIS PC.
- 3) Ensure that the elapse time calculation is updated.
- 4) Prepare users log sheets or the CIS PC for incoming users.
- 5) Arrange the chairs and computer workstations after the users log out especially when there is a class scheduled. Place the mouse units on top of the CPUs if appropriate.
- 6) Monitor all users in the lab. Roam around the room every 15 minutes to check the users.

Issued by: Glen D. Bertulfo	Prepared by: <hr style="width: 100%;"/> Glen D. Bertulfo Coordinator	Authorized by: <hr style="width: 100%;"/> Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 9 of 43	

- 7) Record in the General Logbook/ Lab Head's Logbook any unusual events, status of equipment/ PCs, phone messages that may transcend during the shift.
- 8) Make sure that there will be another SA to man the lab in case the next SA comes in late. SA can ask assistance from ITC or look for SAs who can float from the other labs or ask a Lab Head for a float.

After Duty Shift

After any time of duty shift, the following procedures should be observed:

- 1) Ensure that there is another SA who will man the lab when previous SA is about to log out. Inform the next duty SAs of events that may be expected during his/her shift.
- 2) Brief incoming SAs on the status of the lab and all equipment in the lab.
- 3) Ensure that the elapse time calculation is updated.
- 4) Should there be no SA to continue the procedures regarding float request. (Refer to section on Floating)
- 5) Log the proper time in the Duty Time Record and Duty Time Logbook or CIS PC The time he/she ended the duty shift.

Emergency Duty Shifts

Emergency Duty Shifts is a kind of duty shift taken by an SA that is not formally written on the SA Duty Schedule yet he/ she performs all tasks performed by an SA on a regular shift.

An SA may only take an emergency shift when he/ she is needed in the lab. The following are such cases:

- when a lab needs to be opened for a class, seminar, project demo or as deemed necessary by the Coordinator.
- when he/she is substituting for another SA who is absent.
- when there is only one (1) SA on duty, an SA may take an emergency duty shift as a second SA on duty.

Observe the maximum allowed SAs on duty in the lab. Generally, all duty shifts allow a minimum of one (1) SA per shift. The maximum may exceed to four (4) SAs-on-duty during shift overlap.

Third SAs are no longer allowed for any kind of duty shift, at any given duty time. Emergency duties rendered as third SAs will not be considered.

The maximum number of allowed SAs on duty excludes CCs on monitor shift.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 10 of 43	

Closing Shift

Closing shift is defined as duty shift rendered during 1800H-2100H. During the closing shift, the SA is given ten (10) minutes to do the following procedures before to leaving the lab:

- 1) Check and switch off computers and related equipment such as AVRs, lights and airconditioners.
- 2) Make sure that the laboratory is clean and orderly.
- 3) Check for any belongings (bags, IDs, cellular phones, etc.) left inside the lab. Inform the Lab Head by recording the details in the appropriate logbook. Have these items surrendered to the Discipline Office the next day.
- 4) Properly log out the end of duty shift in the Duty Time Logbook. If in case the class extended their stay or use of the lab, the DTL should be properly signed by the faculty in charge of the class.
- 5) Make sure that the laboratory doors are locked.

Before Shutting Down the Computer Lab

All regular shift SAs are given thirty (30) minutes overlap time to look for another SA who will man the lab in case the next regular shift SA does not arrive on time or if there is no regular SA scheduled for the next duty shift.

All emergency shift SAs are advised to take the last thirty (30) minutes of their emergency shift to look for another SA to man the lab. This is done in cases where the next regular shift SA arrives late, or if there is no regular SA scheduled for the next duty shift.

If there is no SA available and the lab needs to remain operational, take the following course of action:

- 1) Find another SA who will man the lab by calling other laboratories. If there are two SAs-on-duty on another lab, request one of them to float.
- 2) Inform the Lab Head by recording the detail of the *float request* in the General Logbook (date, time requested, name of SA who requested, name of SA who will float, time the SA arrived).
- 3) If there is no SA available in the labs contacted or any emergency SA arriving within the next ten (10) minutes, inform the CLO Coordinator or any CC about the situation through Loc. 316 or 466.

If in case there is still no SA who will assume the post or duty after ten (10) minutes and after performing all the above-mentioned procedures, he/ she is given authority to shutdown the lab. Unless there is a class, where the SA can inform the faculty in charge to take care of the lab. The SA must record all procedures undertaken prior to shutting down the lab and the details of the shutdown (date, time, reason for shutdown, actions taken prior to shutdown, SA(s)-on-duty) in the appropriate logbook and post a note at the door prior to leaving.

Follow the standard procedures in shutting down the lab. Refer to section About Shutting Down of Laboratories.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 11 of 43	

Power Failures

In case of power failures, the SA is advised to do the following:

- Set the switches or breakers of the AVRs to off position
- Turn off all equipment in the lab (e.g., computers, peripherals, lights, air conditioners et al).
- Log out all users. However, for classroom labs, the faculty in charge has the option to continue his/ her lecture in the lab.
- Inform the Lab Head by recording in the logbook the details of the power failure (date, time of power failure, SA on duty, time power was back on).
- Make sure that things in the lab are in order.
- Post a note on the door describing the situation.
- Stay in the lab until the end of the shift unless advised by any ITC personnel, or any CC member to float to another lab. Follow standard procedures in floating.

Emergency Cases

Never leave the laboratory while on duty except in absolute necessity such as fire or earthquake, including fire or earthquake drills or other natural calamity.

In cases of emergency, i.e. when standard shut down procedures cannot be carried out, the SA on duty must do the following before leaving the lab:

- Turn OFF all switches or breakers of the AVRs.
- Log out all users inside the lab.
- Make sure that the doors are locked or closed.

Floating

All SAs are required to float to another laboratory, when necessary. In cases where there is a regular SA on duty and another SA who is performing an emergency duty in the same lab, the SA who is on emergency duty should be the one to float.

All SAs having their regular duty in non-classroom labs are advised to float to priority labs when necessary. He/ she will be given ten (10) minutes to perform shutdown procedures (if needed) in the lab they are in and go to the other lab.

When floating, follow these procedures:

- 1) In cases wherein there is no SA left to man the lab, perform standard shutdown procedures in the lab.
- 2) Record the exact time you logged out from your duty shift in the Duty Time Logbook. Remember to indicate the float status and the lab you are going to in the Duty Time Logbook.

The exact time of departure and exact time of arrival of the float should be recorded accordingly in the appropriate logbook. That is, there should be at least a minute difference between the time of departure and time of arrival from one lab to another. On both labs, both the floating SA and the CC or SA who requested for the float must record a brief description of the float request that will explain the reason why that event happened.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 12 of 43	

Details like the time the SA was requested, who requested for him/her to float and the time he/she arrived at the other lab must be explicitly written on the appropriate logbook.

Breaks

All SAs are encouraged to attend to their personal necessities before or after their duty shift (e.g. eat their lunch, go to the restroom, run academic errands, etc.) to avoid such necessity during his/ her shift.

All SAs are given a duty break of ten (10) minutes each duty shift to attend to their personal necessities specifically going to the restroom and drinking water at the fountain. Should the SA on duty go on a long break, he /she must decide whether to continue his /her duty or not and he/ she needs to assure that there is another SA to man the lab during his/ her temporary absence. He/ She must record this event on the logbook to state where he/ she went and why did he/ she had to go on a long break.

All SAs are to record the details of their duty break in the appropriate logbook (date, time went out, reason/destination, time in, SA witness, if any) prior to leaving the lab. He/ she needs to ensure that his/ her partner, or any other SA present inside the lab, knows that he/ she is going on duty break.

All SAs are discouraged to take a break thirty (30) minutes before the start and end of the duty shift.

An SA on duty break will be automatically logged out of his/ her duty and be given corresponding memorandum, depending on the gravity of the offense, in the following cases:

- when the SA on duty takes a longer break than the allowed duration without any valid reason for doing so.
- falsification of any detail related to his/ her duty break as seen by credible witnesses. (e.g. recording that the SA went to the washroom but was seen validating his/ her ID)
- failure to record the details of his/ her duty break

The offenses committed will be taken into consideration upon evaluation of his/ her reapplication.

All SAs on duty for two (2) to three (3) consecutive duty shifts have the option to accumulate their ten (10) minute duty break to thirty (30) minutes to have a longer break period. However, he/she must make sure that there is someone left in charge while he/ she is out.

For four (4) consecutive shifts or more, SAs may accumulate their ten (10) minute duty break up to thirty (30) minutes the take his/ her next ten (10) minute duty break after one (1) hour.

All SAs are expected to return promptly return after their duty break otherwise they may be considered absent and may face a corresponding sanction.

CCs on monitor are not entitled to a duty break. He/ she is advised to log out and then log in again should he/ she wish to continue his/ her monitor.

Emergency duty shift as second SA is not allowed to a duty break. He/she should log out if he/she would have a break.

Emergency duty shift as a substitute to another SA is entitled with the same duty break as with a regular shift SA.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 13 of 43	

Identification Cards

The Operations Assistant shall provide all new Student Assistants properly validated identification cards, or temporary IDs, during the Orientation or prior to their duty.

All SAs on duty should wear a validated SA ID properly when inside any laboratory.

The SA on duty must wear his/ her ID on the upper third of his/ her torso. This way the users and fellow SAs will easily recognize the SA on duty.

Active SAs staying in the lab and not having their duty are advised to leave their validated SA IDs with the SA on duty when they avail of freeslots .

All SAs must promptly return their IDs at the end of the term, which will in turn be validated by the Operations Assistant if they reapply for the succeeding term.

The office holds the SA responsible for his/her ID. A fine of P50.00 will be charged to the SA who loses or damages his/her ID. The fines collected shall automatically go to the SA Fund.

Duty Time Logbook

All SAs and CC members are required to fill out their duty time in the Duty Time Logbook (DTL) during the time he/ she starts and ends his/ her duty shift.

The SA should properly record the time he/ she is assuming duty for the lab. Once logged on, he/ she becomes the SA on duty (or CC on monitor) and consequently assumes responsibility for all events and situations that may transpire in the laboratory.

Write any detail clearly and legibly. Any erasures, overwrites (by pen or by liquid paper) and vague information will be considered invalid unless clarified within the day with the respective Lab Heads.

The SA must login in only when he starts his duty and log out when he finishes his/her duty. He/ she may not login or logout in advance. Only one type of duty should be recorded in each entry. Refer to the table below for examples.

The Duty Time Logbook is considered a legal document and any misinformation presented thereof shall be considered as falsification of records and shall automatically constitute a major offense. It is advised that the SA is careful in recording all his duty shifts to eliminate or minimize any discrepancies.

Use a ballpen for recording the details in the logbook. Do not use bright inks, pencil or neon markers in logging in. Write down the First Name initial and the complete Last Name, together with the following details as seen below:

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

Name	Time In				Time Out				R / E	Remarks
	1	4	0	0	1	6	3	0		
R.McDonald	1	4	0	0	1	6	3	0		
C. Gonzales	1	4	0	0	1	4	2	0	R	ft G404
C.Gonzales	1	6	3	0	1	7	0	0	E	2 nd SA
J. Llanes	1	5	0	0	1	6	0	5	E	2 nd SA
M. Jack	1	6	0	5					E	R. Roces

Duty Time Record

All SAs and CC Members are required to complete their duty time records at the end of every month for proper allowance computations. Take note of the deadline set by the Lab Heads.

All SAs and CC Members are to fill out their Duty Time Records (DTR) legibly and properly. Do not use pencil or multicolored markers in filling out the DTRs. Use black or blue ink only. Record all the necessary information in the corresponding marked cells. For duties of consecutive time shifts and/or at different labs, record each duty shift completed one at a time.

The Duty Time Record is considered a legal document and any misinformation presented thereof shall be considered as falsification of records and shall automatically constitute a major offense. It is advised that the SA is careful in recording all his duty shifts to eliminate or minimize any discrepancies.

All SAs and CCs are advised to leave their DTRs in the lab wherein they are assigned as staff. The assigned Lab Heads will be providing their staff with their DTRs. All SAs and CCs are not allowed to bring their DTRs out of the lab. It is advised that SAs keep a record of their duties and fill out their DTRs inside the lab.

All completed DTRs are to be submitted on or before the deadline set by the Lab Heads. DTRs that are submitted late will not be included for the computation of the month's allowance. Instead, this will be included for the computation of the allowance for the next month. However, if the DTR has been late for more than a month, say two months, it will not be accepted anymore and will automatically be considered invalid.

Note: It is strongly advised that all DTRs be completed within the time duration allowed. To ensure such, only DTRs of the month prior to the current month of the allowance computation will be accommodated. All other DTRs previous to this will no longer be processed.

All DTRs should be at least P200.00 or at least ten (10) hours worth of duty in order for it to be processed by the Accounting Office. P200 is the minimum amount required for a check to be issued by the Accounting Office. Should the DTR amount to less than the prescribed minimum, the Secretary -Treasurer will process it together with your next month's DTR.

The DTRs of SAs under investigation shall be put on hold status. Only upon decision of his/her case, will his/her DTR be processed or acted upon accordingly.

Issued by: Glen D. Bertulfo	Prepared by: <hr style="width: 80%; margin: 0 auto;"/> Glen D. Bertulfo Coordinator	Authorized by: <hr style="width: 80%; margin: 0 auto;"/> Samuel P. Mallare Director
-----------------------------	---	---

Tardiness and Absences

All SAs are expected to attend to his/her scheduled duties.

An SA is considered tardy if he/ she arrives less than thirty (30) minutes after his/her scheduled duty.

An SA is considered undertime if he/ she still leaves his/ her duty less than thirty (30) minutes to complete his/ her duty shift.

An SA is considered absent in any of the following cases:

- he/she is late by more than thirty (30) minutes
- he/she is undertime for more than thirty (30) minutes
- he/she leaves the lab in between his/ her duty shift in excess of his/her allowable break time.

An SA is considered excused from tardiness, undertime or absence if it is caused by any of the following reasons:

- Academic Reasons – tests, make-up classes, required talks and seminars, thesis consultations and defense as required by thesis adviser, project demonstration, and other academic reasons deemed excusable by the Lab Head.
- Health Reasons – sickness, medical examinations, medical and dental appointments and other health reasons deemed excusable by the Lab Head.
- Specified Family Matters – state clearly the event or situation related to your absence.

An absence or tardiness not falling under the provisions stated above will be considered unexcused.

Some unexcused reasons are:

- Studying for tests
- Working on machine problems
- Attendance in other extracurricular activities
- Any absence or tardiness deemed unacceptable by the Lab Head
- Family Matters not defined.

The Lab Head reserves the right to revoke or accept reasons given in the excuse slips according to provisions stated in this handbook. It is advised that the SA verifies the status of his/ her absences with the corresponding Lab Head.

In case the SA expects to be absent for his/ her shift, he/ she is advised to look for his/ her substitute before his/ her duty. He/ she is expected to call up the lab or ITC prior to his/ her duty to verify his/ her substitute or to give time for the SA currently on duty to look for a float or emergency shift SA in his/ her absence.

The following point system for evaluating absences and tardiness is used in determining the SA Tally of Absences:

Issued by: Glen D. Bertulfo	Prepared by: <hr style="width: 100%;"/> Glen D. Bertulfo Coordinator	Authorized by: <hr style="width: 100%;"/> Samuel P. Mallare Director
-----------------------------	--	--

	Excused	Unexcused
Tardy	0.0	0.33
Undertime	0.0	0.33
Absent		
With Substitute	0.0	1.0
Without Substitute	0.5	1.5

An accumulation of 3.0 points of absences and tardiness for the month shall constitute a major memorandum.

All points accumulated per month shall not be carried over to the succeeding month. However, this will be considered in the evaluation of the overall performance of the SA.

List of absences for the month shall be posted in all labs to inform SAs of their attendance standing. It is the responsibility of the SA to be updated with his/ her absences or tardiness point status.

Excuse Letters

All excuse letters will only be considered valid if it is noted/ signed by any of the following:

- the faculty member
- thesis adviser
- parent/guardian
- dentist or physician
- CC Member (if necessary)
- fellow student (must indicate his/her ID number)

All excuse slips should be submitted within the next 24 hours of duty absence. Failure to submit shall constitute an unexcused absence.

Failure to have the excuse slip signed shall make the excuse letter invalid and unexcused.

Leaves

Filing of Leave of Absence

An SA may file for a Leave of Absence (LOA) within the term of his/her duty giving a reason directly related to his/her family, academics or health. He/she is given a maximum of four (4) weeks prior to finals week to file for a Leave of Absence.

He/she must submit his/her LOA letter addressed to the CLO Coordinator thru his/her Lab Head and the Operations Assistant, together with his/her SA ID.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 17 of 43	

The SA should coordinate with the Operations Assistant and his/ her assigned Lab Head about his/ her status, and if approved, the effectivity date of his/ her leave. Generally, the effectivity date of leaves shall coincide with the next scheduled change of duty schedule.

The SA filing for Leave of Absence will still be held responsible for all his/ her regular shifts until the effectivity date of his request. Failure to attend to his/ her duties pending the effectivity date will automatically mean the SA is on Absence Without Leave (AWOL).

All SAs on AWOL will not be able to get their DTRs processed and will no longer be allowed to reapply for CLO-SA.

An SA who takes an LOA in the middle of the term and again reapplies within the same term will be interviewed by the Operations Assistant and his/her assigned Lab Head or another CC, and be subjected for evaluation.

All SAs on leave will automatically have their privileges and benefits suspended. Suspension of benefits and privileges will only be lifted upon reapplication. All SAs are only allowed a maximum of two (2) consecutive terms of leave. Otherwise, he/ she will be considered as a new SA applicant and will have to follow all necessary procedures in applying as a new SA upon return.

All returning SAs may be required to attend reorientation prior to assuming regular duty.

Forced Leave of Absence

The Operations Assistant, upon recommendation of the Coordinator, the assigned Lab Head or another CC, reserves the authority to request an SA or CC to go on LOA during the term. An SA who fails to comply with the provisions below may be requested to go on Forced Leave of Absence (Forced LOA). The following cases are:

- failure to comply with the provisions stipulated in this handbook,
- failure to comply with the minimum grade requirements,
- failure to comply with the requirements given by his/ her probationary status,
- other reasons deemed detrimental to the operations of the office or as deemed valid by the CLO Coordinator

An SA who was requested to go on LOA during the term and again reapplies the following term will be interviewed by the Operations Assistant and his/ her assigned Lab Head and be subjected for evaluation prior to acceptance.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 18 of 43	

Deloading of Duties

Deloading pertains to the situation where an SA requests for a decrease of required duty shifts of 12 hours to 8-11 hours per week at the start or during the term in which he/ she is accepted as a regular SA.

Only regular SAs are given the privilege to deload duties. All new and probationary SAs are given a minimum of 12 hours regular duty per week.

Should the SA need to file for deloading of his/ her duties, he/ she is requested to coordinate with the Operations Assistant. The Operations Assistant reserves the right to accept or revoke a request for deloading of duties. Should the deload request be accepted, the request shall be forwarded by the Operations Assistant to the Scheduler. The SA is advised to coordinate with the Scheduler upon approval of the deload request. The assigned Lab Head should be informed of any changes or transactions made by the SA regarding his/ her duty schedule.

Only those having conflicts in their schedule and academic loads will be accepted as deloading applicants.

Duty Schedule

At the start of the term, the Scheduler will be posting the dates in which he/she will be accepting requests for schedule changes and the dates in which these requests will take effect. The Scheduler will entertain all requests regarding changing of schedules within the time duration specified. Any requests for change of schedule made after the effectivity date will be entertained on the next schedule posted by the Scheduler

Should the SA need to change his/her duty schedule due to conflicts or class changes, he/she is advised to coordinate with the Lab Head concerned and the Scheduler.

The Scheduler reserves the right to accept or revoke any request on change of schedule in accordance to the provisions of this Handbook.

All SAs will remain responsible for his/her current duty shift schedule until such time his/her schedule change request has been approved and has been affected as evidence by the new Schedule of Duty posted by the Scheduler.

If the Scheduler made some error in the SA's schedule, the SA is advised to inform the Scheduler and the Lab Head concerned immediately and coordinate what course of action should be done.

If the SA requests for dropping of duty without any duty shift replacement, which may consequently result to deloading, he/she is advised to coordinate with the Operations Assistant first. Only upon approval of the deload request, can the Scheduler process his/her request. The Operations Assistant will formally notify the Scheduler of the approval.

If the SA requests for an additional number of duty, he/she is advised to inform the Scheduler and Lab Head concerned.

Only upon notification and approval of the Scheduler can the Lab Head sign any request of change of schedule the SA made outside the given time duration.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

Reapplication

Reapplication pertains to the situation wherein an SA files for reapplication for the current term to continue his/her services to the CLO.

All accepted reapplications are valid only for the term. All SAs are required to reapply every term if he/she decides to continue his/her services to the CLO. The Operations Assistant reserves the right to determine the acceptance of the SA based on his/her performance evaluation from the previous term.

All SAs reapplying from LOA are required to submit a Letter of Intent (LOI) together with his/her reapplication. He/she should state the nature of his/her LOA, and the effectivity date he/she may be able to serve as an SA again.

All SAs reapplying from LOA will have to undergo an interview to be conducted by the Operations Assistant together with the assigned Lab Head or any other CC. The SA is advised to check with the Operations Assistant if his/ her reapplication has been approved.

Upon acceptance, the SA may be required to attend a reorientation prior to assuming regular duty. He/she will also be signing a contract of agreement, which states his/her duties, responsibilities, benefits and policies governing his/her appointment.

Memorandum

The issuance of a memorandum is a formal means of reminding an SA of what is expected of him or her. This is triggered by an offense, either minor or major, resulting from failure to comply with CLO's policies on laboratory management, underscoring his/ her failure to perform his/ her duties and responsibilities.

An official warning is defined as a verbal or written reprimand, explicitly stated as an official warning, given to an SA for his/ her failure to perform his/ her duties and responsibilities as an SA.

All CC members may officially warn an SA regarding his/ her performance. The details of the official warning must be recorded and reported to all CC members. The Operations Assistant, together with the Secretary-Treasurer, shall keep a record of all warnings for monitoring and evaluation purposes. The details shall include the following: date, lab, time, CC member who issued the warning, name of SA who received the warning, description of the situation or violation and name of witness (if applicable).

Only one official warning shall be given to all violations considered under minor offense category. All offenses done after the first official warning shall constitute the corresponding minor offense. No official warning shall be given to violations considered under the major offenses category.

For major offenses committed by an SA due to excess absences, the Secretary Treasurer, together with the Coordinator, may issue the memorandum.

For all other major offenses aside from excess absences committed by an SA, only the Coordinator, upon referral by a CC member and after due investigation and/or verification, may issue the memorandum to the SA concerned.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 20 of 43	

For all minor offenses committed by an SA, any Central Committee member may issue the memorandum to the SA concerned. All minor memorandums shall include three signatories other than the CC member who issued the memorandum. The three signatories should include the assigned Lab Head, one CC Staff, and the Assistant Coordinator.

For all offenses committed by a CC Member, only the Coordinator, upon referral by an SA or CC member, and after due investigation and/or verification, may issue the memo to the CC member concerned. The CC member shall not be allowed to renew his/ her CC contract upon notification of second major offense.

All major memorandum are typically released two (2) weeks after due investigation and/or verification of the offense was committed or as deemed necessary by the Coordinator. Memorandum resulting from absences will be given at the start of the trimester. All minor memorandums resulting from abuse of SA privileges shall be released one to two (1-2) weeks after the violation or offense was committed.

For the purposes of counting the offenses, the Operations Assistant together with the Secretary-Treasurer shall monitor the accumulated memos of an SA from his/ her first term of duty. This is periodically encoded in the SA Database.

The SA is considered terminated from duty upon notification of the third major offense. Termination shall take effect on the next change of schedule or as requested by the Coordinator.

An SA on probation, those who are on their first three months as an SA or those placed under probationary status, is considered terminated from duty upon notification of the second major offense or as instructed by the Coordinator.

All terminated SAs will not be allowed to renew his/ her application for his entire duration in the university.

Examples of Minor Offenses (Not a comprehensive list)

- not wearing of SA ID or wearing the SA ID improperly.
- bringing in friends inside the lab for long periods without any business with the lab.
- unexcused absence from official meetings and general assemblies.
- playing musical instruments.
- untoward conduct towards fellow-SAs and users.
- excessive use of the phone for personal matters
- excess use of printing quota
- other matters considered as an abuse of privileges given to SAs as evaluated by the Coordinator, together with the CCs, are considered as minor offenses.

Examples of Major Offenses (Not a comprehensive list)

- an SA, who has accumulated two (2) minor memoranda, has synonymously received one major memorandum.
- any accumulation of 3.00 of excess absences, tardiness, and undertime duties per month.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 21 of 43	

- playing games (computer software, board games, cell phone games, etc.), entertainment software, chat and muds. This does not include games resulting from machine problems or projects.
- negligence in performing SA duties (e.g. not locking the door, not turning off the AVRs or printers during shutdown, etc.)
- falsification of records particularly the Duty Time Record and Duty Time Logbook.
- operating electronic devices such as cellphones, walkman, discman, etc., inside the lab.
- any violation of the outlined computer laboratory policies for all lab users.
- using a computer while on duty without indicating the "With no pay" status on the duty logsheet
- other matters considered highly detrimental to office operations as evaluated by the Coordinator, together with the CCs, are considered major offenses.

Reward System

Certificates of Appreciation, Recognition, and Loyalty are given to deserving SAs once a term. This is in appreciation for their dedication and effective performance as SAs.

Certificate of Appreciation

This certificate is given to SAs who have rendered at least three (3) terms of continuous service and with honorable standing.

Certificate of Recognition

This certificate is given to SAs who have performed exceptionally during the term.

Certificate of Loyalty

This certificate is given to SAs who have consistently served the office for a minimum of three (3) terms and have not filed for Leave of Absence during his/ her stay in CLO until his/ her termination of service.

Awarding Ceremonies

Awarding ceremonies is on a per term basis, typically every second General Assembly for the term.

Performance Evaluation

ITEO Evaluation

Student Assistants, lab facilities, and lab management will be evaluated in the spirit of appraising their performance. The DLSU Institutional Testing and Evaluation Office (ITEO) will conduct the evaluation at least once every school year, usually during the Second Trimester.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 22 of 43	

End of Term Evaluation

All Student Assistants are evaluated at the end of the term to determine whether or not they can renew their status in continuing their services to CLO.

The Lab Heads, together with the assigned CC staff, will evaluate the SAs assigned under their leadership. This shall be conducted two (2) weeks prior to finals week.

The SAs assigned under their respective Lab Heads will in turn evaluate the Lab Head and the other CC members. This is typically conducted during the last General Assembly of the term.

CC Members will evaluate fellow CC Members. This is done during the last meeting of the term.

The Operations Assistant will compile all results of the evaluation. He/she will then give the results of the evaluation of the SAs to the respective Lab Heads. Results of the evaluation for CC Members will be given to them. All results will be encoded in the SA Database for future reference.

A non-satisfactory rating from the evaluation shall not allow the SA to renew his/her application for the following trimester or may be put on probation under certain provisions.

The Coordinator may solicit feedback concerning the work and academic performance of the SA or CC concerned as deemed necessary.

Immediate Evaluation

Upon the recommendation of the Coordinator or any CC member, Student Assistants, including CC members, may be evaluated beyond the regular schedule of performance evaluation.

The Coordinator shall solicit feedback concerning the work and academic performance of the SA concerned as deemed necessary. The SA (or CC member) may present his/her side in a formal letter to determine the gravity of the complaint. After which, the standard procedures for grievance shall follow. Please refer to the section about Grievance.

Dismissal

Honorable Dismissal

An SA is given an honorable dismissal in any of the following cases:

- upon graduation of an SA from DLSU, wherein he/ she is no longer enrolled as a DLSU student, his/ her term of duty automatically terminates.
- upon determining the health condition of the SA, with his/ her performance evaluated, the Coordinator, together with the CC, may request for his/ her resignation even in the middle of trimester.
- upon determining the academic situation of the SA, with his/ her performance evaluated, the Coordinator, together with the CC, may request for his/ her resignation even in the middle of the trimester.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 23 of 43	

Upon the request of the SA, the Operations Assistant shall prepare three (3) copies of the letter of honorable dismissal, together with letter of reference, one for the SA, one for the Coordinator, and one for documentation purposes.

Dishonorable Dismissal

An SA is given a dishonorable dismissal in any of the following cases:

- an accumulation of a total of three (3) memoranda for major or minor offense is relieved of his/ her duties and responsibilities.
- as deemed necessary by the Coordinator

The Operations Assistant shall prepare three (3) copies of the letter of dishonorable dismissal, one for the SA, one for the Coordinator, and one for documentation purposes.

Privileges and Benefits

Free printing

Each lab allocates 200 pages of free printing for all SAs. Each SA is entitled to 10 pages per lab quota. The SA must record the needed information in the provided logbook or logsheet for this purpose. The computer paper is non-transferable. Free printing leftovers from the current month cannot be carried over to the next month.

Advance Enrollment

All SAs, who had been active for two consecutive terms and no problems of whatsoever in as much as the term-end evaluation is concerned, are entitled to be included in the Advance Enrollment list. The list is prepared by the Operations Assistant preferably two weeks before the Advance Enrollment Schedule of the Registrar's Office.

Access to Any Computer Lab

All SAs are entitled to usage of any available computer lab for their academics and other interests. He/ she, however, will have to abide by the rules and regulations stipulated for all users assigned in that lab.

Meetings and Activities

General assemblies are held twice a term, usually on the third Wednesday after the start of classes and the third to the last Wednesday prior to finals week. Laboratory Meetings, on the other hand, are scheduled on a per lab basis.

Attendance to general assemblies, laboratory meetings and activities as deemed necessary by the CC in charge or the Coordinator is mandatory.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 24 of 43	

The provision and point system on duty absences and tardiness shall also be followed for meetings and general assemblies. The SA, therefore, is given thirty (30) minutes before being considered absent for the meeting or assembly.

SAs who are absent without a valid excuse shall merit a minor memo for non-attendance. This shall be considered in his/ her reapplication.

It is highly encouraged that all SAs attend special activities held inside and outside the campus. However for outdoor or out of campus activities, attendance is optional.

Dealing with Faculty

Forward any concern or requests made by the faculty member to the Lab Head (e.g. softwares to be installed, computers to be fixed, reservation of computers). Record this information in the appropriate logbook.

It is the duty of the SA to remind the faculty member to erase the whiteboard after use. If after the reminder, the faculty member refuses to do the task, the SA is advised to note the details of the incident in the appropriate logbook (Name of Faculty, Subject and Section of his/her class, time of incident, details of the incident). The SA should make a follow-up email or reminder to the Lab Head after his/her duty.

Should the SA fail to remind the faculty member, he/she is held responsible to erase the whiteboard prior to next class.

It is the duty of the SA to remind the faculty member to bring his/ her whiteboard marker for his/her class. Should the faculty member request for a marker, the SA is advised to politely inform him or her that the office does not provide whiteboard markers for their use.

Dealing with Users

An SA may help a user in his machine problem or project as long as he/she does not neglect his/her duties. However, he/she is not required to do so. He/she may refer the user to his or her instructor.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 25 of 43	

CHAPTER THREE : STANDARD OPERATING PROCEDURES

Laboratory Operations

All labs shall accommodate users at 0800H until 2100H.

Everyone must leave their personal belongings at the areas designated for that purpose. Users may bring with them diskettes, subject-related materials and valuables, which include cash, electronic devices and jewelry.

All users are advised to carry their valuables with them. The IT Center, which embodies the SAs, is not liable for the loss or damage of any property of users in the lab.

The Student Assistant on duty has the right to advise any user to leave the lab when the user violates any policy. He/she must then wait for the response of the administration for his/ her status.

Eating, chewing gum and drinking any type of beverage are not allowed inside the lab.

Playing of any form of games, computer related, puzzles, board games, card games and the like, is strictly prohibited.

Accessing CHAT, MUD, PORNOGRAPHIC sites and the like are strictly prohibited.

Silence must always be observed. Likewise, loitering inside the lab is also not allowed.

Swapping of terminals is not allowed. The user should inform the SA on duty if there is something wrong with the terminal assigned to him or her.

Prioritization of Users

In all cases, Regular slotters are given priority over freeslotters from 0800-2100.

For Undergraduate students, they are given priority on weekdays from 0800-1800. Graduate students are given priority during weeknights from 1800-2100 and Saturdays from 0800-2100.

Computer Classes

During classes, the faculty member is responsible for controlling the behavior of his/her class. The SA on duty may, if necessary, politely remind the faculty in charge of his/her duty.

Should there be any user asking for freeslot during classes, it is advised that the SA on duty asks the faculty member whether he/ she is allowing freeslotters during his/her class prior to allowing the user. Only upon the approval of the faculty member can the SA on duty allow freeslotters. The SA on duty is advised to leave enough workstations free should the class need to transfer workstations. If there aren't enough workstations for the class, all freeslotters will be requested to log out.

Should there be any user that needs to print his/her document, it is advised that the SA on duty asks the faculty member for permission. Only upon the approval of the faculty in charge can the SA allow printing of documents. All printing procedures should be followed.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 26 of 43	

Should there be more students in the class and not enough computer workstations for them, the SA can assign two (2) users per workstation. In cases where the aircondition unit breaks down or malfunctions, a maximum of one (1) user per workstation should be observed.

Using a Computer Workstation

Users must stay by the workstation assigned to him or her by the SA on duty. Swapping of terminal tags is not allowed. If the assigned terminal is not functioning well, the user is advised to request for relocation of computer workstations from the SA on duty. He/ she is also requested to inform the damage or defect of his/ her computer for proper monitoring.

Swapping of workstations or any part of the computer hardware or peripheral is also prohibited. Only those duly authorized by CFO may be able to do so.

Any malfunction or damage of any lab facility must be reported immediately to the SA on duty. The SA must check the validity of the user's report and record this in the appropriate logbook.

Tag Numbers

Upon logging in, the user is given a tag number corresponding to the workstation in which he/ she is assigned.

The user is responsible for any damage or malfunction that were not recorded during the starting shift, which may transpire with the computer during his/ her usage.

The user is advised to be careful of their tag number. Should the user damage or lose the tag, he/ she will be fined P50.00.

Computer Configuration

No one is allowed to alter the setting or configuration of the facilities in the lab (e.g.computers and airconditioners). Only those duly authorized by CFO may be able to do so.

A user caught changing the configuration of the computers and related equipment without due permission from CFO will not be allowed to avail of free slots for the rest of the term in all labs. If the offense is committed during or after the tenth week of a term, he/ she will not be permitted to avail of free slots in the next term.

Logging in

Freeslots

Upon entry, the user surrenders his/ her ID to the SA on duty. In case the user lost his/her ID, the SA may require the user to surrender his/ her EAF together with his/ her official Receipt to verify if he/ she is authorized to use the lab.

The SA on duty assigns the workstation to the user by providing the corresponding tag number.

The user stays by his/ her workstation until, or before, the time slot expires.

Accommodation is on a first-come, first-served basis.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 27 of 43	

Regular Slots/Classes

Upon entry, the user surrenders his/ her ID to the SA on duty. In case the user lost his/her ID, the SA may require the user to surrender his/ her EAF together with his/ her official Receipt to verify if he/ she is authorized to use the lab.

The SA on duty marks the appropriate CIS.

The SA on duty assigns the workstation to the user by providing the corresponding tag number.

The user stays by his/ her workstation until, or before, the time slot expires.

The SA on duty may accommodate freeslotters, upon approval of the faculty, after the first third of the time period allocated to the regular class. (i.e. if the class is good for one hour, after 20 minutes, freeslotters can be accommodated)

Logging out

Freeslots

The user must turn off his/ her assigned computer unit properly and put the chair in its proper place.

The user must surrender the tag number to the SA-on-duty. The user is charged a fine of P50.00 for every tag number lost or damaged. This amount may change without prior notice.

The user will be given his/ her ID upon surrendering the tag number or upon payment of lost tag number.

The user must leave the lab quietly.

Overnight Request Procedures

The leader of the group requesting for the overnight session must secure the Overnight Request Form (ORF) in triplicate at the Dean's Office at least four (4) days before the requested date of activity.

The group leader must complete the information needed. Indicate the class section that requested the activity. Check and verify the availability of the computer facilities with the Computer Laboratory Operations.

The number of users for the overnight must be at least 75% of the total capacity of the computer laboratory the users will utilize. Special arrangements may be made for thesis groups.

Minimum computer utilization must be 50% + 1. Failure to comply may prevent the CLO Coordinator to grant the group another overnight usage of any lab for the duration of the term.

After the CLO Coordinator had checked and verified the request, the group leader must give a copy of the ORF to the CLO Coordinator, and submit two (2) copies to the Office of the Dean in order to secure waiver forms.

The group leader must submit accomplished waiver forms two (2) days before the requested use of the computer facilities. Failure to comply will nullify the request.

A memorandum to permit the entry of users will be issued by the College or Office concerned (usually at the Office of the Dean) to the Security Office only upon the receipt of the accomplished waiver forms at the Dean's Office.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 28 of 43	

The group leader must inform the CLO Coordinator if the overnight request will push through at least one (1) day before the overnight activity.

At least four (4) hours before the start of the overnight activity, the secretary or the person-in-charge of filing the ORFs will provide the lab concerned a complete list of users who have satisfied the requirements.

Each user is given the privilege to work overnight in the lab twice per trimester per subject.

If classes are suspended in the middle of the day and if there is a scheduled overnight activity in any lab, that activity is automatically cancelled.

General Computer Laboratory Policies

Violations of any of the computer laboratory policies will mean violation of the University's rules and regulations and shall be governed by the appropriate provisions stated on the Student Handbook and as seen relevant to the incident by the Discipline Office (Please see the following sections of the Student Handbook 13.3.1.27 to 28, 13.3.2.14, 13.3.2.21 and 13.3.2.23)

Chewing gum, eating, drinking, loitering, smoking, and vandalizing are prohibited in the lab.

Playing of games is prohibited in the lab. The word "games" encompasses all computer games and entertainment software, card games, board games, cell phone games and any other games that can disturb those in the lab.

Cellphones must be turned to silent mode at all times to avoid disturbing the other users in the lab.

Accessing pornographic sites is strictly prohibited.

Users are not allowed to alter the settings or configuration of the PCs in the labs. In case the PC assigned is malfunctioning, the user concerned must report it immediately to the SA on duty to have him/ her reassigned to another terminal.

For classes held in the lab, the faculty in charge will be responsible for the behavior of his/her class.

Students are advised to leave their belongings on the designated shelves. However, ITC-CLO SAs will not be held liable in case of any loss, students are therefore encouraged to bring with them their important personal belongings (cash, cell phones, jewelry, etc.)

Refer to **Laboratory Operations (Chapter 3)**.

Offenses

A user caught violating any of the provisions stipulated in this handbook. (see **General Computer Laboratory Policies**)

The SA on duty should take note of the following details when confronting a delinquent user:

- 1) Name of the Student ,ID Number, Course/ Degree
- 2) Date and time offense was committed.
- 3) Specific offense committed. If necessary, the name of faculty member in charge and a brief description of the situation.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

Printing

General Policies

All printing jobs in the computer laboratories shall require a prepaid printing card (PPC). The users may avail of this at all computer labs.

The use of stencil paper and other materials for printing is not allowed.

The students may use their own paper in printing but same rates will apply.

For laboratories holding classes, the freeslotter must have the permission of the faculty prior to printing.

If one user is using the printer, others who intend to print must wait in queue for their turn outside the lab. They must leave their ID and PPC with the SA on duty to avoid congestion and to minimize noise in the lab. The user may get his/her ID and PPC earlier if he/she decides to queue later.

Purchase of Prepaid Printing Card (PPC)

1. Provide the users with properly filled out payment slip to be brought to the Accounting Office. Be sure to fill out the appropriate blanks with the necessary information.

$$(\) _ \text{ pages} \times P1.25 = P _ \longrightarrow (\text{x}) \underline{24} \text{ pages} \times P1.25 = P \underline{30.00}$$

2. Remind the users to get both white and yellow copies of the receipt from the cashier. Tell them that they need to surrender the yellow copy in exchange for the Prepaid Printing Card (PPC).
3. Properly log in the following details in the PPC logbook

Name and ID Number	PPC No./ Receipt Number	SA-on-duty
Juan De La Cruz 9912345	G304001/ 000123	SAGLEN

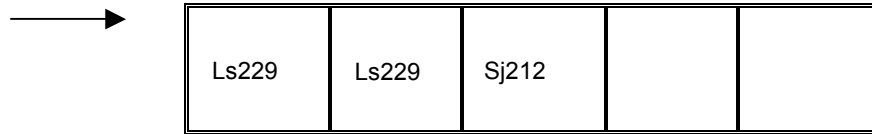
4. Place the yellow receipts in the brown envelope provided.
5. Give the PPC to the student.

Printing

1. Request the student to give his/her ID and PPC prior to printing.
2. Assist them in printing. Since the prepaid printing includes the "wastage" (pages printed with errors), verify with the student the pages to be printed. Make sure that the printer is also in good working condition.
3. Collect the pages printed and inform the student of the number of pages he/she just printed before recording.
4. When recording, simply write down inside the boxes the lab where the students printed. Do not use pencil or black ink. Write neatly and legibly.

e.g 2 pages at L229 and 1 page printed at SJ212

Issued by: Glen D. Bertulfo	Prepared by: Glen D. Bertulfo Coordinator	Authorized by: Samuel P. Mallare Director
-----------------------------	---	---



Note

1. Make sure that you verify with the students the number of pages he/ she has just printed. Remind them that no discrepancies shall be entertained after he/ she has left the lab.
2. PPCs are non-refundable but are transferable. This means that someone else can use another person's PPC. Once paid, the PPC or whatever's left of it, cannot be exchanged for cash.
3. Check the PPC for discrepancies. Make sure that it has been duly signed and is properly filled out with the necessary information. When recording, do not use pencil or blank ink. Any erasures or tampering shall invalidate the PPC.
4. PPCs are valid only during the term it was purchased or to the validity date indicated in the PPC.
5. No PPC, no printing.

Lab Resources and Allocation

The table below gives a summary of the hardware and software specification of each laboratory. It also gives information about the colleges assigned in each laboratory.

This summary is periodically updated. Please check with ITC for the most recent updates.

G404

Hardware

56 Units
Pentium 3 500 Mhz
128 MB RAM
13 GB HD
Ergo Keyboard

Software

Windows 2000
MS Office 2000
QVTNET
Internet Explorer 5.0
Graphical Analysis
Turbo C++
Turbo Pascal
Visio 4.0
F-Secure
Visual Basic 6.0
Visual C++
Adobe Acrobat Reader

G302

Hardware

56 Units
Pentium 3 500 Mhz
128 MB RAM
13 GB HD
Ergonomic Keyboard

Software

Windows 2000
MS Office 2000
Turbo C++
Turbo Pascal
Visual Interdev 6.0
- Visual Basic
- Visual C++

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

- Visual Foxpro
 - Visual J++
- QVTNET
Internet Explorer 5.0
JDK 1.2
F-Secure
Adobe Acrobat Reader

G304

Hardware

67 Units (Dell)
Pentium 3
128MB
10 GB HD
Standard Keyboard

Software

Windows 2000
MS Office 2000
Turbo C++
ARCView
Visual Basic
Visual C++
Visual Foxpro
Oracle for Windows
QVTNET
Internet Explorer 5.0
TASM
Adobe Acrobat Reader
F-Secure

G306

Hardware

56 Units
Pentium 3 500 Mhz
128 MB RAM
20 GB HD
Ergonomic Keyboard

Software

Windows 2000
MS Office 2000
Turbo C++
Turbo Pascal
Oracle Personal
Visual Café (8 units only)
Visual Interdev 6.0

- Visual Basic
- Visual C++
- Visual Foxpro
- Visual Java

Visio 4.0
Internet Explorer 5.0
QVTNET
Adobe Acrobat Reader
F-Secure

L212

Hardware

18 Units (Dell)
Celeron 433 Mhz

Software

Windows 2000
MS Office 2000

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

128 MB RAM
 10 GB HD
 Standard Keyboard

Oracle
 Graphical Analysis
 Internet Explorer 5.0
 F-Secure
 Adobe Acrobat Reader

J212

Hardware

20 Units
 Pentium 3
 256 MB RAM
 36 GB HD
 Ergonomic Keyboard
 PC Cam
 Tablet
 Scanner
 HP Laser Printer
 HP Deskjet Printer

Software

Windows 2000
 MS Office 2000
 Macromedia Flash 5.0
 Macromedia Fireworks
 Macromedia Dreamweaver
 Internet Explorer 5.0
 Adobe Acrobat Reader
 F-Secure

L229

Hardware

50 Units
 Pentium III 450 Mhz
 128 MB RAM
 13 GB HD
 Ergonomic Keyboard

Software

Windows 2000
 MS Office 2000
 Internet Explorer 5.0
 QVTNET
 Visual C++ 6.0
 Turbo C++
 Turbo Pascal
 Technistock Software
 Sure (a.k.a Balmori Software)
 Microsoft Frontpage 98
 Graphical Analysis
 Visual Basic 6.0
 F-Secure
 Adobe Acrobat Reader

L320

Hardware

40 Units
 Pentium 3 500 Mhz
 128 MB RAM
 13 GB HD
 Ergonomic Keyboard

Software

Windows 2000
 MS Office 2000
 Adobe Acrobat Reader
 QVTNET
 Platinum Software
 MYOB
 Statistica
 F-Secure
 Internet Explorer 5.0

V103

Hardware

32 Units
Pentium III 450 Mhz
128 MB HD
13 GB HD
Ergonomic Keyboard

Software

Windows 2000
MS Office 2000
Turbo C++
Turbo Pascal
QVTNET
Visual Basic
Internet Explorer 5.0
Primavera 3.0
AutoCAD 2000
Adobe Acrobat Reader
F-secure

V301

Hardware

36 units
Pentium 3 500 Mhz
128 MB Ram
20 GB HD
Ergonomic Keyboard

Software

Windows 2000
MS Office 2000
AutoCAD ver 14
Internet Explorer 5.0
Visual Basic 6.0
Visual C++ 6.0
Turbo C++
Adobe Acrobat Reader
F-Secure

STRC 314

Hardware

36 Units (Dell)

128 MB HD
10 GB HD
Standard Keyboard

Software

Windows 2000
MS Office 2000
Turbo C++
Turbo Pascal
QVTNET
Internet Explorer 5.0
Visual C++ 6.0
Mathematica
Statistica
Visual Basic 6.0
F-Secure
Adobe Acrobat Reader

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 34 of 43	

Grievance Procedures

From a Student Assistant

A Student Assistant may forward his Letter of Complaint to his Lab Head. If he/ she has a complaint against his Lab Head, he may forward it to the Asst. Coordinator or any Central Committee. If no Central Committee member is around, he/ she may forward it to the CLO Coordinator.

From a Central Committee Member/ Lab Assistant

The Student Assistant concern should raise the matter directly to the CLO Coordinator. If the matter concerns the CLO Coordinator, he/ she should submit a formal complaint addressed to the director.

From Anyone of Any Sector of the University

He/ she must submit a Letter of Complaint to the CLO Coordinator. He/ she must have all relevant information regarding his/ her complaint (name of the SA, date, time, description of the incident, procedures). If the complaint is against the Coordinator, he/ she is advised to send the letter to the Director of ITC.

To any Sector of the University

The SA must submit a Letter of Complaint to the CLO Coordinator, thru his/ her assigned Lab Head or any CC member. He/ she must have all relevant information regarding his/ her complaint (Name of person and sector involved, date, time, description of the incident, procedure).

Recruitment

New Student Assistant

The recruitment for new Student Assistants is during the first three weeks of each trimester only. The Operations Assistant may device activities (e.g. SA Booth, posters, etc.) to recruit SAs in coordination with the CLO Coordinator and the Central Committee.

Any interested bona fide student of De La Salle University-Manila, either undergraduate or graduate, can get an application form at any computer laboratory.

Upon submission of requirements to any lab, the Operations Assistant schedules the interview of the applicant, which will either be posted in labs specified or notified to the applicant via his/ her given contact numbers.

Central Committee Members shall form a panel who will interview the applicant. Each interviewee will fill out a form evaluating the application.

The applicant will be informed when the result of his/ her application will be released. The results may be posted in the labs specified or notified to the applicant via his/ her given contact numbers.

If second interview is necessary, other CC members not present during the first one will then be present to decide on the matter.

The applicant will then get a hands-on experience known as the pre-orientation duty prior to acceptance.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 35 of 43	

Upon acceptance, the applicant then attends an orientation and then signs a contract of agreement prior to assumption of duty.

Old Student Assistants

The recruitment for old Student Assistants will go on throughout the school year for present and future vacancies. Active Student Assistants are encouraged to renew their status for the succeeding trimester immediately.

The applicant must submit his/ her completed reapplication along with his original course cards and EAF to any CC member for verification purposes. He/ she then gives his reapplication, schedule he/ she can render service and his/ her SA ID to the Operations Assistant for processing.

Upon the recommendation of any Central Committee member, the old SA may be interviewed by a panel of CC members.

The applicant will be informed of the results of his/ her reapplication and status personally or via email or his/ her available contact numbers.

If a second interview is necessary, the CLO Coordinator or the duly assigned CC/in/charge or ITC personnel, will then be present to decide on the matter.

Central Committee Member

New CC Applicants

The recruitment for Central Committee members for the upcoming year will start at the end of second term until the third term of the current year.

The vacancy shall be open to qualified Student Assistants, including current CC members.

The CC applicant must submit his/ her curriculum vitae together with a 2x2 picture to the Asst. Coordinator. His/ her curriculum vitae must have the following information:

- Course/ degree
- Cumulative GPA
- Total number of units of failure
- High school attended
- Computer background
- If applicable, any relevant experience on people management, and/or team-related activities
- Extra-curricular activities
- Expected year and term of graduation
- Number of terms as an SA/CC
- EAF of current and following trimester
- A short paragraph about myself (handwritten, separate page) (e.g. likes, dislikes, expectations, goals for CLO, plans after graduation)

Issued by: Glen D. Bertulfo	Prepared by: <hr style="width: 100%;"/> Glen D. Bertulfo Coordinator	Authorized by: <hr style="width: 100%;"/> Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 36 of 43	

All new CC applicants will report to the Asst. Coordinator to undergo different activities prior to selection. The CC applicants will be oriented and tested under different positions during this given time duration and evaluated accordingly by the Coordinator and all current CC members.

All accepted CC applicants from this group will then move on to the interview. A panel consisting of the Coordinator, together with at least two (2) CC members, shall interview the accepted CC applicants. From this group, the panel will choose the accepted trainees.

The results will be released not later than twenty-four hours after all the applicants have been interviewed. All CC applicants shall be notified should the deliberation take longer than twenty-four hours.

The Coordinator, or the Asst. Coordinator, will assign the respective CC members who will train the accepted applicants. The training period shall vary between one (1) month up to (1) trimester, depending on the trainees' performance. The trainee is required to report to his/ her trainer during the training period. His/ her performance during the training period will be taken into consideration for the final selection of CC members.

All incoming CC members for the succeeding school year will spend the summer term for planning, review and turnover. Outgoing CC members are still required to be present to train the incoming CC members.

The new Central Committee members shall take effect on the first week of October.

Current CC Members

Only CC members who still have another three (3) terms will be allowed to renew his/ her services as part of the Central Committee.

Should the current CC member wish to renew his/ her status as part of the Central Committee, he/ she must submit a letter of intent to renew his/ her services as part of the Central Committee. The Asst. Coordinator, in coordination with the outgoing CC members, will review his/ her year's performance prior to recommendation. If an interview is necessary, a panel consisting of the Coordinator, together with the CC members, will evaluate the status of the said CC member.

Should the current CC wish to transfer position, he/ she may recommend any qualified SA to his/ her present position in case he is accepted to the vacancy. The Asst. Coordinator, in coordination with the outgoing CC members, will review his/ her year's performance prior to recommendation. If an interview is necessary, a panel consisting of the Coordinator, together with the CC members, will evaluate the status of the said CC member.

All previous CC members who are no longer eligible for CC membership, and still has 1 or 2 terms left in university prior to graduation and wishes to continue his/ her services to CLO will be given a special status in recognition of his/ her services. He/ she will be given the privilege to perform emergency duties without having to fulfill regular duties. He/ she may also serve as an adviser to the current CC members and may be requested by the current CC member to perform certain duties (interview, orientation) assigned to a CC member. However, he/ she, will be classified as an SA and he/ she must abide and follow all provisions and procedures followed by all SAs after his/ her contract expires.

All previous CC members who have voluntarily resigned from his/ her position will not be given this privilege. He/ she will have to perform regular duties to continue his/ her services to CLO.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CHAPTER FOUR : ORGANIZATIONAL STRUCTURE AND FUNCTIONS

Organizational Structure and Functions

The Computer Laboratory Operations office is composed of the Coordinator, Central Committee and the Student Assistants. The CLO Central Committee (CC), is a group of Student Assistants who have special and defined duties and responsibilities other than those of the Student Assistant geared towards the efficient coordination and operation of activities in the office.

The CC shall consist of the Assistant Coordinator, Staff and Lab Heads. The Staff is composed of the following: Information Management Assistant, Lab Assistant, Operations Assistant, Special Projects Assistant, Scheduler, and Secretary – Treasurer.

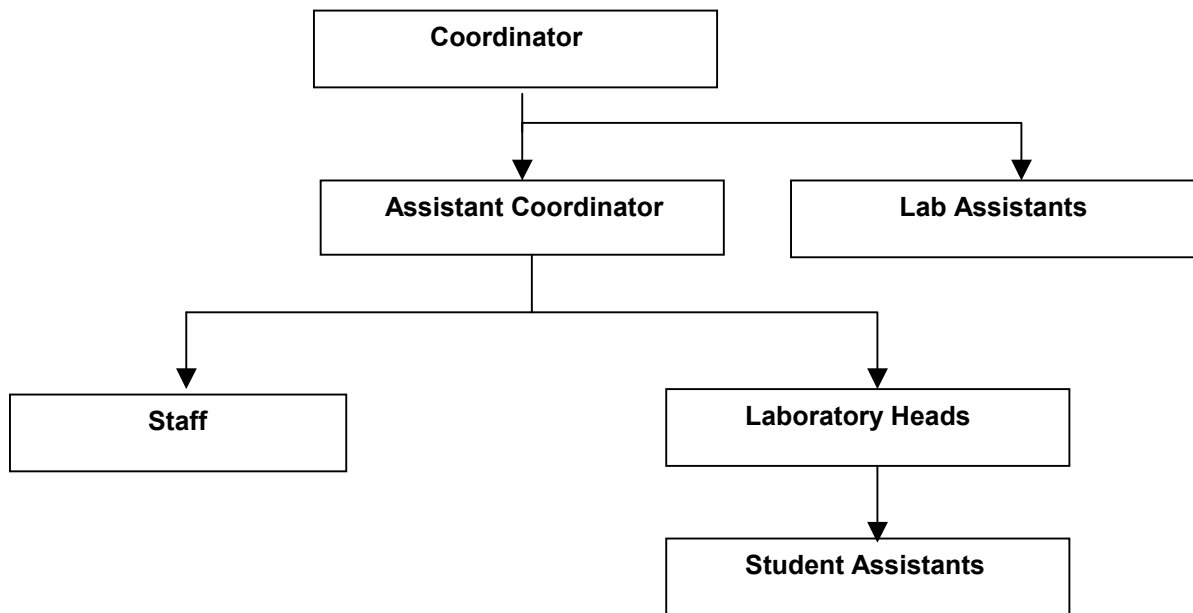


Figure 1.1 CLO Organizational Structure

Coordinator

Qualifications

Must be a bachelor's degree holder.

Must be computer literate.

Preferably with background on management and psychology.

Results-oriented.

People-oriented.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 38 of 43	

Responsibilities

- Allocates the computer needs of all users.
- Approves and schedules overnight and weekend requests for computer use.
- Implements and evaluates policies and procedures contained in this document.
- Appoints, supervises and coordinates with the members of the Central Committee.
- Monitors the performance of all Student Assistants.
- Coordinates with various offices for efficient laboratory operations.
- Facilitates and resolves complaints from users.
- Decides on cases that warrant immediate action.

Lab Assistant

Qualifications

- Must be a bachelor's degree holder of a Computer Related Course (i.e. Computer Eng'g., etc.)
- Preferably knowledgeable in MS Application Softwares (ex. Office, Internet Explorer, etc.)
- Has good oral and written communication skills.

Responsibilities

- Acts as a backup in case there are no SAs on a particular shift.
- Assists faculty members and students on the use of the computer lab facilities.
- Reports to the Coordinator all matters related to the operation of the computer lab.
- Performs immediate troubleshooting operations on defective PCs whether hardware or software.
- Submits a monthly status report to the Coordinator.
- Coordinates with Laboratory Heads regarding defective units in the computer lab .

Central Committee

General Responsibility of the Central Committee Member

Know the Mission and Vision of the ITC and CLO to adept and align their various activities with the realization of the Objectives of the office.

Attend all activities, meetings and other events that require their presence and their involvement, setting aside all impertinent matters to make every activity a success.

Immediately voice out concerns to the proper authorities to get prompt action and reply.

Submit a monthly summary of reports that would contain Allowance Computation and some details of activities performed during the previous month.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

Assistant Coordinator

Coordinates the needs of the Lab Heads.

Monitors and evaluates the performance of the Student Assistants.

Facilitates flow of information in the Central Committee.

Coordinates the training of Lab Heads and Staff.

Calls and presides on Lab Head and Staff meetings when needed.

Supervises the training of all incoming and current Central Committee members.

Evaluates and follows up the work performance of each Central Committee member.

Performs the tasks of the Coordinator in his/ her absence or as duly assigned by the Coordinator.

Typically these may include:

- Lab allocation
- User scheduling
- Coordination with Physical Plant Administration on maintenance of lab fixtures.
- Coordination with other office units concerning lab operations.
- any other task assigned by the Coordinator or the Director.

Information Management Assistant

Promptly submit the following reports to the Coordinator:

- Monthly Computer Utilization Report
- Computer Utilization Trimestral Summary

Formulate, evaluate, and implement policies for the preparation of computer utilization reports.

Attend Central Committee meetings and other activities that required his/ her presence.

Takes and prepares the minutes in the absence of the Secretary – Treasurer or when the Secretary – Treasurer presides in the absence of the Coordinator or Asst. Coordinator.

Performs the tasks of the Secretary- Treasurer in his/ her absence or as duly assigned by the Coordinator or Asst. Coordinator.

Operations Assistant

Takes charge of all matters related to the application, evaluation, and screening of new and old Student Assistants.

Produces materials need for SA Recruitment.

Takes charge of the issuance, validation, distribution and collection of the SA Identification Cards.

Coordinates with the Secretary-Treasurer and the Special Projects Assistant on the resources available for the SA Recruitment.

Coordinates with the Secretary - Treasurer in updating the SA Database.

Issued by: Glen D. Bertulfo	Prepared by: <hr style="width: 100%;"/> Glen D. Bertulfo Coordinator	Authorized by: <hr style="width: 100%;"/> Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 40 of 43	

Coordinates with the Lab Heads on monitoring the performance of all SAs.
Evaluates the performance of his/ her staff, the Central Committee and the Coordinator.
Attends Central Committee meetings and other activities that required his/ her presence.
Formulate, evaluate, and implements policies for the recruitment and evaluation of SAs.
Promptly submit the following reports to the Coordinator:

- Trimestral Demographic Summary
- Process Reports

Secretary – Treasurer

Takes and prepares the minutes of the Central Committee meetings, Lab Head meetings, Staff meetings and General Assemblies.
Faciliates the filing and indexing of all prepared minutes, excuse letters of CC members, mimeographing materials and forms, and other important documents.
Keeps the academic records, schedules, addresses, and telephone numbers of all CC members.
Verifies the computation of all DTRs.
Coordinates with the Lab Heads on the collection of fund contribution, fines in relation to CLO policies and activities.
Coordinates with the Operations Assistant in updating the SA Database.
Facilitates and monitors acquisition and use of office supplies and forms (e.g. Users Log Sheet, DTRs, Memorandum Form, Application Form, Reapplication Form, Evaluation Form, Excuse Letters, etc.)
Coordinates with the Coordinator on the reproduction of forms and acquisition of laboratory supplies.
Attends Central Committee meetings and other activities that required his/ her presence.
Presides over the CC Meeting in the absence of the Coordinator and Assistant Coordinator.
Informs all CC members of the details of CLO meetings.
Takes charge of the CLO SA Fund.
Promptly submits the following reports to the Coordinator:

- Monthly Lab Time Cards
- Monthly Duty Time Records of SAs
- Minutes of the CC Meeting
- Supplies Inventory and Acquisition Report
- Trimestral Statement of Accounts

Special Projects Assistant

Coordinates with the Operations Assistant in the recruitment and orientation of SAs.
Organizes and conducts activities aimed to develop SAs intellectually, socially, and spiritually.
Coordinates with the Secretary- Treasurer in collecting funds for CLO activities.
Supervises the publication of the CLO Newsletter.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 41 of 43	

Scheduler

Coordinates with the Operations Assistant in allocating available manpower (Student Assistants) to the different Computer Labs.

Provides the Coordinator and all the Computer Labs a copy of the Duty Schedule.

Attends to the concerns of the Student Assistant regarding his/ her Duty Schedule and promptly gives feedback regarding his/her request.

Laboratory Head

Supervises the operation of the Computer Lab.

Coordinates with the various offices of the University (e.g. CFO, Physical Facilities, etc) regarding the needs of the Computer Lab.

Formulates supplementary guidelines that will ease the flow of operation inside the Computer Lab, be it for the Student Assistants or for the Users of the facility.

Promptly submit needed reports to the Secretary Treasurer, IMA and to the Scheduler every month. (i.e., Allowance Report, Utilization Report, Attendance Report, Lab Utilization Report, Paper Consumption etc.)

Facilitates and monitor lab acquisition of materials such as Printer Ribbons, Form Feeds, Logbooks and other office supplies provided for operation of the Computer Lab by the Coordinator.

Presides over meetings held in the Computer Lab where he/ she is assigned and discuss important matters to his/ her assigned staff with clarity any information that needs to be shared with the Student Assistants.

Rounds and Monitoring Activities

Rounds and Monitoring Activities is essentially part of the duties and responsibilities of any CC member to monitor and check the labs at any time of the day. The CC in charge of monitoring this activity is the Assistant Coordinator.

Time allotted for Rounds is 5 to 15 minutes per lab and for Monitoring, a maximum of 2 hours per day on the assigned computer lab.

During scheduled Rounds, observe the following guideline:

- 1) Login and logout properly at the Duty Time Logbook (DTL)
- 2) Record the name of the SA on duty and any extraordinary event that happened in that lab.
- 3) If necessary, assess the needs of the lab. Look for someone to float or inform ITC that the lab is shutdown and needs to be reopened.

Issued by: Glen D. Bertulfo	Prepared by: <hr/> Glen D. Bertulfo Coordinator	Authorized by: <hr/> Samuel P. Mallare Director
-----------------------------	---	---

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 42 of 43	

While Monitoring the Computer Lab Facilities, be certain to do the following task:

- 1) Check the Lab Fixtures (i.e. lights, aircon, etc.).
- 2) Follow up of repairs/ requests from ITC (c/o Lab Assistants) and Physical Facilities.
- 3) Prepare monthly CC reports.
- 4) Other pertinent task or related task that the Central Committee member can render. (i.e. a special meeting with his/ her staff, etc.)
- 5) Record all events that happened within the day and be sure to inform the Coordinator about the extraordinary events that took place the soonest possible time (i.e. power failures, etc.)

Processing of Monthly Allowance

The monthly allowance of the SAs is prepared regularly by the different Laboratory Heads, the Secretary Treasurer (CC), the Coordinator, the Office of the ITC Director, the EVP of DLSU-PSI and the Accounting Office. The whole process takes about 5 to 7 days to be completed.

At the end of the month, SAs are to submit their filled up Duty Time Record (DTR) to their respective Lab Heads. The Lab Head in turn will countercheck all duties rendered in their assigned lab and forwards it to the Secretary-Treasurer (Cencom). After which, the Secretary-Treasurer (Cencom), after counterchecking the Lab Head's report, consolidates all the reports from the different labs and prepares a summary report to be submitted to the Coordinator. The Coordinator then performs the second to the last check before forwarding it to the Secretary of the Director for clearance and approval. Lastly, upon the approval of the Director, the final report is then sent to the DLSU-PSI EVP for signature and then to the Accounting Office, Disbursement Section for cheque preparation.

SAs must meet a minimum of P 200.00 duty equivalent before their DTRs can be processed by the Accounting Office. Otherwise, it will be added to their next month's allowance computation. The P 200.00 cutoff has been defined by the Accounting Office as a prerequisite for cheque preparation.

Processing of Memos

Memorandums or memos are given as a means to correct the work attitude of the SA. It is a form duly signed by a witness and a CC member and at times the Coordinator that contains information about the offense made by the SA on a specific date and time. The offenses that deserve to have memos are those that are identified in the previous sections/ chapters of this handbook. The memos are classified into two; minor or major. Minor memos are intended for minor offenses and similarly major memos are for major offenses.

The memo is prepared by any CC member after the SA has been notified of his/her offense. At times a witness is asked to sign the prepared form to verify the incident and for serious cases (for a major memo) the Coordinator signs the form. The issuance of the memo is then completed upon the SA's receipt of the said the form. The form is usually posted on the bulletin board where the SA concerned normally performs his/her regular duties.

Refer to section on **Memorandum (Chapter 2)**.

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--

CLO Operations Handbook STUDENT ASSISTANTS HANDBOOK	Control No.			
	Issue No	2	Revision No	2
	Date: 01012000		Page: 43 of 43	

APPENDICES

- Appendix A: Duty Time Record
- Appendix B: SA Evaluation Form
- Appendix C: CC Evaluation Form
- Appendix D: Users' Log Sheet
- Appendix E: Overnight Request Form
- Appendix F: Daily Computer Utilization
- Appendix G: Weekly Damage Report
- Appendix H: Daily Paper and Ribbon Consumption
- Appendix I: Payment Slip for Services
- Appendix J: Excuse Slip
- Appendix K : Overnight Request Form
- Appendix L: SA Application Form
- Appendix M:SA Reapplication Form
- Appendix N: Lab Allocation and Specifications
- Appendix O: Excerpts from the Student Handbook (1997-2000)

Issued by: Glen D. Bertulfo	Prepared by: _____ Glen D. Bertulfo Coordinator	Authorized by: _____ Samuel P. Mallare Director
-----------------------------	--	--