General Policies: Computer Help Desk

- **Dress Code:** Casual dress code
- **No sandals; No offensive graphic T-shirts**
- **Food/Drink:** No eating is permitted at the Help Desk
- **Lunch breaks are permitted for any shifts 6+ hours**
- **Additional breaks are permitted as long as Help Desk coverage is available**
- **Drinks are allowed on the back counter, away from the Help Desk computers**
- **Drinks must be capped**
- **Time Sheets:** All Help Desk employees are responsible for punching in/out and the start/end of their shift
- **All Help Desk employees are responsible for submitting an accurate time sheet before the pay period deadline**
- **Call In Procedure:** All Help Desk employees are responsible for reporting tardiness or absences prior to their start time
- **Direct contact with the supervisor must be made**
- **Shift Swap:** In the event that a student assistant needs time off, it is recommended that they contact other assistants to arrange a shift swap
- **If this can be coordinated, the Supervisor should be notified immediately of the shift swap**
- **The swap must be for equal or lesser amount of time so that the student assistant does not go over the allotted hours available to work per week**
- **Public Safety/Monitors:** Contact Public Safety for all emergencies and suspicious activity (7-2222)
- **If a patron wants to report a theft, reports should be directed to Public Safety via the non-Emergency number (7-2224)**
- **Contact Building Monitors for the following:**
  - Food/Drink Policy offenders
  - Excessive Noise
  - Irate Patron

**Computer Use:** All Help Desk computer use is reserved for faculty, staff and student support. No software can be installed on the Help Desk computers without the approval of management. The use of headphones are strongly discourages unless being utilized for academic purposes.
**Homework**: Help Desk personnel are permitted to work on homework at the Help Desk as long as all outstanding tasks are completed. Help Desk personnel should take a proactive approach to asking management and other colleagues of any projects/tasks that may require their assistance prior to working on personal work.