*UNCC Language Resource Center*

*Student Assistant Guide Table of Contents*

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 **I. General Information**

**a. Contact Information**

Language Resource Center

UNC Charlotte

College of Education, Room 434

704-687-8768

lrchelp@uncc.edu

LRC Director: Dr. Thomas Plagwitz email: tplagwit@uncc.edu

LRC Coordinator: Mr. Patrick Sery email: psery@uncc.edu

**b. Hours of Operation**

**Academic Year**

Monday- Thursday: 8 am – 7pm
Friday: 8am – 5pm

Saturday-Sunday: Closed

**Summer Sessions**

Monday- Friday: 8am - 5pm

**c. Reservations**

**i. Schedule:**

Reservations for the LRC classroom are posted by date and time at the front desk and on the [LRC homepage](http://mail.uncc.edu/owa/calendar/LRCRoomCOED434%40uncc.edu/Calendar/calendar.html).

**ii. Making**

Reservations are made through the LRC Assistants at the front desk. Only faculty can make a reservation of the classroom. Students are not permitted to reserve the LRC classroom. If a LRC Assistant is not available, reservations or cancellations can be made by contacting the LRC Technology Support Technician, Patrick Sery or the Director, Dr Plagwitz. [Please see step by step instructions](#ClassroomBooking) and do not do the booking yourself but help them. You should instruct the teacher or student to do it him/herself.

**d. Student Work Schedules**

Student work schedules are available online or on their calendar. Student assistants have to submit a meeting request to establish their schedule using Outlook Web Apps (OWA). [Please follow these steps to add or remove your name from the schedule](#AssistantSchedule).

**e. Time Cards/Paychecks**

**I. Time Cards:**

Due before the last working day of each calendar month. Time cards should be updated daily (Webtime Entry) and should reflect an accurate description of your hours rounded to the nearest halfhour.

**ii. Paychecks**

There are available on the 15th of each month. The checks will reflect hours worked during the previous month.

**f. Work performance/behavior**

Greet all users when they enter the LRC and ask if they need assistance.
When a faculty member arrives to begin a class, introduce yourself to the
faculty member and let him or her know you are available to help with
technical problems during the class.

Sit at the Reception Desk at all times unless you have been given a project to
work on in the Faculty Development Lab. Do not sit in the classroom area.

At the beginning of your shift, access your [calendar](http://49erexpress.uncc.edu), open your meeting request for the day and copy the code from the [excel document](file:///%5C%5Cfiler01%5Cpsery%5CMy%20Documents%5CTimesheet%5CCopy%20of%20checkoutin.xlsm).

At the end of your shift, let the Technology Support Technician or Dr. Plagwitz know that you are leaving the front desk, specifically if no one will cover the front desk. We are to maintain coverage at all time in the LRC.

Instructor to lock the door when the class is over after hours. Notify the LRC Director if you must close the LRC in this manner.

**II. General Work Direction**

It is crucial that LRC Assistants log in their schedule and respect it. If you absolutely cannot make your shift, cancel it in your NinerMail Calendar beforehand to let everyone know.

**a. Beginning a Shift**

* Login to the front desk computers
* Put on your staff lanyard
* Check printer for paper
* Log into 49erexpress, open NinerMail/Calendar/Current shift (open series) and paste your Check-in code, using [Excel Checkin.xlsm](file:///%5C%5Cfiler01%5Cpsery%5CMy%20Documents%5CTimesheet%5CCopy%20of%20checkoutin.xlsm)
* Display the LRC Homepage on the middle screen
* Display the reservation calendar on the right desk computers and the slideshow on the left computer.
* Sign into Skype if you have access with your uncc.edu account
* Review new posting on [Dr. Plagwitz blog](http://plagwitz.wordpress.com) or in you LRC Moodle2
* Check LRC Class Schedule and be prepared to assist faculty in the LRC.
* Walk around the LRC and straighten chairs, keyboards, headsets, etc. Note any computer problems and report to supervisor.
* Unless directed otherwise, sit at the LRC Reception Desk.

**b. Ending a Shift**

* Open NinerMail/Calendar/Current shift (open series) and paste your Check-out code, using [Excel Checkin.xlsm](file:///%5C%5Cfiler01%5Cpsery%5CMy%20Documents%5CTimesheet%5CCopy%20of%20checkoutin.xlsm)
* If desk unstaffed, display sign to contact Technology Support Technician or LRC Director and lock COED436
* Walk around LRC and straighten chairs, keyboards, headsets, etc. Note any computer problems and report to supervisor (at 7pm)
* Fill out time card (Webtime Entry)
* Notify supervisor (if available) you are leaving.

**c. Emergency Procedures**

* **Fire Alarm**

In the event of a fire alarm, ask everyone working in the LRC to take their belongings and to exit the LRC. Wait for everyone to leave and then lock the LRC and exit the building

* **Other**

The telephone for Campus Police is ext. 7-2200.

**III. Front Desk Area**

1. **Answering the Phone**

Student Assistants should answer the phone with, "Language Resource Center, [Student Assistant's name!] Speaking”

1. **Taking Messages**

Take message for Dr. Plagwitz and/or Patrick.

1. **Online Testing**

Online testing materials are located at the front desk. Students should provide assistants with testing form in which student ID should be shown. All students should receive an accent guide and should leave personal items behind the front desk.

1. **Lending LRC Materials (books, CD, DVD/VHS)**

Students are permitted to check out books/CD/DVD/VHS for use IN the LRC. Students should leave their student ID at the front desk until the checked out items are returned.

1. **LRC Film Collection**

The LRC film collection is available for use by the Language and Culture Studies faculty. See Patrick, Dr. Plagwitz or Bonnie.Thomas for access to the collection. An online catalog and downloadable list of films are available online at <https://skydrive.live.com/view.aspx?cid=0025C841818181C2&resid=25C841818181C2!164>

1. **Instruction Booklet for Burning CDs**

Instructions for burning CDs are available at the front desk in the black binder. When students experience difficulties, LRC assistants should provide help though the process. If you need help, please contact Patrick or Dr. Plagwitz.

**IV. Classroom Area**

1. **Helping Faculty Who Teach in the LRC**
	* + **Getting Started**

15 minutes before a class is scheduled to begin, turn on the instructor podium and lower the screens. When the instructor arrives, introduce yourself to the instructor and let him/her know you are available to help with technical issues during the class.

* + - **Technical Help**

If you cannot solve a technical issue for an instructor, contact Dr. Plagwitz or Patrick. If they are not available, contact Classroom Support using the intercom on the podium or by phone (7-5500, option 3).

* + - **End of Class**

If no class is scheduled to follow the one that has just ended, turn off the instructor podium and verify that both projectors are turned off.

1. **Student Listening Stations**
	* + - **Use Policy:**Students should be directed to a listening station if a class is already in session. If not, then the student may work in either the classroom area or at a listening station.
		+ **Software available at listening stations**

A list of the software in the LRC is available on the LRC website. The programs currently installed in the LRC include: Audacity, Floating Keyboard, Language Support for Chinese, Japanese, French, German, Italian, Portuguese, Russian, and Spanish, Leo (German Dictionary), Moviemaker, MS Office International Proofing Tools, Sound Recorder, WordFast translating program.

* + - **Viewing video cassettes at the Listening Stations**

3 TV/VCRs with headset are available at the listening stations for individual viewing of movies. Language students have priority to use this equipment.

**c. Classroom Area**

All chairs should be pushed under desk when classroom is not in use.

Headsets should be neatly placed beside the listening station in which they belong. All stations should be clear of any leftover paper or trash. NO DRINKS OR FOOD ARE ALLOWED in the LRC.

The LRC is a public computing lab and open to all UNCC students. Students engaged in language-related study that need to use specific LRC resources have priority over non-language-related work.

**V. Faculty Development Lab**

1. **Authorized Users**

Faculty Development Lab is to be used by ELTI faculty, LCS faculty, and LRC student assistants only. Students are not permitted to work in the Fac Dev Lab.

1. **Faculty Projects**

If a faculty member requests assistance with any program or equipment in the Fac Dev Lab, direct them to contact Dr. Plagwitz or Patrick. Student assistants do not provide direct support to faculty development projects in the Fac Dev Lab. Those projects are completed under the direction of Dr. Plagwitz or Patrick.

1. **Video Conversion**

Video Conversion devices are located at the desk with small TV. Instructions for video conversion are posted at the desk. If a faculty member requests assistance, have that person contact Dr. Plagwitz or Patrick.

1. **Scanning**

The scanner is located near the entrance of the LRC. If a faculty member requests assistance, have that person contact Dr. Plagwitz or Patrick.

1. **Software and Hardware**

A list of software and hardware available in the LRC is posted outside the door of the Faculty Development Lab and on the LRC web site.

**VII. Frequently Asked Questions from Faculty**

1. **Can I reserve the LRC?**

LRC reservations and request should be directed to Dr. Plagwitz or Patrick

1. **Can I check out the yellow boom box and/or the overhead projector?**

The boom box and overhead projector are available in the Faculty Development Lab for self-checkout by faculty members. Each piece of equipment available for self-checkout has a separate log book. Faculty should write the date and time they check out the equipment and sign it in upon return.

1. **Can I borrow the video camera or digital camera?**

LRC Assistant can assist students and faculties access their Niners account and submit a meeting request. Camera reservations and request should be directed to Dr. Plagwitz or Patrick. If they are unavailable, take a message. Include the instructor's name and time/date of the request.

1. **Will you scan a document for me?**

All project assistance, including scanning, needs to be arranged through Dr. Plagwitz or Patrick. Faculty members can leave the pages to be scanned in Dr. Plagwitz or Patrick mailbox or email

lrchelp@email.uncc.edu.

1. **Will you assist me with video editing, audio conversion,
video conversion?**

All project assistance needs to be arranged through Dr. Plagwitz or Patrick

**VIII. Frequently Asked Phone Questions**

**a. Can you help me register for a language class?**

Registration for language classes is handled by the main office. Contact: 704-687-8754 to speak with Bonnie Thomas, the departmental secretary.

**b. I need to take a placement test. Where do I go?**

Bonnie Thomas, Languages & Cultures Studies departmental secretary, manages the placement tests. She is in the main office, COED 427. Her phone # is: 7-8754. Her email is: bithomas@email.uncc.edu

**c. Do you offer translation services?**

The LRC staff does not assist with translation. Persons needing assistance with translation should visit the website of the Carolina Association of Translators and Interpreters, a professional organization of translators and interpreters, to find a translator or interpreter. The URL is: http://catiweb.org/

**IX. Important Phone Numbers**

1. **Campus Police**

Campus Police emergency: 7-2200

Campus Police non-emergency: 7-2282

1. **Languages and Culture Studies Department Main Office**

COED 427: 7-8754

1. **General Computing Assistance (for Faculty Only)**
	* + *General Computing Assistance* (Email, Novell, MS Office, Printing, etc.)

7-5500 (option 1)

Email: help@email.uncc.edu

Web: http://magic.uncc.edu

* *Assistance with Office Telephone Problems*

Help Center

7-5500 (option 2)

Email: help@email.uncc.edu

Web: http://magic.uncc.edu

* + - *Classroom Issues* (furniture, projectors, TEC podium, multimedia, etc.)

Office of Classroom Support

7-5500 (option 3)

Email: classhelptaj^sfMuncc.edu

1. **Tutoring**

Center for Academic Excellence

Fretwell318K

7-2163

**VI. Frequently Asked Questions from Students**

1. **Can you help me with translation?**

The LRC staff does not assist with translation. Persons needing assistance with translation should visit the website of the Carolina Association of Translators and Interpreters, a professional organization of translators and interpreters, to find a translator or interpreter. The URL is: <http://catiweb.org/>

1. **How do I burn a CD?**

Students can burn CD's on any computer in the LRC. If students need to burn a copy of the Master CD for a language class, ask for identification (hold until the disc is returned) and direct the student to the black binder labeled LRC CD burner Guide. If students experience problems completing the burning process, student assistants should provide help.

1. **Could you tell me how to get to room 434?**

The LRC is room 434.

1. **I need to take a language placement test.**

Bonnie Thomas, the Languages & Culture Studies departmental secretary, manages the placement test. She can be contacted by phone at: 7-8755. Her email is: bithomas@uncc.edu

1. **Where do I go for language tutoring?**

The LRC provides tutoring to students with the help of the center for academic excellence (Fall 2013: French, German, Japanese, Russian, Arabic and Spanish). Students should be directed to the Center for Academic Excellence in Fretwell 318K (phone: 7-2163) for other subjects.

1. **Where do I go to deposit money into my 49er Experss
account so that I can use the printer?**

Add money to your 49ers account: <https://ecard.sequoiars.com/uncc/eCardCardholder/> or Students should be directed to the Atkins Library 1st floor machine, located by the printing station.

1. **Where do I go to make copies?**

There is a copier for students in the student lounge on the 1st floor of the COED building (Room 109).

1. **Color Printer?**

 Students can print in color at the Library 2nd Floor

1. **How do I type accented characters?**

Follow these steps:

|  |  |
| --- | --- |
| Character | Keys |
| é, á | Ctrl + ‘ then e/a |
| è,à | Ctrl + ` then e/a |
| ê, î | Ctrl + Shft + 6 then e |
| ñ | Ctrl + Shft + ` then e |
| ç | Ctrl + , then c |
| ë, ü | Ctrl + Shft + ; + e/u |

You can also use the character map from office.

**Office 2010: Insert/Symbol/More Symbol/**

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*Student Assistant Guide*

Appendices:

**LRC booking by teachers**

* Logon to your email at [http://mail.uncc.edu](http://mail.uncc.edu/)
* Click the “New dropdown menu” and choose “Meeting Request”
* On the popup window, click “Resources” and type “LRC” then the search icon
* From the result, select one of the options on the list:
	+ For the Coed434 Classroom, choose “LRCRoomCOED434”
* Then, click “OK”
* You will return to the previous window, Click the “Scheduling Assistant Tab”
* Select the “Start Date and Time” then the “End Date and Time” (note that we have certain restriction on how long rooms and equipment can be held)
* That’s it, click “Send”

**NOTES:**

* Check the time zone under the settings for dates and hours requested accuracy.
* Watch for scheduling conflict.

**LRC assistant schedule**

* Logon to your email either by going to [Outlook.com](http://www.outlook.com) or [49ners express](https://49erexpress.uncc.edu/cp/home/displaylogin)
* Click the “New dropdown menu” and choose “Meeting Request”
* On the popup window, click “Resources” and type “LRC” then the search icon
* From the result, select “LRC Assistant Lab”
* Then, click “OK”
* You will return to the previous window, Click the “Scheduling Assistant Tab”
* Select the “Start Date and Time” then the “End Date and Time” (note that we have certain restriction on how many assistants can be scheduled to work at a given time)
* If you have to the same schedule for a different day, please follow these steps:
	+ Click the “repeat…” (recurrence) button on top
	+ Select the “repeat pattern” then the “range of repetition” (end by) based on the term
	+ Click “Ok”
* That’s it, click “Send”

**NOTES:**

* Check the time zone under the settings for dates and hours requested accuracy.