

NTUST Computer Classroom Student Assistant Guidelines

I. Responsibilities

1. Supervise classroom equipment.
2. Report equipment failures.
3. Replace printer paper and consumables, troubleshoot printers, sell copy cards.
4. Verify student identity for password reset.
5. Answer equipment-related questions.
6. Patrol classrooms.
7. Restrict and address actions that violate computer classroom rules.

II. Work Rules

1. Wear the yellow service vest and ID badge while on duty.
2. Sign in/out and complete the daily Google Calendar work log.
3. Check the message board during sign-in/out and read emails daily for notices or assigned tasks.
4. Maintain a neat and tidy appearance; wearing slippers on duty is not allowed.
5. Be courteous: stand up and greet instructors (teachers or TAs) when they enter. Be mindful of your speech and behavior when assisting students.
6. Do not play games, sleep, watch videos, or make long personal phone calls on duty. Food (including chewing gum) and drinks (except plain water) are strictly prohibited.
7. Remain inside the service counter; do not leave without permission. Bringing companions is strictly prohibited.
8. Clear the classroom only after official closing hours. Never force students to leave early.
9. Notify Computer Center staff if you need to leave your post for more than 15 minutes due to temporary matters. Leaving your shift without approval is prohibited.
10. Cooperate with Computer Center staff to complete assigned tasks. (Staff may inspect classrooms unannounced daily.)
11. Lead by example and strictly abide by all computer classroom rules and regulations.
12. Attend all unscheduled meetings unless on duty. Absence without approved leave will be recorded as truancy.
13. Assist instructors proactively when they enter the classroom for classes or non-regular bookings.
14. If a student repeatedly ignores warnings regarding rule violations, immediately report or record the student's usage time, student ID, and computer number for future reference.

15. If students are caught playing games during class, tactfully inform the instructor after class so they can manage the situation.
16. Friends are not allowed to sit next to you and chat while you are on duty. If urgent matters need discussion, please step outside the classroom and keep it brief.

III. Duty Hours

Semester Period:

Monday to Friday: 08:30 – 21:30

Saturday and Sunday: 10:00 – 18:00

Morning Shift: Starts at 08:30. (Please arrive at 08:00 for preparation; 0.5 hour will be added to the hourly pay.)

Evening Shift: Ends at 21:30. (If delayed past 21:30 due to class overruns, 0.5 hour will be added to the hourly pay.)

Weekends (Sat & Sun): 10:00 – 18:00 (Overtime is arranged separately. Arrive at 10:00 for preparation, or if delayed past 18:00 due to class overruns, 0.5 hour will be added to the hourly pay.)

Summer/Winter Breaks:

Monday to Friday: 08:30 – 16:30

Saturday and Sunday: 10:00 – 16:30

IV. Computer Maintenance Matters

Verify the identity of all maintenance personnel and immediately notify the Computer Center whenever equipment is repaired, moved into, or moved out of the classroom.

V. Leave Regulations

1. Submit leave requests to Computer Center staff at least three days in advance, find a deputy beforehand, complete the leave procedure, and brief the deputy on job responsibilities and precautions.
2. If unable to arrive on time due to illness or emergency, notify Computer Center staff Mr. Shin-Yuan Chen via phone at (02) 2730-1049 or email.

VI. Discipline and Dismissal

The Computer Center reserves the right to dismiss student assistants under the following conditions:

1. Failure to complete assigned tasks.
2. Late for work three times or more within a single month.
3. Excessive leaves of absence.
4. Poor attitude toward work or when assisting students.
5. Repeated violations of the "Computer Classroom Management Regulations" or the "Computer Classroom Student Assistant Guidelines."
6. Failure to accurately complete required forms (e.g., daily task logs, lost and found registers).
7. Failure to properly complete leave request procedures.
8. Committing major misconduct or negligence.
9. Severe negligence while on duty will be disciplined in accordance with university regulations, while significant contributions will be rewarded accordingly.

VII. Salary

Wages are calculated on an hourly basis in accordance with school regulations (specifically the Office of Student Affairs Teaching Assistantship and Scholarship Regulations). Student assistants must report their daily working hours through the Student Information System by the 20th of each month, and email the working hours file to Computer Center staff for review and approval.

VIII. Computer Classroom Regulations and Usage Rules

1. Laptop Guidelines for Students
 - Do not play games on laptops inside the computer classroom.
 - Do not unplug University PC network cables to connect to your laptop. (Please configure and use the wireless network yourself.)
 - Unused power outlets may be used for laptops, provided that classroom power or signal cables are not unplugged.
 - When the classroom is full, occupying seats to use personal laptops is not allowed.
2. Eating, drinking, and card games are strictly prohibited in the computer classroom.
3. The use of P2P software (including BitTorrent, eDonkey, Kazaa, WinNY, Gnutella, etc.) is strictly prohibited in the computer classroom.

IX. Emergency Procedures (Evening/Weekend Duty)

In the event of an emergency such as a campus-wide power failure or network service outage, immediately contact Computer Center staff Mr. Shin-Yuan Chen at (02) 2730-1049 or Mr. Shun-Fa Yu at (02) 2737-6209 via phone.