

CHHS Academic Center for Excellence

ACE Lab Policy

Dear Users,

You are welcome to use and explore the computers; however, we need your full cooperation to maintain our computer lab. This is a college wide lab your technology fees do not cover printing in this lab. If the cost of printing goes over what we can afford, we will have to restrict your access to the printer.

The ACE Lab Coordinator, Bethany Smith, has the authority to close the lab at her discretion due to situations beyond her control. Examples include inclement weather, excessive heat, building or lab renovations, upgrade or maintenance, or any situation that would deem a lab is closed (we are closed if WKU is).

Schedule

The ACE Lab is open Monday thru Thursday from 8:00 am until 7:00 pm and on Fridays from 8:00 am until 4:00 pm. The lab is closed on Saturdays and Sundays.

The DOs

- Save your working files every 5-10 minutes. In case of an application crash, you will not lose as much of your work. Also, after 30 minutes of non-use your computer will reset itself and anything not saved on a floppy or CD will be lost.
- Keep at least 2 copies of your important files/documents. (on disk, CD or jump drive)
- Put your name, telephone number, and email address on your disks so you can identify them or we can contact you when they show up in the lost-and-found.
- Save your files on your own disk, not the hard drive
- All users will be responsible for picking up their printouts in a timely manner-usually within about 30 minutes. Don't rely on print jobs remaining in the lab overnight for morning pickup.

The DON'Ts

- Do not download and install programs to the hard drive. Demo games and applications damage operating systems and bring virus infections. Save downloads to your removable disk (floppy, CD-R or CD-RW).
- Do not eat or drink in the computer lab.
- Do not view materials that create a hostile work environment. This, as well as sending electronic mail that is obscene, abusive, threatening, or harassing, is not allowed.
- Anyone whose activities begin to disturb other people in the lab (such as excessive cell phone usage, listening to loud music, unsupervised/disruptive children) will be asked to cease these activities. Repeated occurrences may cost you your privilege of using the lab. Concerns should be directed to the ACE coordinator in a respectful way.
- Do not print out multiple copies
- Do not move, disconnect, or repair any of the equipment. No webcams, microphones, or anything that can potentially cause lab disruption is permitted unless approved by the ACE coordinator before hand.
- Do not use your cell phone in the lab. All cell phone calls need to be taken outside the lab area. Loud conversations that cause disruption to other lab patrons will not be tolerated. The accused student will be asked to either cease his/her disruptive behavior or asked to leave the lab.

Things to Keep in Mind

- You must have your WKU e-mail user id and password to use the ACE lab computers. Only WKU Students, Faculty and Staff are allowed in the ACE lab.
- We are not responsible for user's lost, damaged or stolen property including electronic media.
- Labs are being monitored for possible misuse of University equipment.
- This lab may not be reserve for classroom instruction.
- Abusive conduct toward ACE Lab assistant by a lab patron or faculty member is prohibited and will not be tolerated! Complaints should be directed to the ACE Lab Coordinator.
- Anyone whose activities begin to disturb other lab patrons (such as cell phone usage, listening to loud music, unsupervised/disruptive children) will be asked to cease those activities. If the patron does not cooperate, then the ACE lab assistant or ACE coordinator may ask the patron in question to leave the Academic Center for Excellence.

ACE Lab Printing Rules

- **No excessive printing.** This rule is necessary to ensure that all users receive print outs in a timely manner. The user is to notify a lab consultant if they need to print a document that exceeds 50 pages. Due to print volume from other users, the lab consultant may request that users return during off-peak hours to continue or finish printing. Occasionally, a lab will experience a network/power outage or a printer will go down for any number of reasons. While the lab assistant tends to printer maintenance, please do not submit print jobs. USERS JOBS MAY BE LOST.
- If a lab begins to experience technical difficulties (network, power outages, or printers) and users are requested to pause printing, users **MUST** cease printing for the time being. If the problem is a prolonged one, the lab consultant will make a verbal announcement. If users do not heed this warning, they may lose their print jobs inadvertently. It is **highly suggested** that users wait for clearance from the lab consultant before resuming their printing. This clearance can come in the form of a verbal notification.
- Pick up printouts in a timely manner. Lab Consultants discard print jobs after a 30 minute table life.
- Color printing is available in the ACE lab for class work ONLY. You must check with the ACE lab assistant BEFORE hitting print to the color laser. We can only print copy of all color documents.
- Be sure to limit your color copies to the minimum required. If you have a large color printing job you will be asked to go to MMTH to have your color copies printed. You will not be allowed to print more than one color copy of a document in the ACE Lab. We will not print several copies of the same document for you.
- Poster printing is available in the ACE lab for class work ONLY. You must check with the ACE lab assistant BEFORE hitting print to the poster/plotter. You will not be allowed to print more than one copy of your poster.
- Be sure to check your work for spelling/grammor errors before you hit print. We will NOT allow you to reprint a poster due to a spelling or grammor error.

ACE Lab Assistants/Tutors are available to provide users technical assistance when computer problems occur. The assistants are not always miracle workers so please don't expect them to be able to fix ever problem that occurs.

1. ACE Lab assistants *will* help with the following:

- identifying problems with ACE Lab Technology-installed software only;
- explaining error messages or directing users to documentation which can explain the messages;
- general questions and problems;
- set up a document that needs to be printed on the poster/plotter but will not help you design the document
- hardware problems

Note: Lab assistants may not be able to fix the problem and may have to ask you to move to another computer.

2. ACE Lab assistants *will not*:

- answer any questions requiring them to analyze programs or algorithms;
- answer any questions concerning specific assignments from classes;
- help, write, or debug programs;
- spend more than five minutes helping one user when there are other users waiting.

These policies are subject to change as warranted by CHHS, Academic Center for Excellence.