

**CCIT Campus Operations
Student Duties Manual**

Operations Employees
Summer, 2008

Student Duties Manual Table of Contents

1.0 Standard Operating Procedures	3
1.1 General Duties	3
1.2 Printer Duties	3
1.3 Troubleshooting Paper Jams	4
1.4 Resetting Page Counts	4
1.5 Plotting	5
1.6 P-Control Operation	7
1.7 History Page Operation	8
1.8 Email Responsibilities	9
1.9 Closing Campus Operations	9
1.10 Closing Computer Labs	9
1.11 Behavior	10
1.12 Timesheets	10
2.0 Other Information	11
2.1 Important Phone Numbers	11
2.2 Additional Duties	11
2.3 Surplus	11
2.4 Crushing Hard Drives	11
2.5 Monthly Meetings	11
2.6 Current Printers for Student Install	12
3.0 Employee Drug and Alcohol Policy	13
4.0 Student Agreement Form	20
5.0 Student Training Log	21
Appendix	22
Plot03 Installation	
Plot36 Installation	
Plot42 Installation	
Basic Plotting Instructions	
Plot03 Driver Instructions	
Plot36 Driver Instructions	
Plot42 Driver Instructions	
Plotting from Powerpoint	
Plotting from Adobe Reader	
Plotting from Adobe Acrobat 7.0	
Plotting from Illustrator	
Plotting from Photoshop	
Plotting from Autocad	

1.0 Standard Operating Procedures

1.1 General Duties

All Operations employees are responsible for the following tasks:

1. Taking care of all assigned printers during business hours. This includes performing regular rounds, fixing paper jams, and maintaining devices as needed, and delivering supplies.
2. Monitoring printer queues/agents and printer status for all assigned printers.
3. Releasing large format print jobs to the plotters.
4. Checking your employee email account, and reporting all performed duties via email (e.g. when completing rounds, closing up shop, fixing a printer, etc.).
5. Closing Operations in the afternoon and labs in the evening (as required by management).
6. Performing any other duties as required by management.
7. Taking necessary actions to enhance departmental integration within CCIT.

1.2 Printer Duties

Printer duties include but are not limited to:

1. Filling printers with paper.
2. Replacing toner cartridges as needed.
3. Installing maintenance kits at required intervals.
4. Clearing paper jams.
5. Returning used toner cartridges and maintenance kits to Bulk Storage for recycling purposes. Note: We now recycle all HP9000, 9050, 8100, 8150, 4600, 4700, and 5500 toner cartridges and HP9000/9050 fusers.
6. Delivering supplies such as toners and maintenance kits to labs to be stored. Currently we stock supplies in Cooper, Brackett, and Martin.
7. Checking printer queues periodically to ensure proper operation (e.g. jobs are not just sitting in line not getting processed).
8. Cleaning printers routinely. Management will orchestrate mass cleaning rituals, but occasionally, a poorly operating printer may require spontaneous action.
9. Reporting any problems which cannot be fixed without disassembly or extensive troubleshooting.

When performing standard printer rounds, all assigned printers should receive attention. As printer locations fail to remain constant for long periods of time, management is responsible for updating employees regarding printer assignments.

1.3 Troubleshooting Paper Jams

Whenever a jam occurs, the affected printer provides as much information as possible. However, the printer should always receive a thorough inspection in order to remove any paper remaining in the path. Check the entire paper path, opening all exterior doors and paper trays to achieve this effect -this includes removing the duplexer, fuser, and toner as needed. If any stray objects are found, remove them in an effort to fix the problem.

Once finished, restore the printer to its original state (close doors and trays and reinsert duplexer, fuser, and/or toner), and observe the display. If the printer fails to return to its "Ready" state, then you must continue troubleshooting the problem. Otherwise, watch while the printer processes a few jobs to insure that the problem is not recurring.

Hint: One thing to check for in a reoccurring paper jam is the rollers. If they are smooth and have lost the roughness, they are no longer doing the job as designed and need replacement. These rollers come in the Maintenance Kits and Operations also keeps spares at home base.

1.4 Resetting Maintenance Page Counts

HP LaserJet's require a maintenance kit to be installed after a defined interval of pages has been added to its internal page count. Currently, all of the printers in major labs (models 8150, 9000, and 9050) receive maintenance once 350,000 pages have been printed since the previous maintenance interval. Accordingly, the printer's maintenance page count must be reset to 0 to achieve this effect. If the count is not reset, the printer will continue to request maintenance. Furthermore, those parts replaced by a maintenance kit may fail prematurely if the count is not reset in a timely fashion.

This manual does not document the procedures used to reset the maintenance page count. Instructions are included with every maintenance kit as well as in every printer's manual. However, employees here have empirically determined that a portion of the instructions for the HP LaserJet 9050 are incorrect. After consulting Hewlett-Packard regarding the problem, the correct procedures were obtained. As a copy of each printer's manual exists under the "Manuals" folder on our share space (path indicated below), the corresponding PDF has been altered to contain the proper instructions.

\\SOUTH\SHARE\depts\SIG\SigOps\Manuals

Figure 1: Network path to printer manuals

1.5 Plotting

Employees are responsible for releasing print jobs to our plotters and rolling them up neatly. In order to facilitate this process, we operate a website which maintains a history of print jobs and prints a 3"x5" "tag" to be wrapped around the final roll of plots for proper identification. Each "tag" contains the username associated with the plots and other relevant information.

The logic employed in the website's design attempts to maintain simplicity and ease of use. The main page displays a form for a new entry into the job history. Below the form is a table containing records for the date selected -by default, the current date is shown. Whenever a new plot is ready to be released, enter the corresponding username and the number of plots consecutively grouped at the top of the plotter's queue. Then select the correct plotter from the drop-down list and click "Add Job." A "tag" is printed, and the entry is recorded in the corresponding database. If a particular user has multiple plots on queue that are interleaved with those of other users, employees should group them as long as the jobs were submitted within a relatively short span of time (perhaps 30 minutes).

If an individual's print job incurs a problem, an employee should send an informative email to the user. The website presents a simple interface for this procedure. If an error has not yet been recorded for a particular entry, "[None]" will be displayed under the "Error" column. Simply click on the link and another page will appear where an email template can be selected. Choose a template from the drop-down list which adequately fits the error, and select "Open" to continue. If the error requires a custom email, select the corresponding template and proceed. The following page allows an employee to customize the "Subject" line as well as the contents of the email. When satisfied, select "Send."

Occasionally, we reorganize plots according to certain deadlines or other issues. However, such an action requires verbal or written notification by management, as we do not advance users in the queue under normal circumstances. If a user requests priority, written consent must be received from the corresponding instructor -a phone call is insufficient.

Ideally, only 1 individual should be running each plotter or sometimes 1 individual running multiple plotters but not multiple people running a single plotter, as confusion can result otherwise. When the individual handling a particular plotter leaves or relinquishes this responsibility to another employee for another reason, proper communication is necessary to prevent problems.

Controlling the plotter's on-board menus is another thing you will have to manage. From these menus you can access ink, paper, configurations, and job menus. In addition to using this when loading paper or replacing ink/print heads you will also need to know the basics of the job menu and how it works. All of

our plotters are different but function in much the same way. If you select the plotter icon and then find the menu item labeled “**Queueing & Nesting...**”. Selecting this should bring up a history and current processing of jobs that have made it to the plotter. Negative number means it has already printed, 0 means it is currently processing/printing, and Positive number means it is waiting in the internal memory queue of the plotter. If you need to reprint a job, simply click on that job and select “**Move to top**”. If you need to delete jobs to come, click on the job and select “**Delete**”. These menus are pretty simple to navigate. It just takes practice.

Changing paper on the plotters: When the plotters run out of paper a new roll must be loaded. Remember when loading new rolls of paper to cut off any imperfections and tape with razor blade. There are slightly different procedures for the different plotters.

On the HP5000ps and HP5500ps:

1. press the “**Load/Unload Media**” button (this will spool out any scrap paper and ready the plotter for a new roll)
2. Insure when loading the paper on the roll that the paper is fully installed and aligned evenly.
3. Follow the on-screen instructions to finish the load being sure to select the correct media type (our standard paper is Heavy Weight coated, occasionally we will use other types and select media type accordingly)

On the HP1055:

1. Simply lift the grey handles to release the scrap paper and remove it.
2. Line up a new roll and feed in until you here a beep then lower handles.
3. Follow the on-screen instructions selecting the correct media type (again this plotter’s standard is also Heavy Weight coated)

On the HPT1100:

1. Go into the menu and select the paper menu.
2. Select “**Load Paper**” and follow on-screen instructions selecting the correct media type.
3. Load new roll, cut straight edge, and feed into rear slot until it catches.
4. Finish with on-screen instructions.

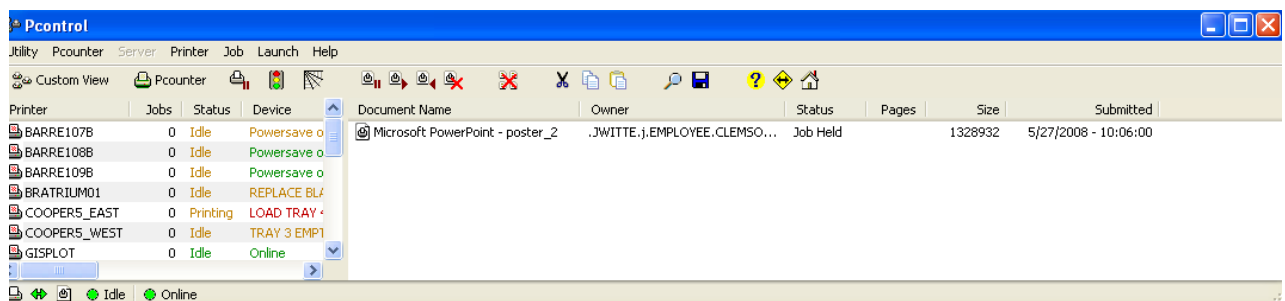
Replacing Ink Cartridges: If an ink cartridge runs out the plotter will beep and suspend printing (the T1100 will cut the current job and restart after new ink is installed) until the ink is replaced. Simply push and remove empty cartridge and replace with a new one. Hit “**OK**” to resume.

Plotter maintenance: From time to time the plotters will notify you when they need maintenance. When replacing printheads follow the on-screen instructions to access the printheads. Lift the window and remove faulty and/or old

printheads. Also replace the cleaners located in the cover on the right hand side of each plotter. Close everything up and it should start initializing and calibrate the new parts to spec. After printing a calibration page, check for any imperfections, and if there are none it should be ready to print. If there are determine the printhead causing the problem and check. You may need to simply clean the printhead or contact surfaces with rubbing alcohol or you may need to replace the printhead completely.

1.6 P-Control Operations

P-Control is the name of the server program we use to monitor and manipulate the printing queues on campus.



In the first column you will find all the names of the printers we currently support. Make sure you are under custom view. If there are printers missing from the list you need to add it from the server list. Here is how:

1. Click on the **Custom View** tab to change to **Network View**
2. Follow this path by clicking on these in this order:
NetWare Services/Novell Directory Services
/CLEMSONU/CLEMSONU/PRINTING
3. Select the location of the printer
4. Right click on the printer name and select **Add to Custom View**
5. Return to **Custom View** by clicking on the **Network View** tab and you should see the printer you added.

In the second column is the number of jobs waiting to be processed on that queue. The status column next, will inform you if the printer is Idle, Printing, or has an Error. The next column is a more detailed description of the printer's status.

After clicking on a printer from the list, you will bring up the jobs on queue for that printer in the field to the right. It will have the Document Name, Owner/User, Status of the job, # of pages, Size of the job, and the date and time the job was submitted to the queue.

The user name is found in the owner field as:
.username.s.Employee/Student.CLEMSONU

To release a job held on our plotter queues right click on the Document name and select **Resume**. From this you can also pause and delete jobs.

1.7 History Page Operation (Addendum to section 1.5 Plotting)

Our History page is a simple way for us to keep track of all of the plots we process, print off User ID tags, and automatically notify users when their job has been released. After logging in you will see the input fields for a new job, the current days plotting history, and fields for searching the History page's archives.

Job History

Add New Entry

User Name: <input style="width: 80%;" type="text"/>	# Jobs: <input style="width: 80%;" type="text"/>
Plotter: <input style="width: 80%;" type="text" value="03"/>	Rel. By: <input style="width: 80%;" type="text" value="garriso"/>
<input style="background-color: orange; color: white; padding: 5px 15px;" type="button" value="Add Job"/>	

Select Date: Search Users:

ID	User Name	Plotter	Rel. Time	Rel. By	# Jobs	Error
39177	jwitte	36-2	10:07	garriso	3	[None]
39176	jstange	36-2	09:27	garriso	1	[None]
39175	jwitte	36-2	09:17	garriso	1	[None]
39173	dhwkns	36-2	09:03	garriso	2	[None]
39172	jwitte	36-2	08:19	jmorgan	4	8.5 x 11 (Scaled)
39171	mlreid	03	08:17	fleisch	1	8.5 x 11 (Scaled)
Total Plots:					12	

Advanced Search

User Name: <input style="width: 90%;" type="text"/>	Number of Jobs: Lo <input style="width: 40px;" type="text"/> Hi <input style="width: 40px;" type="text"/>	Job ID: Lo <input style="width: 40px;" type="text"/> Hi <input style="width: 40px;" type="text"/>
Plotter: <input style="width: 90%;" type="text" value="Any"/>	Released By: <input style="width: 90%;" type="text" value="Any"/>	Error: <input style="width: 90%;" type="text" value="Any"/>
<input style="width: 90%;" type="text" value="02"/>	<input style="width: 90%;" type="text" value="Jonathan Walker"/>	<input style="width: 90%;" type="text" value="None"/>
<input style="width: 90%;" type="text" value="03"/>	<input style="width: 90%;" type="text" value="Russell Jamison"/>	<input style="width: 90%;" type="text" value="8.5 x 11 (Clipped)"/>
<input style="width: 90%;" type="text" value="36"/>	<input style="width: 90%;" type="text" value="Morgan Fleischauer"/>	<input style="width: 90%;" type="text" value="8.5 x 11 (Scaled)"/>
Released Time:		
Lo <input style="width: 40px;" type="text" value="-Inf"/> / <input style="width: 40px;" type="text" value="-Inf"/> / <input style="width: 40px;" type="text" value="-Inf"/> : <input style="width: 40px;" type="text" value="00"/> : <input style="width: 40px;" type="text" value="00"/>		Hi <input style="width: 40px;" type="text" value="+Inf"/> / <input style="width: 40px;" type="text" value="+Inf"/> / <input style="width: 40px;" type="text" value="+Inf"/> : <input style="width: 40px;" type="text" value="00"/> : <input style="width: 40px;" type="text" value="00"/>
<input style="background-color: orange; color: white; padding: 5px 15px;" type="button" value="Search"/> <input style="background-color: orange; color: white; padding: 5px 15px;" type="button" value="Reset"/>		

Site created and maintained by Jonathan Walker
 Last update: May 26, 2005
[Logout](#)

To update tags or history click on the users ID number and make changes and click either **Update**, **Delete**, **Reset**, or **Reprint**. If you are making a change that

needs to be indicated on the tag click **Update** and then **Reprint** to print out a new tag (throw the old tag away).

When user's jobs have errors, you must send them an e-mail. Click on the **[None]** in the Error column next to the user's name. A new page will come up with a drop down menu. Select the type of error that happened and click **Open**. (Hint: the field to the right of the drop down menu gives a brief description of the error) After you hit **Open** you will see the message that will be sent to the user's e-mail address. Make any necessary changes and click **Send**.

1.8 Email Responsibilities

Employees must send email notifications whenever any task regarding a printer is completed. For example, send an email after doing rounds, closing labs, or closing up shop. Furthermore, use discretion regarding other tasks, as some deserve informing everyone else to insure smooth operation. Remember, however, that proper communication is not optional; it is an essential portion of every employee's duties.

1.9 Closing Campus Operations

Currently our hours are 8am-6pm Monday-Friday. We will close at 6pm unless otherwise instructed by management. During football season on game day weekends we will close at 4:30pm on Fridays. During closing you should:

1. Ensure that all plotters are finished with their current jobs and that no plots will be left on them over night.
2. Clean up any mess including but not limited to food, drink bottles, old notes, school work, and tools
3. Send a closing e-mail communicating what you did on your shift as well as any information the people coming in the next morning may need to know.
4. Make sure all computers are logged off.
5. Shut and lock the door.

1.10 Closing Labs

Management will assign these duties and times accordingly. We are in charge of opening and closing Martin and Lowery computer labs. When closing these labs please check them first as you would if you were on a regular set of rounds.

1. Check the paper in the printers, the toner, and the maintenance kit.
2. Check for proper printer operation.
3. Clean any recyclable paper and trash from the printer area.
4. Check lab supplies.
5. Report any problem or situation needing attention the next day, via e-mail.
6. Lock-up

When opening, perform the same duties ending with unlocking the doors.

1.11 Behavior Conduct

Conduct

Employees are expected to act in a professional manner at all times. Take care to remain as friendly as possible when faced with daily issues/problems.

Tardiness

If an employee must be late or, even worse, cannot work any of his/her shift, the manager(s) currently working must be notified immediately. A notice should be received as soon as humanly possible if and when such a situation arises.

Free Time

Whenever an employee has any free time while on duty, he/she is expected to remain constructive. One may do homework, study, check email, and perform research on the Internet, provided plots, printers, and work email are monitored at least once every 15 minutes. Playing games will not be tolerated.

Consequences

- First failure to follow guidelines will result in a verbal warning and email regarding the offense.
- Second failure to follow guideline will result in a meeting with the supervisor and possible termination.

1.12 Timesheets

A timesheet must be created and filled out by the Thursday prior to the next pay date (the following Friday). The instructions below will assist in completing this procedure:

1. Open a web browser (e.g. Mozilla Firefox) and enter "http://mycleprod.clemson.edu" in the appropriate field.
2. Select "Log in" and proceed to do so using your employee login.
3. Select the "Resources" tab.
4. Select "DCIT Staff Apps" followed by "Personnel."
5. Select "P&A Operations" from the drop-down list and click on the "Create New Timesheet" button.
6. A new timesheet should have been created. Now click on the links for the corresponding Week 1 and Week 2 to modify the times during which you were at work.
7. Click on the "Current" link for the corresponding timesheet to proceed to submitting your hours.
8. If confident that everything is correct, select "Ready" to finalize the submission.

2.0 Other information

2.1 Important Phone/Other Numbers

The following table contains a listing of various phone numbers and other information:

CCIT Campus Operations	656-4766
PC Repair Front Desk	656-4454
Police/Fire/Emergency	656-2222
Eddie's Cell Phone	650-1152
Eddie's Home Phone	972-5312
Cooper Help Desk	656-7267

2.2 Additional Duties

From time to time Campus Operations will assist other CCIT departments with work around campus. This work may include computer lab assembly/disassembly, smart classroom assembly, general lectern/smart classroom repair, surplus old equipment and office furniture, office equipment assembly and other duties as assigned by the management.

2.3 Surplus

If management assigns the task of surplus items, be sure to get the surplus form. Make sure all of the form is filled out including the description of the items being surplus. Take the equipment and/or furniture to the surplus facility and give them the completed form.

2.4 Crushing Hard drives

The hard drive crushing machine is located at Surplus. It is a electric powered hydraulic press design only for crushing computer hard drives. When more and more computers are brought to surplus occasionally a student will be sent over to surplus to crush hard drives. A whole hard drive never leaves this campus as some can contain vital and private information, so we destroy them. After removing all the hard drives from computers and crushing them, place all of the computers neatly on a pallet for surplus to handle. Do not leave a mess. That is someone else's work area, not ours. Straighten up like you hadn't even been there.

2.5 Monthly Meetings

Campus Operations tries to schedule a meeting once a month, usually on the first Monday or Tuesday of the month, depending on the expected attendance. These meetings are mandatory. We will work with everyone to determine the

best day, and every meeting scheduled will be at 6pm when we close. The purpose of the meetings is:

1. To give any updates to our operations or any notes from operations
2. A work performance discussion
3. Meet people in our department that we may not be scheduled to work with because we still must communicate with them through e-mail
4. Go over any questions, comments, or concerns of all individuals
5. Make sure everyone is on the same page and is ready for the coming month

2.6 Current Lab Printers Students Can Install

Printer	Name
Brackett	\\CLEMSONU\BRATRIUM01.Brackett.PRINTING.CLEMSONU
Cooper East	\\CLEMSONU\COOPER5_EAST.Cooper.PRINTING.CLEMSONU
Cooper West	\\CLEMSONU\COOPER5_WEST.Cooper.PRINTING.CLEMSONU
Hendrix	\\CLEMSONU\LOUNGE01.Hendrix.PRINTING.CLEMSONU
Lowry	\\CLEMSONU\LOWRY_11.Lowry.PRINTING.CLEMSONU
Martin	\\CLEMSONU\MARTIN01.Martin.PRINTING.CLEMSONU

3.0 Employee Drug and Alcohol Policy

EMPLOYEE DRUG AND ALCOHOL POLICY

Clemson University recognizes that the illegal and/or abusive use of alcohol or drugs by members of the university community jeopardizes the safety of the individual and is not conducive to the academic learning process. Clemson University is, therefore, committed to having a campus that is free of the illegal or abusive use of drugs and alcohol. This policy is implemented in compliance with the Drug-Free Workplace Act of 1988, the Drug-Free Schools and Communities Act Amendments of 1989 and the South Carolina Drug-Free Workplace Act of 1990.

I. Standards of Conduct

The illicit or unauthorized manufacture, use, possession, distribution or dispensation of alcohol or illegal drugs by employees on University property or as part of any unauthorized University activity is prohibited. Reporting to work under the influence of alcohol or illegal drugs is also prohibited. In addition, all faculty, staff and students employed on a federal grant/contract or a state grant/contract are required to abide by this policy as a condition of employment of the grant or contract. This policy applies to all full-time and part-time permanent and temporary faculty, staff and student employees.

II. Disciplinary Sanctions

The University will impose disciplinary sanctions on employees who violate the above standards of conduct. The severity of the imposed sanctions will be appropriate to the violation. Among the disciplinary sanctions which may be imposed are the following: oral warning, written reprimand, suspension, termination and/or referral for prosecution. The University may require completion of an appropriate rehabilitation program as part of a disciplinary sanction.

III. Procedures to Follow

Since almost every case of alcohol or drug abuse has different circumstances, supervisors should contact the Director of Employee Relations and Assistance Programs for direction in their efforts to assist faculty and/or staff employees locate appropriate counseling for alcohol or drug related problems. If a violation occurs that might lead to disciplinary action of a faculty member, the supervisor

should contact the Provost's Office. If a violation occurs that might lead to disciplinary action of a staff (non-faculty) employee, the supervisor should contact the Director of Employee Relations and Assistance Programs for advice in developing a recommendation for approval by the appropriate administrative officials. It should be noted that South Carolina law (S.C. Code Sec. 8-11-110) treats alcoholism as an illness and requires state agencies to grant employees sick leave for the purpose of participating in public and private treatment and rehabilitation programs which have been approved by the South Carolina Department of Mental Health.

Please be aware that this policy does not negate the Alcohol and Controlled Substances Testing Policy implemented in accordance with the Omnibus Transportation Employee Testing Act for employees with CDL license or in safety sensitive positions as defined by the Act.

IV. Drug-Free Awareness Program

Clemson University recognizes drug dependency as a major health problem. Clemson University also recognizes drug and alcohol abuse as potential health, safety and security problems. A drug-free awareness employee training program will be provided annually to inform employees about the dangers of alcohol and/or drug abuse in the workplace, the available drug counseling, rehabilitation and employee assistance information and the penalties that may be imposed for alcohol and/or drug abuse violations. All employees should attend one of these Drug-Free Awareness workshops offered annually by Employee Relations and Assistance Programs.

V. Counseling and Treatment for Alcohol and Drug Abuse

The following is a brief summary of various on and off campus opportunities for counseling and treatment for alcohol and drug abuse available to employees.

A) On-Campus Opportunities

Employees in need of treatment or counseling are encouraged to utilize the University's Employee Assistance Program. The goal of this program is to provide confidential assistance resources for individual employees and to enable employees to maintain or enhance productivity despite problems that may arise. More information about this program can be obtained by contacting the Director of Employee Relations and Assistance Programs (656-2726).

B) Off-Campus Opportunities

Employees in need of counseling or treatment are encouraged to use state services provided by the Department of Alcohol and Other Drug Abuse Services, the Department of Vocational Rehabilitation, and the State Group Health

Insurance plans, as appropriate. Information on any of these programs is available through the Director of Employee Relations and Assistance Programs (656-2726).

Also, included among the national hotline services available to employees and students are the following: Cocaine Help Line (1-800-COCAINE), The National Counsel of Alcoholism Information Line (1-800-NCA-CALL), The National Institute on Drug Abuse Hotline (1-800-662-HELP), and The Parents Resource Institute for Drug Education Information Hotline (1-800-241-9746).

VI. Drug Conviction Reporting Requirement

All University employees (including student employees) are required to report any conviction under a criminal drug statute for any violation occurring in the workplace or as part of any University activity. A conviction means a finding of guilt (including a plea of nolo contendere) or imposition of a sentence, or both, by any federal or state judicial body charged with such responsibility. This report must be made within five (5) days of the conviction to the employee's supervisor and to the Director of Employee Relations and Assistance Programs. In the event that the convicted employee was employed in the performance of a federal contract or grant or a state contract or grant, the Chief Human Resources Officer or designee, shall immediately notify the Vice President of Research so that the sponsoring federal or state agency can be notified within ten (10) days of the date the University received notification as required by federal and state law. Within thirty (30) days after the University's receipt of a drug conviction report the appropriate supervisory authority will either take appropriate personnel action against the employee, consistent with federal and state law and regulations and the Rehabilitation Act of 1973, as amended, or require the employee to participate successfully in a drug abuse assistance or rehabilitation program approved for such purposes.

VII. Health Risks

Using illicit drugs or alcohol abuse can be toxic to the human body and can have catastrophic health consequences. Some drugs, such as crack, are so toxic that even one experimental use can be fatal. Approximately 30 percent of all admissions to general hospitals and 50 percent to psychiatric hospitals have detectable substance abuse. Substance abuse accounts for approximately 150,000 deaths annually. This includes deaths from stroke, diseases of the heart and liver, and all alcohol and drug related suicides, homicides, and accidents. Early detection can minimize or prevent the devastating consequences of substance abuse.

Alcohol: Effects

Alcohol consumption causes a number of marked changes in behavior. Even low doses significantly impair the judgment and coordination required to drive a car safely, increasing the likelihood that the driver will be involved in an accident. Low to moderate doses of alcohol also increase the incidence of a variety of aggressive acts, including spouse and child abuse. Moderate to high doses of alcohol cause marked impairments in higher mental functions, severely altering a person's ability to learn and remember information. Very high doses cause respiratory depression and death. If combined with other depressants of the central nervous system, much lower doses of alcohol will produce the effects just described.

Repeated use of alcohol can lead to dependence. Sudden cessation of alcohol intake is likely to produce withdrawal symptoms, including severe anxiety, tremors, hallucinations, and convulsions. Alcohol withdrawal can be life-threatening. Long-term consumption of large quantities of alcohol, particularly when combined with poor nutrition, can also lead to permanent damage to vital organs such as the brain and the liver.

VIII. Distribution and Review of Policy

A copy of the Employee Drug and Alcohol Policy will be distributed to each new employee at the time of employment and annually to all employees. The Chief Business Officer or his designee shall be responsible for overseeing all actions and programs relating to this policy. The Chief Business Officer or his designee, along with Clemson University's Office of General Counsel, shall conduct an annual review of this policy and its implementation to determine its effectiveness, make necessary changes, and ensure that disciplinary sanctions are consistently enforced.

IX. University Policy on Alcohol; i.e., Liquor, Beer and Wine

The following is a statement of University policy on alcoholic liquor, beer and wine at University sponsored events and consumption of alcoholic liquor, beer and wine during normal working hours. Any alcoholic liquor, beer or wine at University sponsored events or the consumption of alcoholic liquor, beer or wine during normal working hours other than as provided below is unauthorized. This policy does not apply to any activity sponsored by Clemson University students. The policy for those activities is stated in the Student Handbook. Those having questions concerning rules or guidelines as stated in the Student Handbook should contact the office of Student Development.

ADMINISTRATIVE POLICY ON ALCOHOLIC LIQUOR, BEER AND WINE AT UNIVERSITY SPONSORED EVENTS

Whereas, State law permits the possession and consumption of alcoholic liquor by individuals of legal age at private events of a single and isolated nature (non-repetitive) on property that is not engaged in a business or commercial activity with the permission of the property owner,

Whereas, State law permits the possession and consumption of beer and wine by individuals of legal age at private and public events, and

Whereas, State law permits the giving of alcoholic liquor, beer or wine only to individuals of legal age, and

Whereas, the minimum legal age for the possession and consumption of alcoholic liquor, beer and wine is now 21, and

Whereas, it is in the best interest of Clemson University and its employees to establish a policy for alcoholic liquor, beer and wine at University sponsored events,

Now, therefore, the following policy shall apply to all alcoholic liquor, beer and wine at University sponsored events:

A) Alcoholic liquor, beer and wine may be served or available for consumption at University sponsored events in the following designated areas subject to State laws and existing guidelines for use of those areas:

- 1) Clemson House
- 2) Alumni Center
- 3) Edgar's
- 4) Private areas of Memorial Stadium
- 5) Palmetto Room
- 6) Outdoor Laboratory, Kresge Hall
- 7) Madren Conference Center and Martin Inn Complex
- 8) Chili's Two

9) T. Ed Garrison Arena

B) Alcoholic liquor, beer and wine may be served or available for consumption at University-sponsored events in other University buildings or on other University property only with the prior approval of both the vice president responsible for the event (or his/her designee) and the vice president responsible for the area in which the event is held (or his/her designee).

C) Notwithstanding the above, alcoholic liquor, beer and wine may not be served, consumed or available for consumption during normal University working hours* at any location on University property. Exceptions may be granted only with the prior approval of both the vice president responsible for the event and the vice president responsible for the area in which the event is held. Any violation of this policy may result in disciplinary action being taken against those employees responsible for the violation.

* Normal working hours for each employee as assigned by the University.

X. Federal and State Penalties and Sanctions

Federal and State penalties and sanctions are located in Clemson University's Personnel Policies and Procedures Manual, Drug and Alcohol Policy. The Website address is <http://www.clemson.edu/humanres/PandP/D/Ddrug.htm>.

Included in the website is a brief overview of federal and state laws governing the possession, use and distribution of alcohol and illegal drugs. Departments employing personnel without direct access to the University website are responsible for posting sanctions associated with the Clemson University Drug and Alcohol Policy in a central location. Similarly, it is the responsibility of the department to provide a written copy of the previously mentioned sanctions to departmental personnel upon request.

Federal Trafficking Penalties							
CSA	PENALTY		Quantity	DRUG	Quantity	PENALTY	
	2nd Offense	1st Offense				1st Offense	2nd Offense
I and II	Not less than 10 years. Not more than life.	Not less than 5 years. Not more than 40 years.	10-99 gm or 100-999 gm mixture	METHAMPHETAMINE	100 gm or more or 1 kg or more mixture	Not less than 10 years. Not more than life.	Not less than 20 years. Not more than life.
			100-999 gm mixture	HEROIN	1 kg or more mixture		
			500-4,999 gm mixture	COCAINE	5 kg or more mixture		
	If death or serious	If death or serious	5-49 immixture	COCAINE BASE	50 gm or more mixture	If death or serious	If death or serious injury,

	injury, not less than life.	injury, not less than 20 years.	10-99 gm or 100-999 gm mixture	PCP	100 gm or more or 1 kg or more mixture	injury, not less than 20.	not less than life.
			1-10 immixture	LSD	10 gm or more mixture		
	Fine of not more than \$4 million individual, \$10 million other than individual	Fine of not more than \$2 million individual, \$5 million other than individual.	40-399 immixture	FENTANYL	400 gm or more mixture	Fine of not more than \$4 million individual,	Fine of not more than \$8 million individual, \$20
			10-99 immixture	FENTANYL ANALOGUE	100 gm or more mixture		
	Drug	Quantity	First Offense		Second Offense		
III	Others ²	Any	Not more than 20 years. · If death or serious injury, not less than 20 years, not more than life.· Fine \$1 million individual, \$5 million not individual.		Not more than 30 years.· If death or serious injury, life.· Fine \$2 million individual, \$10 million not individual.		
IV	All	Any	Not more than 5 years.· Fine not more than \$250,000 individual, \$1 million not individual.		Not more than 10 years.· Fine not more than \$500,000 individual, \$2 million not individual.		
V	All	Any	Not more than 3 years.· Fine not more than \$250,000 individual, \$1 million not individual.		Not more than 6 years.· Fine not more than \$500,000 individual, \$2 million not individual.		
VI	All	Any	Not more than 1 year.· Fine not more than \$100,000 individual, \$250,000 not individual.		Not more than 2 years.· Fine not more than \$200,000 individual, \$500,000 not individual.		

1 Law as originally enacted states 100 gm. Congress requested to make technical correction to 1 kg.

2 Does not include marijuana, hashish, or hash oil.

Federal Trafficking Penalties - Marijuana

As of November 18, 1988

Quantity	Description	First Offense	Second Offense
1,000 kg or more; or 1,000 or more plants	Marijuana Mixture containing detectable quantity*	Not less than 10 years, not more than life.· If death or serious injury, not less than 20 years, not more than life.· Fine not more than \$4 million individual, \$10 million other than individual.	Not less than 20 years, not more than life.· If death or serious injury, not less than life.· Fine not more than \$8 million individual, \$20 million other than individual.
100 kg to 1,000 kg; or 100-999 plants	Marijuana Mixture containing detectable quantity*	Not less than 5 years, not more than 40 years.· If death or serious injury, not less than 20 years, not more than life.· Fine not more than \$2 million individual, \$5 million other than individual.	Not less than 10 years, not more than life.· If death or serious injury, not less than life.· Fine not more than \$4 million individual, \$10 million other than individual.
50 to 100 kg	Marijuana	Not more than 20 years.	Not more than 30 years.· If death or serious injury, not less than life.· Fine \$2 million individual, \$10 million other than individual.·
10 to 100 kg	Hashish	If death or serious injury, not less than 20 years, not more than life.	
1 to 100 kg	Hashish Oil	Fine \$1 million individual, \$5 million other than individual.	
50-99 plants	Marijuana		
Less than 50 kg	Marijuana	Not more than 5 years.· Fine not more than \$250,000, \$1 million other than individual	Not more than 10 years.· Fine \$500,000 individual, \$2 million other than individual.
Less than 10 kg	Hashish		
Less than 1 kg	Hashish Oil		

Includes Hashish and Hashish Oil

4.0 Campus Operations Student Duties Agreement Form

Agreement Form

I have read and received a copy of the CCIT Campus Operations Student Duties Manual.

I hereby agree to maintain professional behavior while on duty and to perform all tasks asked of myself by the management.

I understand that showing initiative in my work at Campus Operations will result in periodic rewards, which may take the form of pay raises, pizza lunches, etc. Taking initiative suggests keeping up with technology, helping Campus Operations develop new technology, volunteering for more difficult tasks, and performing all duties with a positive attitude.

I understand that following these guidelines will result in regular pay raises, and doing otherwise may result in termination.

I understand the Standard Operating Procedures in their entirety and am also aware that management will notify me should any portion require modification. Should the latter occur, an updated Manual shall be provided in a timely fashion.

Signature

Date

5.0 Campus Operations Training Log – Machine Room Duties

Training Topic	Date Completed	Trainer Initials
Tour of Facilities/Introduction		
Explain Chain of Command		
On the Job Behavior		
Do's and Don'ts on the Job		
Timesheets		
Basic Printer Operation		
Basic Printer Troubleshooting		
Duties While on Rounds		
Fixing a Paper Jam		
Changing a Toner/MK		
Printer Cleaning		
Changing Ink on 5m		
Basic Plotter Operation (Margins!)		
Common Plotting Errors		
Changing Plotter Paper		
Changing Plotter Ink		
Changing Plotter Printheads/Cleaners		
How to Plot (Powerpoint & MS Imaging)		
Printer Driver Installation		
Plotter Driver Installation		
Releasing a Plot		
Using Pcontrol		
Monitoring the Print Queues		
Email Responsibilities		
Bulk Storage Responsibilities		
Van Responsibilities		
Phone Responsibilities		
Key Responsibilities		
Closing Operations		

Appendix