Welcome to the e-Warrior Digital Learning Center Team

Thanks for joining the DLC STARS (Student Technology and Resource Specialists) Team! I am sure you will enjoy your job and be a great addition to our team.

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WHO ARE WE?

- The DLC STARS Team is a group of students dedicated to helping all WSU students feel comfortable engaging in the technologies available through the e-Warrior: Digital Life & Learning Program at Winona State University.
- Students each have their own areas of expertise but are cross trained to help each other.
- We are a part of [Teaching, Learning & Technology](). The rest of our department is located over in Maxwell. We are located in Somsen because we work with student training.

GUIDELINES

Hours

- DLC STARS generally work around 15 – 20 hours during the school year. In the summer you can have up to 40 depending upon work load.
- DLC STARS need to plan on working during breaks. If you need time off let me know.

Attendance

- Be on time for your shift.
  - If you will be late, are sick, or cannot come in for some reason please call your Char Gorak **as soon as you know.**
    - 507-457-2520 (work)
    - 507-452-1004 (home)
    - 507-450-3938 (cell)
  - If you cannot call me you need to email me (or both)
    - cgorak@winona.edu
- If you cannot make a scheduled workshop or training session it is up to you to make sure one of the other STARS can cover for you.
- If you want time off – that's easy – just ask! If there is nothing important going on at the time it will be no problem.

Dress Code

You are a representative of the TLT and TSC Departments. It is very important that you set a good example for Winona State.

- **Dress Shorts** – These can be worn but they should not be the short, short ones. Your shorts should come to right above your knee.
- **Jeans or Capris** – These are okay to wear as long as they are clean and fit appropriately.
- **Dress Pants** – These are always okay to wear as long as they are clean and fit appropriately.
- **Tube Tops, Spaghetti String Tops, Low Cut Tops, Tight Tops** – These are totally inappropriate.
- **T-Shirts, Casual Summer/Winter Shirts, Sweatshirts** – these are okay to wear as long as they are clean and fit appropriately.
- **Cap or Hats** – If you are in contact with customers, you are to not wear a cap or hat. If you need to wear one to go from one building to another during bad weather this is permissible, but we ask that you remove it upon working with customers.

Timesheets

- I would prefer that these are filled out daily.
- Make sure you submit them when due otherwise you may not get a paycheck for that time period.

TYPES OF TRAINING THAT WE DO

- **Laptop Distribution and Exchange Sessions**
  - DLC STARS lead all laptop distribution and exchange sessions. These sessions are generally held during the first weeks of the semesters and in the summer time.
  - Because of summer distributions DLC STARS will work 40 hours during most of the summer.

- **General Workshops**
  - We offer many different flavors of technology in one-hour hands-on workshops that are offered at different times on different days to accommodate students' schedules.
  - The courses are created and delivered by the STARS.
  - New workshops offered each month during the Fall/Spring semesters.

- **1:1 Help**
  - Walk-in (if STARS are available)

- **Appointments**
    - Appointment requests are entered into ITSM (our contact management software).
        - The requests will be assigned to you by Char (your supervisor).
        - It is your job to contact the student (either email or telephone) to set a date and time to meet.
        - All correspondence must be recorded in the ITSM call.
        - After your meeting you need to go into ITSM, update the call with meeting information and then close out the call.
        - You need to get ITSM installed on your laptop. If you use a Mac you will need to use one of the desktops in our area as ITSM does not run on a Mac.

- **Custom Training w/Faculty**
    - Stars are available to go into the classroom to present technology presentations to students as requested by the instructor. This depends upon STARS availability.
    - Anytime
        - Can schedule workshops outside of classroom time, depending upon STARS availability.

- **The WSU Technology Knowledge Base**
    - This is our new WIKI and it contains all of our help documentation. It is our responsibility to keep this up to date.
    - We use MediaWiki for this.
    - Training Materials
        - Use software such as Softchalk LessonBuilder (powerful web lesson editor), Camtasia Studio (screen recording software) and Screenflow (screen recording software for Mac) to create engaging help materials.
        - These can be put on the WIKI or sent separately to students/professors.

- **SRC (Student Resource Center)**
    - One DLC STAR works in the SRC Monday through Thursday evenings from 8 pm until midnight. We have a schedule. If you would like to be included in this or a backup let Char know.

IMPORTANT LINKS
- DLC Web Site
- Teaching, Learning & Technology Web Site
- DLC Worksite

- DLC Workshop Lookup
- Student Timesheets
- WSU Technology Knowledge Base (WIKI)
- DLC on Twitter
- WSU Social Media Web Page

WHAT IS ON THE DLC WORKSITE?

We use the DLC Worksite to stay in touch with each other and to share documents and information. Our site is a tab off of the TLT Worksite. You should check this site everyday for any new information/announcements that may be posted there.

- Announcements
- Shared Documents
- Custom Training Calendar
- Assigned DLC Projects
- DLC Time Off Calendar
- Contact Information
- Much more ……….. go and take a look.

HOW DO YOU GET STARTED?

The best way for you to get started in your new role as a DLC STAR is to spend time with the other STARS. Watch, learn and ask questions. Also, make sure you have an ITSM account and rights to web and work sites. Le Char know if you need rights to something.

THINGS CHAR NEEDS TO START WITH …

- Your Request For Hours form
- Your contact information
  - Cell phone number specifically
- Your preferred platform (Mac or PC)
  - STARS have preferred platforms but are expected to be able to help students on both platforms if needed.
- A listing of your "specialty areas"
  - What you are good at and can help others with