**Geoscience Learning Center (****GLC****)**

**Duties and Frequently Asked Questions**

Almost all teaching assistants will work 2 to 6 hours weekly in the GLC. Your primary responsibility is to work with students to help them with their course and lab work. There are many ways to accomplish this.

The GLC is located in a suite of rooms in Fleming rooms 134-136. The first TA to arrive should swipe their card to open the door lock. The last TA to leave at the end of the day, should swipe their card to lock the GLC for the night. The TAs are responsible for keeping the GLC neat, clean, and organized.

Generally, 3 or 4 TAs are in the GLC every hour that it is open. Your assigned GLC shift will be fit to your academic and instructional schedule. The only exception to this should be when the on-campus building stones field trips are held. Then the GLC may be staffed with 2 TAs for up to 1 hour. If you lead a tour and your shift is not over, be sure to return to the GLC for the rest of your shift.

Every TA should wear a name badge for their shift. You should also put your name and course that you are TA for on the white board so that students and TAs know who is there to help. Be sure to erase your name when you leave.

You need to be present at the GLC for your entire shift. If your shift is scheduled either before or after one of your classes, you may leave or arrive at the GLC a few minutes early. You should not miss more than 10 minutes of your shift. If you routinely miss more than this every week, you may be dismissed from your TA duties.

If you know you are going to be late to the GLC for a shift, please call the GLC (713- 743-6732). If possible, call to let your fellow TAs know you will be late or absent. If you need to miss a shift, whether it is for academic, illness or personal reasons, it is your responsibility to find a TA to replace you for your shift. When you find a substitute write down the details on the GLC calendar at the front desk and inform both Jinny Sisson and Dan Hauptvogel.

The GLC opens the first day of each semester and remains open M-F except for school holidays. It will remain open until the last geology exam. This is typically 2 or 5 pm on the last exam day. You should not leave early for vacation or start an internship until after the last day the GLC is open.

 School holidays are given in the [academic calendar](http://publications.uh.edu/content.php?catoid=14&navoid=3714):

Labor Day – first Monday in September

Thanksgiving – Wednesday through Sunday, the 3rd week in November

Inter-semester – the GLC is closed between semesters, this includes the Christmas-New Years staff holiday which is the week between Christmas and New Years Day.

Martin Luther King Day – 3rd Monday in January

Spring Break – one week in March, schedule varies every spring

To open the GLC:

1. Swipe your card to open the door.
2. Be sure that all the computers are turned on.
3. Every Monday morning, check to see if any of the software needs to be updated.
4. Also, remove any student files from the desktop and put in the trash.
5. If the GLC is messy, throw away trash. There is a lost and found area for items students leave behind.
6. If necessary, change the desktop to a nature or geology scene.
7. Report any problems to Jinny Sisson or Dan Hauptvogel

To close the GLC:

1. On Friday afternoons, turn off the computers
2. Put away rock and mineral kits
3. Be sure to clean up the trash and wipe off the tables
4. Push in chairs
5. Erase white board
6. Check that all books and other items have been returned. If there is a PS ID left behind, contact the student (find email on UH website) and tell them to come pick up their ID. Be sure make sure they have returned whatever they borrowed.
7. If the floor is muddy after a rainy day, clean the floor with the carpet sweeper (this is a manual machine and will sweep up the mud).
8. Swipe your card to lock the door.

Below is a map of the GLC with suggested locations for you to maintain during your GLC shift. We prefer that TAs sit in positions that they can routinely scan the students to ascertain if any of them need help. Do not sit with your back to the students.

**Position 1** at desk close to where students enter GLC in F136.

1. act as greeter and ask every student if they need help. This means you will need to know who else is in the GLC to direct the student to the appropriate TA for assistance.
2. Be sure that every student and TA logs themselves both in and out on the computer. This is important as the more the GLC is used, the more funds for TAs are available. Faculty may also use these records to determine if their students came in to do a class assignment.
3. If it is time for Physical Geology field trips, ask the students if they need help signing up for a field trip. You will generally get an email when you need to do this.
4. You are responsible for checking books, thin-sections, bruntons, etc from the library. You need to get the PS ID or driver’s license from every student that wants to borrow material. You also need to record their name and item on the sign-out sheet. The student’s ID is returned when they return the material(s).
5. Assist students that want to print a couple of pages. The printer is currently linked to only the desk computer and the one beside it. You can only let a student print 2-5 pages. There is no accounting system on this printer and the supplies are covered by the department. So, we cannot afford to let any one print long documents.
6. If requested, show the student where the minerals and rocks are located for them to study.
7. Some professors may leave a make-up test at the front desk. This should be kept in the draw of the desk. If you are not busy, you should proctor this test. If you are busy, ask another TA to proctor the student while they take the test. The professor will leave instructions on an envelope as to whether you need to put the test in their departmental mailbox or leave it in the desk.
8. Answer the GLC phone. Be sure to identify that your are the GLC or Geoscience Learning Center.

**Postion 2** at desk in computer room.

1. You need to help students in this room and possibly the “library” room.
2. No food or drink is allowed in this room.
3. Be sure to scan the room to see if any students need assistance. Be proactive and go up to students and ask them what they are working on. If you ask them if they need help, they will probably shrug their shoulders and look away from you.
4. If you cannot answer their question:
	1. find another TA that can help
	2. go find the book for their course and help them find the answer
	3. find out the time for when the appropriate TA can help (look at TA schedule by the front desk
	4. Use the computer to help them find appropriate material. You may be asked to find resources for a particular class. A few professors load material on to a shared drive
	5. Help a student connect to Blackboard Learn

**Position 3** in the microscope room (Fleming 134)

1. Duties are the same as for position 2.
2. You may be asked to help with microscope work. If you cannot do this, sit in Positions 1, 2 or 4.

**Position 4** there is no assigned seat for this position. You may sit in the front room,

library room or microscope room. Do not sit in the computer room as you can’t sit there without having your back to the students. Sit in the location with the most students that will need your help. Your duties are the same as position 2 and 3.

**Frequently asked questions about the GLC:**

What if a TA or student has an emergency?

 Call campus police at 3-3333

What do I do if I have to leave the GLC for class, run an errand for the GLC, go to the bathroom etc.

Tell one of the other TAs that you are leaving, what you are doing, and how long you will gone. If you are in position 1, ask someone to take your place while you are away from the front desk.

A student wants to sign up for a field trip for Physical Geology. What do I do?

 Show them the [field trip](http://www.geosc.uh.edu/undergraduate/field-trips/) link.

Where do I get more supplies such as pencils, pens, protractors, new white board eraser, handi-wipes, etc.?

Some of these supplies are in the EAS office S&R1, room 316. Ask the front desk attendant for assistance. If you can’t find an item, please contact Jinny Sisson or Dan Hauptvogel and ask them to get these items for the GLC.

What happens if the printer runs out of paper?

Add more. You may have to go to office in S&R1, room 316 to get another ream of paper.

What happens if the printer runs out of toner?

Ask Jason Ognoski for a new toner cartridge (S&R1 316).

What happens if the printer doesn’t work?

Try to troubleshoot the problem first. This includes turning the printer off and then on. If you cannot get it working, contact either Jason Ognoski or Jay Krishnan.

What if the GLC is too cold, too hot, or have any other physical problem?

Contact [FIXIT](http://www.uh.edu/facilities-services/services/fix-it/) by logging into AccessUH and submitting a request for repairs or temperature adjustment (for emergency repairs, call 713-743-4948)

Can books, thin sections, rocks, minerals, globes, or any other supplies leave the GLC.

NO. Nothing can be lent except to a professor or TA who needs the item for a class or lab.

Can I borrow any rocks and minerals for teaching or sharing with groups such as scouts or school groups?

You need to ask the GLC coordinators (Jinny Sisson or Dan Hauptvogel) before you borrow any material. Some of the samples are too fragile or irreplaceable to be handled by groups. Please do not remove any display samples or allow any students to remove these as well.

Who may have one of the Texas state maps?

They are free for anyone to take. If one of the maps is no longer there, please let Jinny Sisson know so that she can order more.

How do I update the software?

1. Click on the “apple” icon on the top-left corner of screen, then click on the second option “Software Update”
2. Since, by default most computers use the “GLC Student” account that doesn’t have administration rights, the computer will ask for an admin username and password.
3. Type in the admin username: “**ginstruc**”, and password “**XXX**”. The password is available from the TA at the front desk. The program will proceed and install any updates.

How do I connect to the GLC server?

Using the Finder bar, click on GO and then click on connect to server. Usually the GLC server address is saved. If it is not, type in smb://geoscdom.geosc.uh.edu/glc

Who do I go to if the wireless network is not working?

Check with [NSM IT](http://nsmit.nsm.uh.edu/) in Fleming 127.