

Psychology Laboratory Guidelines

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Preface

Eleven years ago the Psychology laboratory was a four-room trailer. Today, the Psychology laboratories in Lawrence Hall contain nine individual labs, 20-30 computers with state-of-the-art software, seven faculty, and over two dozen students actively engaged in research each semester. Coming this far has been quite an accomplishment for our Department. Over the years the Psychology Laboratories have evolved into a facility with two primary tasks. First, they are utilized to introduce psychology students to a setting of scientific research which prepares them for work upon completion of their education here at Penn State-Behrend, whether it is graduate school or a position in the work force. Second, it allows students to design, conduct, and to participate in faculty research as well as to design and carry out their own studies with faculty supervision.

As a laboratory attendant you will have numerous responsibilities. For some attendants and many student participants, this will be their first time in a setting such as this and therefore we must work to maintain an interpersonal environment of continuity and cohesion. Working together in a professional and friendly manner is and always will be integral, to a successful research environment and each and every one of you will be expected to demonstrate this attitude. Your primary duties will include keeping the lab secure and in operating order, answering student questions, and maintaining a professional atmosphere.

The availability of the psychology lab for student use is a privilege and should be treated as such. Students are expected to obey all rules and carry out their responsibilities promptly and in good humor. This will allow the lab to operate smoothly and continue to benefit both faculty and students.

Expectations

The Psychology laboratories are designed to conduct scientific research and the environment should facilitate this. As an attendant, you must work to demonstrate a professional attitude that will help maintain a supportive atmosphere.

Each attendant is responsible for their own behavior and performance, for understanding what is expected of each other, and for meeting those expectations. Faculty and staff members in the Department of Psychology are glad to help attendants develop their personal skills, but it is your responsibility to seek out that guidance.

Professionalism is expected from all lab attendants. The concept of professionalism encompasses things such as the use of appropriate language and proper dress, being prompt for scheduled hours, polite and courteous treatment of research participants, and the maintenance of a positive and helpful attitude.

Our work and research environment should be free from sexual, racial, religious, ethnic and other forms of harassment. Harassment of or by attendants, student participants, or staff is not tolerated. Attendants who feel that they may be victims of harassment should seek assistance from faculty or the assistant coordinator. All reported or suspected occurrences of harassment will be investigated.

All lab attendants will sign a Psychology Laboratory contract with their supervisor and return a copy to the assistant lab coordinator. The attendance policy is as follows: You as a lab attendant are responsible for coming to your scheduled lab hours. If you cannot make your scheduled hours due to illness or an emergency, you must notify the assistant lab coordinator ASAP. If you do not show up for your scheduled hours and do not notify the assistant lab coordinator with a valid excuse there will be consequences. For the first offence your faculty supervisor will be notified in writing. In the event of a second offence, if you are a work study student you be asked to find work elsewhere. If you are an independent study student you will drop at least a full letter grade.

Necessary absence should be planned in advance with the assistant laboratory coordinator. If you suddenly fall ill or an emergency arises, please call the lab as soon as possible. Attendants are urged to give as much notice as possible when a shift is going to be missed. As an attendant you are required to find a replacement for your shift, but the assistant coordinator should be notified. If you fail to find a replacement for your scheduled hour(s) your absence will be reported to your faculty supervisor. So, please make every effort to work your scheduled hour(s), and find a replacement when necessary. Correct protocol includes notifying the assistant lab coordinator that you will be absent and emailing the lab attendants list asking for someone to cover your shift. The assistant lab coordinator should then be notified that a replacement has been found. Failure to complete these procedures will result in consequences as detailed in the lab contract that you have signed. **If you have to leave during your lab hour due to an emergency you must have the students leave the psychology lab, lock up, and leave a note stating when the lab will reopen.**

Good communication is extremely important for the successful operation of the Psychology Laboratory. And, the most reliable form of communication is E-mail. As a lab attendant you will be able to access the Psychology Lab Angel site and email from there (cms.psu.edu). Therefore, it is very important that all attendants check this E-mail regularly, especially at the start of their shift. This will be the best way to keep in touch with any changes or important notices concerning the Psychology Laboratory. Regular Angel (email) checks will be done by the assistant laboratory coordinator. If too many E-mails from the assistant laboratory coordinator are not responded to in a timely manner, your supervisor will be notified for failure to fulfill duties.

As an independent study student, you may be permitted to use the lab after hours as indicated by your supervisors. Along with this privilege comes the added responsibility of locking up the lab. You should be extra careful to insure that the lab is secure when you leave. Check to make sure that all of the procedures for closing have been completed. If you let someone else in the lab while you are there after hours, you are responsible for that person and must be sure that they leave when you do.

Communicating and working with Participants

Lab attendants are required to assist all students that come to the Psychology Lab.

As a lab attendant, one of the most important duties you have is greeting and assisting students with any questions that they might have. There are several important points to be aware of:

1. It is your job to greet all people as they enter the lab, as well as assess whether they need help.
2. Participants who come to the Psychology Lab should be treated with respect, and as a priority. If these participants have questions about anything, you must do your best to answer them (the training provided by the lab coordinator will cover most, if not all, of the answers to these questions). If there is a report of a participant who did not receive help you will be warned and/or your employment as lab attendant will be terminated.
3. If you are unable to assist someone, find someone in the Lab who can. If there is no one to assist you, take a detailed account of the question(s) and the name, email and phone number of the student, then email it to the assistant lab coordinator.

All Lab Attendants

The computer by the front door in the big lab will be designated as the lab attendant station. This area allows the attendant to oversee any individual who is either entering or leaving the lab. The attendant is to spend the majority of his/her shifts in this area to supervise operations. You are not to leave your station. Please complete any assigned lab work first.

It is your responsibility to keep the lab in operating order and to supervise all ongoing activity. Only psychology students are permitted to use the computers. When a student asks you a question that you cannot answer, please ask someone who might be able to help the student instead of guessing or making something up that may cause that person more harm than good. Local telephone calls may be made from the laboratories assuming that the frequency of calls will not affect your work. Pay phones are located in Reed Hall for any long distance calls that you may need to make.

Under no circumstances are the attendants to leave the lab when there is still a student working in it even if that says they will lock up. Should the situation arise where the student has been given permission by the supervising faculty member to stay beyond the regular lab hours, you should check with that faculty member so as to clear yourself from responsibility.

Clean up any mess from the previous night so that the lab looks presentable. This includes papers and things that may have been left by the printer.

Check to see if there is printer paper. If you see that the printer paper is on its last pack, please notify the assistant lab coordinator, so that he/she can get the paper. Make sure that you give your notice in advance so that there is enough time to get it.

Signing-in

When you arrive for your shift, you must "sign-in". You do this by typing your name in the appropriate time slot and date on the lab sign-in sheet. The lab sign-in sheet is located on the S drive in the lab sign-in folder.

Keys

There are keys for all of the professor's labs and the annexes. These keys are only to be used by the lab attendants. **Students are only allowed to use the labs if they have permission from the professor.** The easiest way to obtain permission is to e-mail the professor requesting it and have the response forwarded to the assistant lab coordinator. There will be a room sheet that consists of the student's name, date, time in, what lab he or she is in, and time out. You must take the student's id and return it to the person when he or she is done using the room. It is your responsibility to fill out the sheet and walk and unlock the door to the particular lab that the student needs. When the student is done in the lab, lock the door and write the time that the student left and give the person back his or her id.

Opening Instructions

The most important duty as a laboratory attendant is to keep the facilities secure and safe. When you are the opening attendant, the following procedures must be followed:

1. Unlock all exterior doors and student lab doors. Faculty labs should not be unlocked. Students that need access to these labs will have keys as authorized by the supervising faculty member or they will need to use the room sign-out procedure as mentioned above.
2. Turn on the monitors of the computers in the student labs. The computers should have been left on overnight eliminating the need to turn on the machine each morning. Only the monitors should need to be turned on.
3. Check and write down all telephone messages in the phone log and record any cancellations by student participants in the cancellation log. Instructions for checking messages include:
 - a. Dial 7100
 - b. Dial 6036 # when asked for extension.
 - c. Dial 60363 # when asked for password.

It is helpful for students running participants if a brief note is posted on the bulletin board detailing the specifics of the cancellation and often alleviates some confusion. Please write neatly and fold the paper in half with the student's name showing only. Email or telephone calls to the experimenters are other options to consider for notification of cancellation.

***The assistant lab coordinator is responsible for emailing the computer problem logs for that week to Mike Stenzel (mes42@psu.edu). Non serious problems should be logged on the Angel discussion forum for computer problems and e-mailed to the assistant lab coordinator. This includes problem using a program, crashes, and printing problems. Serious problems (the machine wouldn't boot, none of the machines will print) should be immediately reported to Mike. Always notify Ms. Trich-Kremer as well (jdt107@psu.edu).

Closing Instructions

When you are the closing attendant for the evening you must follow these procedures:

1. Make sure all students have left the lab. Students that do not have permission (i.e., are not lab attendants) must leave at closing time.
2. Check all printer and computer problem logs and write on sign in sheet. Be sure to note the problem and the computer number, which is located on the upper right hand side of the monitor.
3. Make sure that all labs are clean. It is important to maintain a clean environment for students to work in.
4. Turn off the computer monitors. The towers and the OPTI-UPS and PK Blackout Buster should be left on at all times.
5. Turn off all of the lights and close and lock all windows.
6. Lock all of the doors except the exterior door. Be sure to double check to insure that the doors have been closed completely.
7. Check annex doors to insure that they are locked.

Scheduling

Room Scheduling

Rooms may be reserved by the faculty and the students by marking the time and date when they will need the room on the calendar posted on every lab door. Also, there will be a sign in sheet for the individuals who need to use faculty labs. **Students must receive written permission from the faculty to reserve there lab. If they do NOT have permission then they are NOT allowed in the room.** The student's ID's will also be taken when they go into the lab rooms and given back to them when they sign out. Conflicts in room scheduling should be resolved through the same hierarchy that is used to determine computer use. If an individual is occupying a room that is reserved, it is your responsibility to politely ask them to leave and explain why. The large lab may not be reserved during regular lab hours except by faculty for classes. However, it may be reserved for research purposes after hours and on weekends with the approval of the faculty supervisor.

Participant Scheduling

Student participants can sign up both during and after lab hours on the Experimentrak website (pse.experimentrak.net). If a participant calls to cancel, you must register them in the cancellation log and notify the appropriate experimenter. In the event of a cancellation, the following data should be obtained from the participant:

1. Name, class section, professor
2. Time and day of call
3. Name, time, and date of experiment
4. Participants telephone number
5. Experimenter(s) that they were scheduled to see

Once again, it is very important that a cancellation be recorded properly and thoroughly so that the experimenter can reopen that time slot and/or attend to other duties. Also, upon opening the lab, if you should retrieve a message from voice mail that is not complete, **you** should try to contact the participant to gather the rest of the information.

Most of the participants come from the Research Participant Pool (RPP), which is the name given to all of the students who are enrolled in Introductory Psychology (PSY 002). This class has a research/experiment requirement that makes it necessary for each and every student to complete three (3) credit hours of research/experiment. This research component makes it convenient for both faculty and students by creating a pool of students who are willing to participate in research. All matters concerning the RPP should be addressed to the Research Participant Pool Intern (RPPI), Megan Miller; email: mlm495@psu.edu.

A list of PSY 002 student names will be kept on Experimentrak. This list will indicate what experiments the students have participated in, and when they participated. You should familiarize yourself with this site and with the Research Pool guidelines so that you can help student participants find out what else will be required of them. Any problems that the participants may have should be directed to the RPPI for resolution.

When PSY 002 students show up for an experiment, be polite and friendly and instruct them to wait until the experimenter directs them to the proper designation. If the experimenter fails to show, take the names and student numbers of all those students that showed up. On the same paper, write the name of the experiment and who the experimenters are. Tell the students that they will receive ½ credit for showing up and encourage them to sign up for the experiment again. The lab attendant will then enter this information into the research participant pool database on the lab attendant's computer.

Computer Use and Software

Computer Usage

There is a hierarchy of computer use that must be followed in order to achieve maximum operating efficiency. The order is as follows:

1. Faculty
2. Psychology Lab Assistant Coordinator/ Participant Pool Intern
3. Work study and Independent study students conducting research
4. Advanced Research Methods (PSYCH 431W)
5. Basic Research Methods (PSY 201W)
6. Other Psychology students

Please remember that nobody is permitted to eat or drink at the computers. If someone is doing so, please kindly remind them that it is forbidden. Be careful not to bump or jar computers or any of their accessories.

If problems with the computers arise, you should take careful notice of the problem and record it on the problem log designated for that computer. Be sure to record what the problem was and what application(s) was in use when the problem occurred. At no time should lab attendants try to correct a computer problem by shutting off the power or pulling plugs. If you cannot fix a problem, ask someone for help or contact the assistant laboratory coordinators. Contact Mike Stenzel only in case of an emergency, under NO circumstances are lab attendants permitted to call the computer center.

There are usually many students working in the lab at any given time. Please keep any noise to a respectful level whether on duty or not. If you wish to listen to music or use a program that utilizes sound, head phones MUST be worn at all times.

The computers in this laboratory are our most valuable asset, and they must be treated as such. Most of the questions that you will be asked will deal with the computers and their software. Because there are so many packages available for use in the lab, you will not be required to master all of them but you should have some idea how to move about within them. If you have little or no experience with computers, you should take some of the basic seminars that the computer centers offer. These are free of charge and will provide you with knowledge on programs such as Windows, Word, and using the Internet. Also, if you have not accessed your e-mail account yet, you are required to do so immediately so that inter-laboratory communication can be achieved by all faculty and students involved in lab affairs.

The software that you must be familiar with is as follows:

1. Windows XP. This is the operating system that the computers in the Psychology Laboratory use. The function of this system is to manage the software on the computer, and to present this software in an accessible format using icons. Most of the software on the psychology laboratory computers can be activated by simply double-clicking on their respective icon on the bottom of the screen with the left mouse button. Any remaining programs can be accessed by using the start button and selecting the proper program.
2. Word processing and Spreadsheets and presentation packages. The Corel Office Suite 12 is a very popular software package that includes word processing (Corel WordPerfect 12), spreadsheet capabilities (Corel Quattro Pro 12), and presentation software (Corel Presentations 12). Microsoft Office XP (Word, Excel, and PowerPoint) is also available from the lab. Basic photo editing can be completed with Photo Shop Pro.

3. SPSS 12.0. This is a statistical package used for data analysis and research. It is found in the Programs Menu under Humanities and Social Sciences. Please familiarize yourself with this program and Quattro Pro because you will be asked many questions about them by students using the lab.

5. Webmail. Webmail is an internet based e-mail system that will let you get your e-mail from home or anywhere there is a computer with an internet connection. It is accessed at webmail.psu.edu in either the Netscape or Internet Explorer browser.

6 Eudora. Eudora is the software package that Penn State also uses to access E-mail. To activate Eudora double-click its icon. You will need to format a Eudora disk to use anywhere on campus.

7. Internet Browsers. We have two Internet browsers available, Netscape and Microsoft Internet Explorer. To activate Netscape double-click its icon. To conduct a search in Netscape, click the search button on the tool bar and type in the topic that you are interested in. You will then be connected with the top selections for the category.

OPTI-UPS and PK Blackout Buster

One of these two types of units accompanies each computer in the Psychology Laboratory. They function as a reserve power sources and a buffer against electrical surges. In order to function properly these units should be left on at all times, even when the computer is powered off. Therefore, computers should not be turned off at the power strip but instead turned off at the monitor, tower, and speakers. If the power goes off they will beep alerting the user that they are working on battery power. If the power does not come on after a few minutes save your files and shut down the computer normally to avoid damaging software or hardware. Notify maintenance at #6360 if the power goes off and the breakers need to be reset. If there is no electricity in the Annexes, notify food and housing at # 6161. Be sure to be specific in your message as to exactly where in the lab the power is down.

Notes on Internet use

When using the Internet you are not allowed to download any programs, games, or pictures without the permission of a faculty member. Many of these programs contain viruses that will damage the computers. As a reminder AOL Instant Messaging and other messenger programs are also not to be used during your lab hours, it is an abuse of internet service and against Penn State Policies. You are absolutely forbidden to visit pornographic sites; many pornographic sites require you to log on with personal information that is then public material. The university has the right to revoke ALL of your access privileges if you log on to pornographic sites. Always be sure that you are saving any Internet material to your disk. If you need to access sites for your research that may be adult in nature please ask for written permission from your supervisor and reserve a small lab so that you do not offend any other student. Using University resources, i.e. computer, printers, email accounts to promote political candidates, or to sell merchandise, or to pass Internet viruses or chain letters, are forbidden by University policy and may result in losing all privileges.

Printing

Laser printing in the psychology laboratory is free. Our hope is that this privilege will not be abused and therefore will be continued. Please do not take advantage of this privilege. Print only psychology related documents in the lab and only good drafts of **papers**. Students should not use the printer to supply themselves with many copies of informed consents or other documents. The MISC Media Instructional Support Center in the Academic building will print large jobs at reduced prices. Never walk away from a print job in progress. If the print job did not come out as planned, cancel the print job. The scanner/copier may be used **only** with faculty permission. **Be sure to log all pages printed in the printer log.**

Abuse of printing privileges will result in the loss of privileges for that student. Printing abuses include: printing many copies of one document, etc.

Supplies

New supplies have been purchased for the lab (including scissors, tape, a ruler, etc.). These are located in the lab attendants' area and will be the responsibility of the attendant on duty. Please make sure that before you leave your shift, these supplies have been returned or notify the next attendant on duty. Computer paper should be kept in supply. Work Study students should be sure that an extra pack of paper is always available. There are also new logs on the lab attendant desk for phone logs and research logs.

Keys to rooms 125 and 126 must be signed out (the annexes). The student, who wishes to use the keys, must leave some form of identification with the attendant on duty. That student is NOT to receive their identification until the key is returned. If someone is left in the annexes, they are responsible to come down and sign out the key themselves. The lab attendant on duty should double check that the annex doors have been locked before they go off duty.

Shared Drive

The psychology lab uses a shared drive called the "S" drive. Students and faculty can store files on this drive and have access to these files from any computer in the lab. Many of these files are very important and the use of the "S" drive should not be abused. You may add folders for your own use as long as you notify the assistant lab coordinator with information regarding the content of the folders. Students who are using the "S" drive for Psych 431W are asked to use the folder designated by their instructor for their research. Within this folder they may create sub-folders, but please do not create folders outside of this designated folder. For all lab attendants, do NOT delete or move files that are not your own. You can never be sure if these files are important or not.

Lab Phone Numbers

| | |
|-------------------------|-----------------|
| Main Lab- | 898-6036 |
| Ms. Trich Kremer's Lab | 898-6033 |
| Dr. Kazmerski's Lab | 898-6529 |
| Dr. Blasko's Lab | 217-4073 |
| Dr. Corty's Lab | 217-4075 |
| Dr. Nixon/Dr. Trychin | 898-2262 |
| Multimedia Computer Lab | 898-7284 |

Contact List

| | | |
|------------------|-------|----------------|
| Dr. Blasko | #6081 | dgb6@psu.edu |
| Dr. Corty | #6238 | ewc2@psu.edu |
| Dr. Kazmerski | #6246 | vak1@psu.edu |
| Dr. Kallgren | #6397 | kqx@psu.edu |
| Ms. Trich-Kremer | #6190 | jdt107@psu.edu |
| Dr. Nixon | #6082 | cln5@psu.edu |
| Dr. Trychin | #6041 | sxt32@psu.edu |
| Dr. Surawski | #6640 | mks22@psu.edu |
| Dr. Sekula | | ras44@psu.edu |
| Dr. Galle-Boyko | | srg107@psu.edu |

Psychology Laboratory Coordinator & Research Participant Intern

Megan Miller Lab 898-6036 Cell (814)323-6017 mlm495@psu.edu

Other Useful Numbers

| | | |
|---------------------------|--------------------------|--|
| Maintenance | #6360 | call for power, heat, and water leaks |
| Housing and Food Services | #6352 | call for problems in Annexes (power, leaks, etc.) |
| Mike Stenzel | #6371 mes42@psu.edu | call for computer problems |
| Health and Wellness | #6217 | call for health problems |

Emergencies

If there is an Emergency Lab Problem here is the chain of numbers to call:

| | |
|------------------|---------------------------------------|
| Ms. Trich-Kremer | 814-602-6144 (cell) 898-6190 (office) |
| Dr. Kazmerski | 898-6246 |
| Megan Miller | (Cell phone: 323-6017) |

If it is health or security related emergency call campus police @ ext. 6231