**OUGS STUDENT EMPLOYEES TEAMS PROTOCOL**

**What is Teams?**

**Microsoft Teams** is a professional communication and collaboration application that you all have access to through Office365.CSUSM.edu. You can work with it through your browser or download it as a desktop or mobile app. To learn more about the this tool and its functions, check out the Teams User Guide or the many instructional videos on support.office.com.

**What is the OUGS Student Staff Team for?**

The OUGS Student Staff Team is to help streamline information relevant to you and for many of the students who visit us. There are four channels within this Team.

**General:** For announcements and news relevant to all OUGS Student Employees

**For fun**: For all OUGS Student employees to use as they like appropriately.

**Leads:** (*private*): For training materials, shared protocol, and collaborations between Leads.

**Student Assistants** (*private*): For everyday center and inter-center cooperation between SAs

**How will you be using it?**

In this Teams, you can inquire and see information about information and communications shared by all or most OUGS Students Staff including:

• Paycheck pick-up

• Shared materials and resources

• Laptop, charger, and headphone checkouts

• Work schedules

• Workroom printer use

• Workroom printer use

• Center-specific services and events

• Additional trainings

• Campus events

• Much more!

**What’s in it for me?**

Most companies use Teams or a Teams-like tool to communicate. The work you do through Teams in this job will definitely prepare you for the professional communications in your future. Take the time to explore its features and practice collaborations so you can enter new digital work environments with ease and confidence.

**Will my supervisor see what I write?**

What you write in the Teams channels is subject to review by your supervisor and CSUSM. Keep your posts professional and courteous. Safe-for-work GIFS welcome!

**Do I have to use it?**

There is some information you must check during your shift and other communication you must communicate with the team when relevant. Other than those situations, this Teams is a resource only as helpful as you make it!

**DAILY PRACTICES**

WHAT TO CHECK AND HOW OFTEN

**Posted events.** Events will be posted to the general channel for the week or day. Check at the start of your shift.

**Student assistant schedule.** Even though you will use this Teams to post to the general channel, it is helpful to know who will be reading it. Check at the start of your shift.

**Inquiries from other OUGS employees.** Someone may be asking a question that you can answer. First one to see it should answer. Check periodically through your shift.

**Notices about printer use or issues.** Before printing to a shared printer, be sure that someone else isn’t using special paper for their own print job. Check periodically through your shift.

WHAT TO POST AND HOW OFTEN

VISITORS

• When visitors have questions about other centers’ tutoring or upcoming programming, check the promotional documents in the Teams files or ask in the Teams chat.

• When sending visitors to other centers, give a warning that a student might be coming by for more information.

PRINTING

• When printing with color or non-typically sized paper, give notice so no one interrupts your job.

• When finished printing with color or non-typically sized paper, give notice so others know they can start printing.

LAPTOPS

• When looking for overdue laptops, post to the channel to find out if it is in another center.

• When looking for laptops returned to different electric carts, post to the channel to arrange its return.

MATERIALS

• When we are close to running out of a shared stock of materials (pens, notepads, staples, printer paper, etc.), post to the general channel and tag Ingrid De Moraes, *Administrative Coordinator for OUGS*.

EVENTS

• When your center is hosting an event within the week, post the time, date, location, and additional information so other centers can promote the event and direct students to it.

• When you know of a campus event that would be of interest to other OUGS employees, feel free to share!

**COMMUNICATION STANDARDS**

TIMELY—ASAP

Post your information as soon as it occurs to you. Something else may call on your attention and you might forget to share it.

Reply as soon as you see a post. If you know the answer, give it. If you don’t know the answer, try to find out. If you can’t find out in a reasonable enough time, reply that you do not know.

SPECIFIC—WHAT, WHEN, WHO, WHERE, AND SOMETIMES WHY

Information is most useful when it is specific. If you are an sharing event, the most relevant details are where it is located, when it starts, when it ends, who facilitates it, and sometimes why students should go. For example:

• *Hey everyone, the Writing Center has a Prewriting workshop Tuesday, March 24, 12-12:50PM, in ELB470. Amanda will be running it. This workshop can satisfy a GEW-WC visit requirement and has helpful tools for getting started on a paper, especially for those get writer’s block.*

• *Does anyone know if we have extra boxes of the blue Bic pens? I looked in the ELB254 workroom cabinets and cannot find any. We may need to order more. @Ingrid De Moraes.*

CONCISE—TAKE A MOMENT TO SAY LESS

Most of this information will be read on the go, so make it easy for people to understand the point of your message. Too many words can obscure your main point. Consider this wordy message and its shorter equivalent:

**Too Long** *So... I walked into the ELB425 workroom and saw that there were crumbs not only on the counter but on the floor too. And there were ripped open granola bar packets. I don’t think any one of us did that, so it must have need rats or mice. Ashley said that she saw some droppings in the hallway too so that’s more evidence. Let’s be super careful about throwing things away. I know I won’t be leaving any extra food out.*

**Too Short** *Rats are back.*

**Just Right** *Be extra cautious about throwing out food and putting extra food in the fridge. I’ve seen evidence that more rats are on the second floor.*

CONSIDERATE—REMEMBER YOUR AUDIENCE

We can all get quite busy, so do not expect immediate responses even if we should all strive to offer them in this channel.

Finally, this is a professional channel, so keep the chat professional.

**TEAMS TOOLS**

@MENTIONS

Use an @ sign and the name of person or group to be notified about your post.

@mention an **individual person**: *@Tasos Lazarides*

@mention a **channel**: *@Student Assistants*

@mention an **entire Team**: *@OUGS Student Staff*

LINKS TO DOCUMENTS

Instead of describing where shared documents are, you can send direct links. Click the ... icon next to any document and select “Copy link.”

IN-LINE CHAT

When you open a document in Teams, you will notice a few icons in the upper right. The **conversation** icon allows you to have a conversation while collaborating on the document (rather than switching back and forth between chat and the file).

OPEN IN BROWSER/DESKTOP APP

The **... icon** gives you the option to open the file in the browser or in the desktop app. Both options will update the file with any of your changes and allow you to use other features of Teams. If you download the document, however, the changes you make will not update the file on Teams.

! MARK AS IMPORTANT

Also through the formatting icon, you can indicate the importance or urgency of a message. Click the **... icon** in the formatting pane to find the option.

CHANNELS TABS

At the top of a Teams channel, you will find custom tabs that could link to files, websites, wikis, notebooks, and other apps.

ANNOUNCEMENT

If you have a message that warrants extra attention, you can make it an announcement. Click the format icon (**A**) and then change *New conversation* to *Announcement* (**B**).

**A B**

From there, you can select a stylized banner, a headline, subtitle, and the body of your announcement.

SCREENSHARING

Screensharing is available for Desktop users in a video call. The person sharing their screen can choose an individual monitor, window, or app to display to the other person. The person sharing also has the option to give cursor control to the person viewing, always with the ability to stop that access.

This feature is available in one-on-one chats, webinars, and group chats.

**YOU SHOULD KNOW...**

DOCUMENTS YOU SHARE IN A TEAM ARE STORED IN THE FILES TAB.

The files tab contains all the files that have been shared within a particular channel. It is particularly helpful if you give your files a relevant title that includes the semester or date it was made. If there are folders within the files tab, you should move your file to the appropriate folder.

THE CHANGES YOU MAKE TO A DOCUMENT AFFECT THE DOCUMENT FOR OTHERS.

A powerful tool for collaboration, Teams allows you to share and edit documents simultaneously with others. It also automatically saves the work you do to a cloud-based SharePoint. Therefore, you must make changes responsibly:

• Make sure you are not undoing the work of others without their permission.

• Largescale changes may warrant creating a new, differently titled file.

• Inform those who use the document most frequently that you are making changes.

DELETING A FILE DELETES IT FOR THE WHOLE TEAM.

Just as changing the file changes it for everyone who accesses it, deleting it removes access for everyone. Generally, you should avoid deleting any files other than ones you have uploaded. If you think another file should be deleted or replaced, ask permission. To be careful, you can download the file onto your desktop before deleting it from the SharePoint.

YOU CAN ONLY @MENTION PEOPLE WHO HAVE ACCESS TO THE TEAM AND PARTICULAR CHANNEL.

When you put a message on people’s radar, make sure first that you are posting to the relevant channel and that this person/population would have access to this channel. As an example, a person using the Leads channel will not be able to @mention a person who is not a lead.

SCREENSHARING IS ONLY AVAILABLE ON THE DESKTOP APP.

Screensharing is useful that Teams users can employ from one desktop to another. This feature is exclusively available to the desktop applications.

**NOTIFICATION SETTINGS**

It will be important in some cases to see messages almost immediately. To make sure that you do not miss a message, adjust your notification settings on your desktop and mobile apps.

REQUIRED NOTIFICATION SETTINGS

Notification settings can be adjusted by clicking the **... icon** in the upper-righthand corner of your desktop app or the bell icon in your mobile app.

You should change your settings to **receive all notifications.** The settings should look as follows:

**MOBILE APP**

**DESKTOP APP**

OPTIONAL NOTIFICATIONS SETTINGS

On the mobile app, you can set your phone’s quiet hours. Setting quiet hours will reduce the notifications you receive while you are not working. To adjust these hours, click on the **... icon.**