

Training Centers Policies and Guidelines

Assistance

For computer-related problems/assistance, please contact the DTMB Client Service Center at 1.800.968.2644.

Please contact the facility manager, Anthony (Tony) Calleja at 313.456.0641 or callejaa2@michigan.gov for the following assistance:

- Training room reservations
- Facility issues (housekeeping/building problems)
- Equipment problems/damage, or missing equipment such as LCDs, keyboards, mice, etc.
- Copier troubleshooting/repairs
- Office Supplies (restricted to copy paper, copier/printer toner, flip chart paper, batteries)
- Coffee supplies

Each site has a *volunteer* site contact who has graciously offered to assist OTSD on an as-needed basis with minor aspects associated with the training centers. As a result, please be respectful of their time and other primary responsibilities when requesting their assistance.

Classrooms

Each classroom/conference room comes standard with a dry erase board and flip chart paper. Many rooms also have a TV/DVD player in the room; however, at least one portable unit is available at each location. Active internet data jacks are currently available only in select classrooms at select locations; however, plans are in place to ensure each room has internet access by December 2012. Classrooms and conference rooms may be arranged to meet the needs of the trainer/host, however; **at the end of each training session the room must be restored to the prior/standard configurations (as posted in each room).**

Computer Rooms

Each computer room also comes standard with an instructor PC, networked printer, an LCD projector and screen, and Microsoft Office 2010 software. **DTMB approved and supported software** specific to your training may be installed via, and with, the facility manager's approval on an as-needed basis.

Computer rooms are more susceptible to food fragments that may damage equipment, and thorough cleaning is more difficult due to power cords, CPU towers, etc. As a result, **eating of any kind (meals and/or snacks) is prohibited in all computer rooms.** Provisions will be made for those requiring snacks due to medical exceptions, allowing trainers/students to be excused as needed, without penalty. The prohibition will **not** apply to classrooms and conference rooms or apply to beverages. Unoccupied classrooms/ conference rooms may be utilized as overflow areas in instances when lunch/break rooms are inadequate for the number of trainees on-site. Trainers/hosts are expected to enforce these guidelines and are asked to share this information with all staff at the beginning of each training/meeting session.

Do **NOT**, under any circumstance, unplug or re-route **any** computer room power strips, computer cords, or data lines – or move any computer workstations - as **the room configurations have been arranged based on DTMB cabling availability/standards and local Fire Marshall codes/standards.** Additionally,

no outside software may be loaded on any computers, and no software may be removed without the permission of the facility manager.

As a professional courtesy, if you move side tables for sign-in sheets or other materials, please return the tables and room to the prior configuration at the conclusion of your training. This will help to ensure an organized environment and, more importantly, that all equipment is working properly; thereby making your training experience as trouble-free as possible.

Housekeeping

The cooperation of everyone using the training facilities is necessary in order to maintain an atmosphere that will be conducive to learning. Please take pride in your surroundings and clean up after yourself. Clean white boards, place trash in appropriate receptacles, discard liquids in the sink, return pop cans to the break rooms, return furniture and equipment to their designated places, wipe off tables and computer workstations, etc.

Break Rooms

Each training facility has a kitchen area available for lunch and breaks. A microwave and refrigerator are available for your use; however, please do not leave food in the refrigerator for an extended period of time, and be certain to clean the microwave after using. Your cooperation in keeping this area clean is appreciated.

Coffee/supplies are provided by the Office of Training and Staff Development (OTSD). Please feel free to make coffee as needed until 1:30 p.m. each day. We ask that no coffee be made after 1:30 p.m. If you take the last cup of coffee, please make another pot. **At the end of each training day, the trainer/designee will be responsible for turning off the coffemaker, washing the pots, and cleaning the area.**

Telephone Procedures

The telephones located in the training rooms are primarily for troubleshooting purposes, however; they may also be used for official business calls and/or in case of an emergency. No personal and/or long distance calls are allowed unless utilizing calling cards or credit cards. Cell phones may be brought into the training rooms for receiving messages, but they should be set on silent mode. **Unauthorized calls will be monitored and payment will be required. Repeated abuse may result in disciplinary action.**

Smoking

As with all State facilities, smoking is not allowed at the center. Smoking is allowed outside the building, 25 feet or more away from the employee entrance.

Mail

Interoffice mail may be sent from all training centers except Escanaba and Saginaw.

Emergency Procedures

Please familiarize yourself with the facility and the evacuation plan. There is one posted in each classroom.

Additional Trainer/Facilitator Responsibilities

1. Review the Center Orientation and Guidelines and provide each trainee with a copy. Help to familiarize the trainees with the center.

2. For computer-related problems, all trainers are considered 'end-users' and are responsible for contacting the Client Service Center for initiating a remedy ticket. (An exception is the "Safe Boot" issue, which should be called in by the facility manager or other Authorized Requester.) Please forward all remedy tickets, as well as subsequent updates, to the facility manager upon receipt.
3. If there are no OTSD staff on site, sign for deliveries and place them in the Resource Room or other designated area.
4. Turn off the lights. If using a computer room, turn off PC's, printers, etc., before leaving. Also check the coffeemaker to make sure it has been turned off.
5. **If a key was requested, please return it to whoever supplied the key (most often an OTSD staff person or your manager/office).**

Disclaimer

OTSD reserves the right to charge for damaged and stolen equipment when the loss or damage occurred while the center was in use by non-OTSD employees and no OTSD personnel were on site. In such cases, repair or replacement cost will be the responsibility of the organizational unit that used the center.

Training Center Specific Information

Please see the links below for specific training center maps and information.

[Detroit \(Cadillac Place\)](#)
[Escanaba?](#)
[Gaylord](#)
[Grand Rapids](#)

[Lansing](#)
[Redford](#)
[Saginaw](#)