Office of Student Life

Campus Center
Student Employee Handbook
STUDENT EMPLOYMENT

What are the benefits of working for the Office of Student Life at the Campus Center?

✓ Flexible hours that work around your school schedule
✓ Great atmosphere, fun people, welcoming environment
✓ Work experience while still in school
✓ Enhance customer service skills
✓ Leadership opportunities where responsibilities and communication skills are learned
✓ Income
✓ Great location - right on campus!

What opportunities are available?

Each year the Office of Student Life employs several Student Assistants on a part-time basis. The positions available are:

- Cyber Lounge Attendant
- Student Lounge Attendant
- Workroom Attendant
- Office Assistant

What is the mission of the Office of Student Life?

The Office of Student Life assumes a leadership role in creating a campus environment that integrates the learning experience that complements the academic curriculum. We provide programs and services to enhance students' ability to learn and develop the life skills necessary to become productive and caring members of our global society. Student participation in the design and implementation of campus wide programs provides opportunities to develop and enhance characteristics of leadership, interpersonal skills, and personal growth. The office provides structured activities, programs, services, resources and facilities to accomplish this mission.

"Effective people are not problem-minded; they're opportunity-minded.
They feed opportunities and starve problems."
~ Stephen Covey; The 7 Habits of Highly Effective People
One or more of the following steps may be taken depending on the severity of the conduct:

1. The student employee and supervisor will meet formally or informally to discuss the problem.

2. A written warning is issued outlining the nature of the performance or conduct with a copy kept in the Office of Student Life in the student employee's permanent personnel file.

3. Discipline may accompany the written warning, the severity of which will be determined by the employee's history and the act committed to merit the discipline.

4. The student employee is released from work assignments and is informed, in writing, of the reason for the release. The student employee is entitled to answer, explain or deny the reason.

See Appendix C for a sample Disciplinary Report.

Certain actions necessitate and guarantee termination, including:

✓ Repeatedly not showing up for an assigned shift
✓ Being found guilty of fraud
✓ Being found guilty of theft
✓ Engaging in acts endangering others
✓ Repeated violations of policies and procedures
✓ Insubordination and/or hostility towards staff and/or co-workers

How much time do I have to correct my disciplined actions?

There will be a specific time period defined by the supervisor in which the student employee will have to correct the reprimanded action. The amount of chances given to correct the action will be determined based on the severity of the offense.

As an employee, may I express my feelings of dissatisfaction?

The Office of Student Life would like to resolve student employee complaints as promptly and fairly as possible. Student employees are encouraged to discuss complaints and concerns in an informal meeting as soon as possible.

"I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you...we are in charge of our Attitudes."
-Charles Swindoll
Section Notes:
How do I take a message?

If someone is not in the office, do not give the wrong impression to the caller with statements like, “He isn’t back from lunch yet” or “She’s still on break.” Simply state “He/She isn’t in the office at this time, may I help you or take a message?” For proper message taking follow these instructions:

1. Always make sure paper and pen are by the phone to take messages.

2. When taking messages, write down the following information:
   a. “Who” the message is for.
   b. Phone number of person calling.
   c. Date.
   d. Time the person called.
   e. Any comments needed.
   f. Sign your name at the bottom
   g. Caller’s first and last name (don’t assume anyone will know who he/she is).
   h. When the caller will be available for a return call.
   i. If you are certain when the person requested will be in the office, tell the caller in case he/she wants to call back.

3. Tell the caller that you will make sure ___________ gets the message.

4. If you receive a message, complaint or other information and are not sure who it should go to, make copies of the information, date and reference the copies, and note on the copies the names of other people who received copies.

Work is either fun or drudgery. It depends on your attitude. I like fun.

-Colleen C. Barrett
Section Notes:
FISCAL PAY SCHEDULE & PROCEDURES

How do I keep track of my hours?

It is the student employee’s responsibility to sign in immediately upon reporting to and sign out prior to leaving work. See Appendix E for a sample Timesheet.

Regarding time sheets student employees should:

1. Be sure that you legibly sign in and out for the hours you work.
2. Keep a record of the hours that you work.
3. Verify the number of hours you have worked – in a timely manner.
4. Make arrangements with your supervisor to sign your time sheet prior, on, or before the 10th day of every month.

As you check the time sheet for its accuracy, it would be helpful if you kept your own written record of hours worked over each monthly pay period. If any error is made it can be corrected on the following check. Separate or additional checks cannot be written.

What happens if I forget the hours I worked?

An employee should neither fill in his/her timesheet more than a week in advance nor leave their timesheet empty for more than a week following hours worked. In the event of discrepancy over hours worked, the printed schedule on the date in question will serve as the default.

Intentional or repeated misrepresentation of hours worked may result in disciplinary action, up to and including termination.

How will I get paid?

Paychecks are processed by the District Payroll Office. They will be delivered around the 9th of every month to the address designated on your hiring paperwork. You may also choose to enroll in direct deposit of your check into your bank account. Please see your supervisor for the correct form. Additional questions may be directed to the Payroll Department at 382-4063. Be sure to let them know you are a student employee.

Please be sure to provide address changes to the Office of Student Life. Please see your supervisor for the correct form.
APPENDIX B

OFFICE OF STUDENT LIFE
STUDENT EMPLOYEE PERFORMANCE REVIEW

Student's Name: ___________________________ Job Title: ___________________________
Supervisor's Name: ________________________ Department: _________________________

Rate the student in the following categories, making specific comments in each area, if necessary.

1 = Poor (needs improvement)
2 = Average (meets job expectations)
3 = Good (always meets, occasionally exceeds, job expectations)
4 = Excellent (regularly exceeds expectations)

Rating

Job Knowledge and Skills: Understands duties, responsibilities, and has the level of proficiency required to accomplish work. Consider also the student's interpersonal and communication skills.

Quality of Work: Demonstrates accuracy, thoroughness, and reliability in accomplishing assigned work. Consider also the student's progress regarding goals and assignments.

 Dependability: Extent to which student can be counted on to carry out instructions and fulfill job responsibilities accurately and efficiently. Consider also the student's attendance and punctuality.

Work Attitude and Cooperation: Extent to which student demonstrates a positive attitude, and promotes cooperation with supervisor and office staff, including respecting confidentiality.

Initiative: Ability to be self-directed, efficient, creative, and resourceful. Assumes extra work on own initiative, adapts quickly to new responsibilities.

Areas Needing Improvement: List areas where improvement can be made.