

The University of Texas at Arlington

On-Campus Student Employee Manual Sample

SAMPLE



Handbook of policies and procedures for Student Employees

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Mission and Overview

Mission: The University of Texas at Arlington is a comprehensive research, teaching, and public service institution whose mission is the advancement of knowledge and the pursuit of excellence. The University is committed to the promotion of lifelong learning through its academic and continuing education programs and to the formation of good citizenship through its community service learning programs. The diverse student body shares a wide range of cultural values and the University community fosters unity of purpose and cultivates mutual respect.

Employment

Signed Agreements: Each student must agree and sign their job offer letter which includes the general responsibilities of their specific position.

Terms of Service: Students may be appointed for summer, fall, and/or spring semester appointments. Re-appointments are contingent upon satisfactory employee performance. The supervisor will notify employees of their start date and end date for each semester.

Academic Expectations: Student employees are expected to maintain a 2.75 GPA or above in order to stay securely employed. Professional staff will review grades each semester. We encourage students to speak with their advisor if they are concerned of their grades falling below the minimum so we may help provide resources to assist you.

Performance Evaluations: Professional staff will be responsible for conducting a performance appraisal with each student employee at the end of each semester. A standard performance evaluation will be utilized. In order for you to be eligible for a pay increase, you must obtain an overall performance review of excellent or above average on evaluation.

Termination Policy: The employee should give the supervisor advance notice of resignation. Upon termination, the department must submit a completed separation form to the Office of Human Resources and create an electronic separation document in the UTShare system to terminate the appointment. A clearance form may be needed in addition to the separation form if there are items to be cleared such as computer access, keys, etc.

Attendance and Payroll

Work Schedules

- Your regular office hour schedule should be submitted for approval by your supervisor two weeks before the beginning of the new semester.
- Adjustments to a shift must receive prior approval from a supervisor.

Absences and Tardiness: Employees are expected to begin and end their shifts at the assigned times.

- Employees who run late for a shift should make their best effort to notify a supervisor as soon as possible.
- You should let your supervisor know if you are going to be out of the office at least two days before you will be out.
- If you will not be available for an event your department is hosting, let your supervisor know at least two weeks before the event.
- If you are sick, email your supervisor that morning to let them know you will be out and relay any important information or items you were planning to take care of that day.
- Any schedule adjustments that were not approved by your supervisor beforehand will be considered an unexcused absence.
- Three unexcused absences per semester may be grounds for termination of your position.

Time Recording Expectations: Student Employees are required to follow all time recording procedures and expectations in order to get paid on time. *Failure to comply with any of these policies may result in a delayed paycheck.* Payroll processing dates and information can be found here: <https://www.uta.edu/business-affairs/payroll/payroll-processing-dates.php>

- Clock in right when you begin work/clock out right when you are leaving.
- You are required to take at least a 30 minute break (clocked out) if you have been working for 6 hours.
- If you forgot to clock in or out you must complete a time correction form and have it signed by your supervisor.
- You cannot be clocked in during personal lunch, personal meetings, or meetings not related to your specific job position.
- You will not be paid for more than the time that has been allotted for your position each week, so please do not go over your scheduled work hours.
- All students must sign their timesheets at the end of each payroll period.



Professionalism

Hygiene and Dress Code: All student employees are expected to demonstrate appropriate care of personal hygiene out of respect for co-workers and our office environment.

- Employees are encouraged to wear their organizational or departmental shirts or polos when representing the department during official meetings, orientations, events, etc.

Permitted Attire Includes:

- Departmental or UT Arlington polos
- Khaki pants or skirts & black slacks or skirts

Prohibited office attire:

- Mini-skirts, short “daisy” style shorts
- Denim jeans or skirts
- Ripped clothing of any kind
- Sleepwear or workout attire/yoga/stretchy pants
- Clothing representing any college or university aside from UT Arlington
- Clothing and accessories that may be considered obscene revealing, and/or that display offensive material or language as determined by supervisors

Guest Policy: Personal visits by friends may be distracting or prevent your ability to provide strong customer service.

- Visitors may not use any department computers or phones without the expressed permission of your supervisor.
- Student employees should clock out if a personal visit is longer than 10 minutes.
- The employee will be responsible for any loud or distracting behaviors from your guests.

Eating and Drinking: Employees should plan their schedules to allow for daily meals outside of their work shift. Time permitted for eating and drinking on duty will be limited for appropriate occasions. Students should not expect to eat/drink during work shifts. When eating/drinking is permitted, students should clean up all work spaces and items used immediately after.

Homework: You can only complete homework if you have finished all your work assignments.

Appropriate Communication

Language: UTA is committed to promoting a professional, inclusive, and welcoming atmosphere for the UTA community.

- Yelling, shouting, screaming is not appropriate. Demeaning and intimidating language that may be considered offensive or harassing to individuals will not be tolerated.
- Please also refer to the UT Arlington Handbook of Operating Procedures sections on speech, expression and assembly.

Communicating with Students, Staff and Community Partners:

- Employees should use their assigned staff email account and the office telephone number for all work related correspondences.
- Interviews with all media regarding departmental programs must be approved by your supervisor prior to accepting the interview invitation. This includes The Shorthorn, local TV, radio and news.
- Keep your supervisor aware of any outside correspondences you have made to ensure proper policies & procedures are being followed.
- The image others have of our office is directly related to their impression of our team – including you. Remember to always incorporate professional etiquette including an attitude of respect and helpfulness when interfacing with everyone.

Email & Office Calendar:

- You are required to check your work email at the beginning of your shift. You should also review your work email throughout your shift to make sure work you have not missed any communication.
- Department Outlook Calendar – Review upcoming events for the department on this calendar. This will have time, location and details of the events.

Social Media:

- Understand your role as a UTA and department representative- Ensure that your content is accurate, positive and consistent with how you wish to present yourself, the department, and the institution.
- Employees will be held liable for anything posted online that reflects inappropriate behavior, negative things on other team members or the department, or the University.

Phones: The general office number should be given out to all community partners as it is the most used number.

Student should answer the phone saying “Hello, you’ve reached the department my name is ____ how I may help you?”

- Announce a caller to the intended recipient with the caller’s name and organization before you transfer a call.
- If taking a message, please record the date, time, name of person calling, place they are calling from, purpose of their call, a number to return their call, and sign the message with your name. Either deliver the message to the intended recipient or put it in their mailbox. Do not leave it on their desk or the front desk.
- Phones should be un-forwarded at 8:00am and forwarded at 5:00pm each day.

Greeting Office Visitors: All staff are responsible for creating a welcoming and helpful environment for patrons visiting our office.

- If you see someone new to the office greet them and ask if they have been helped already.
- Do your best to answer their questions or direct them to a professional staff for more information.



Office Space

Cleanliness and Organization: The office is a public space and should be kept clean and presentable at all times.

- All student staff members are responsible for the continued cleanliness and organization of their desk area and all main areas including the training room, front lobby areas, interview rooms and employer lounge.
- All supplies should be put back in their place after use, including supplies used for events.

Use of Supplies: Office supplies and other materials should be used for work purposes only and not for personal use.

- Printing for class purposes is strictly prohibited and may result in the employee paying for the printing charges used.

Office Access: Employees may access the office during regular business hours, Monday – Friday 8am- 5pm. If access is needed after hours, the employee must speak with their supervisor two weeks in advance.

Safety and Liability

Confidentiality of Student Information:

As student staff you may receive confidential information or information that is not appropriate to share with the larger community (at that time). Understand that all conversations between you and University staff should remain confidential. Speak with your supervisor if you are unsure whether certain information should be shared with the general public or not.

Dealing with Emergencies:

In case of an emergency, student employees should contact 9-1-1. For minor issues, please contact the appropriate supervisor. If a professional staff is not present, please go to a staff member in the VPSA office down the hall.

Panic Buttons & Code Name:

The main reception desk and all staff desks have panic buttons installed. These buttons will immediately call the police. If you feel threatened or unsafe in the office, use the panic button or use the emergency code name when speaking with your supervisor. (If you accidentally push the panic button, please call the non-emergency number for the police department and notify them immediately, extension 2-3381.)



Termination

Voluntary:

Student employees may resign at any time. It is recommended that students give their supervisors 1-2 weeks' advance notice when leaving a position.

Involuntary:

When performance issues arise, supervisors should discuss the issue(s) with the student, provide written feedback, and allow reasonable time for the student's performance to improve. Student employees may be given a second written warning if their performance does not improve. If performance issues continue after the second attempt to correct the issue, the student may be terminated.

Work performance issues include, but are not limited to:

- Tardiness
- Absenteeism
- Reluctance or failure to meet job requirements as listed in the job description
- Excessive personal calls during working hours
- Excessive visiting with friends during working hours
- Failure to record time each shift

Gross misconduct resulting in immediate dismissal includes, but is not limited to:

- Falsification of time sheets and/or inaccurate reporting of time
- Theft
- Being at work under the influence of alcohol and/or illegal substances
- Use of University equipment or supplies for personal gain
- Inappropriate disclosure or use of confidential information

Gross misconduct may also result in referral to the Office of the Dean of Students, loss of financial assistance, and/or expulsion from the University.



Signature Page

I have received, read and agree to follow the Student Employee Manual. I understand that failure to adhere to these guidelines can result in termination.

Student Employee Name – Print

Student Employee Signature

Date

Supervisor Signature

Date

SAMPLE