

Office of Student Employment

Student Worker Handbook



Missouri State™

Congratulations!

Welcome to your new position with The Office of Student Employment. We are excited to have you as a part of our team and look forward to what we can offer to you, as well as what you can add to our office. We value your opinion and encourage your comments or suggestions to improve our office!

As with any organization, we do have policies and guidelines which we expect our employees to follow. Throughout this handbook, you will find job expectations as well as office procedures and information.

Please take this time to familiarize yourself with our website, especially the following sections:

- FAQs and Webinars
- Work Study
- Information for students and departments
- Department Information & Forms

If you ever have any questions, please ask one of our full time staff members, we are here and happy to help!

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Office Overview

- Job Duties Overview
 - Review new hire paperwork
 - Provide excellent customer service and answer questions for the following topics:
 - How to obtain on and off-campus positions
 - Work study
 - Budget
 - Respond to/fax employment verifications
 - General campus information inquiries

- Department Manual
 - The full manual for on campus departments can be found on our website under Department/Supervisor Information.

- Daily Expectations
 - Complete your weekly duty. These rotate weekly, but should be done daily. All duties are to be completed at the beginning of your shift. “Downtime” should not be used until all duties and job responsibilities are completed.
 - Shredding
 - Office Cleaning
 - JLD Phone Calls
 - Stocking Office Supplies
 - Including paper in printers and fax machine
 - When these are completed, ask the FT staff members if there are additional projects to help with.
 - Record your time worked daily (paper and online).

- Cheat Sheets
 - This handbook contains a lot of detailed information. In addition, most commonly asked questions will be found on the *cheat sheets located on the bulletin board*.

Work Schedule

Hours are determined between you and your supervisor depending on availability of the student and the needs of the office. On average, student employees work 10-15 hours per week. Work schedules are determined by semester (or as needed).

In the event that you are unable to fulfill an assigned shift, please check with the other student employees to see if they can cover. When another student will be covering your shift, please notify the Assistant Director in advance of the absence and revised coverage. If you are unable to find coverage, please request time off from the Assistant Director.

Employees are expected to be on time for their schedule and stay until the end of their shift. If you need to leave early, please request time off from the Assistant Director. When unforeseen circumstances arise and you are going to be tardy for your shift, please text the Assistant Director in advance.

In case of illness or other reasons for unexpected absenteeism, notification should be given to the Assistant Director as early as possible, and at least 30 minutes before your scheduled shift begins.

Cheryl's cell phone number is (620) 215-3360. Feel free to text her at any time except during the hours of 9:00 p.m. – 6:00 a.m.

Work schedules are designed for days when classes are in session. An alternate schedule will be determined for class breaks and the week of finals. Work during breaks is voluntary and the Assistant Director will inquire about your availability prior to developing a schedule.

We are preparing you for a career workplace environment.

Payroll & Time Reporting

- The annual student payroll schedule is available at
MyMissouriState->Work Resources -> Payroll Calendars -> PT Staff and Student Employee's Calendar
- Time worked for each pay period is reported on your online timesheet as well as the log located in the desk drawer. Please make sure all time is recorded and submitted before the deadline listed in the payroll schedule link above.
- Students must submit their time sheet rounded to the nearest quarter hour.
 - Ex: 1 hour and 15 minutes of work is reported as 1.25 hours
 - 7 minutes = round down to :00; 8 minutes = round up to :15

Confidentiality and Accuracy of Records

Your job is important! The student information that you have access to in this office is highly confidential. You are not to discuss any student or departmental information outside of the office. Improper release of confidential student information is a violation of federal law. *You will be required to sign a statement acknowledging your understanding of this policy.*

Documents with personal confidential information should be shredded.

- M numbers
- Grades
- Enrollment
- Social Security Numbers

Customer Service

The goal of our office is to provide the best customer service possible to students, faculty, staff, and others who visit or contact our office.

Customer service is defined as *“the act of taking care of the **customer's** needs by providing and delivering professional, helpful, high quality **service** and assistance before, during, and after the **customer's** requirements are met.”*

Student Employment Office employees are expected to go above and beyond meeting all customer's expectations.

- Address every visitor with a greeting and eye contact when entering the office.
- Even in difficult situations, use empathy and understanding while responding and addressing concerns.
 - When needed, ask a full-time staff employee to get involved in the conversation.
- Training within our office is on-going. It is not uncommon for full-time staff to add information to conversations with visitors. This is not to belittle your knowledge but to help grow within your position. Use these conversations as training opportunities.
- Pretend every visitor to our office is President Smart 😊

Dress Code

You're expected to represent Missouri State and our office in a positive manner. The dress code is casual, however, you should be appropriately dressed, well groomed, and prepared to greet the public.

Because thoughts of acceptable dress vary from individual to individual, below are a few guidelines that should be followed.

- Any clothing that has words, terms, or pictures that may be offensive to other students or employees is unacceptable.
- No slogans or logos that represent other colleges or universities.
- No casual tank tops. Sleeveless shirts are acceptable.
- Shorts, skirts, or dresses should be a minimum of fingertip length on all sides.
- Clothing that reveals too much cleavage, your back, or your stomach is not appropriate dress for the Student Employment Office.
- Office temperatures can vary. Please dress accordingly. If you find that the office is at an uncomfortable temperature, please notify a full-time staff member of your concern. The temperature will be controlled based on a majority preference for the office. No blankets or throws are allowed in the office. We do have portable heaters and fans available if needed.
- If you have specific questions about the dress code, please ask.

Personal Hygiene

- General cleanliness is expected. Every student worker should observe good personal hygiene.
- Good grooming and neatness are expected at all times.

Office Telephone Usage

- The department telephones are to be used for departmental or MSU business only.
- One of your job functions is to provide excellent customer service through phone communications.
- When answering the phone, use the following greeting:
“Office of Student Employment, this is _____. How may I help you?”
- When the call needs to be transferred and the staff member is not available (has someone in their office or is not in the office), ask the caller if they would like to be transferred to voicemail or if someone else could help them.
- It okay to clarify the name or number by spelling it back or repeating the number when taking messages.
- If the staff member is out on vacation or sick, simply explain that the staff member is out for the day, ask if someone else could help them, take a message, or transfer to voicemail. It is better not to give detail of why the staff member is not in today.

Cell Phone Usage

- Cell phone texting is permitted but should be used on a limited basis.
- If a short personal call is needed, please notify a staff member that you need to go to the hallway for a personal call. This should be on a limited basis and calls should be very short in length.

Audio / Headset Usage

- During busy office times, earbuds are prohibited.
- When using earbuds at slower times, limit usage to one ear. You still need to be able to hear when someone in the office is talking to you or when the phone rings.
- If you are using an earbud, it should be removed when someone comes to the front desk to give them full attention for their needs.

Meals/ Lunch Breaks

- Eating at your desk is acceptable providing customer service remains the priority. If the phone rings or someone comes in, they become the priority and your food is to be set aside until the customer is taken care of.
- Because several student workers use the same work space, it is important that you maintain a clean work space. Always wipe down any area in which you have consumed food. Be mindful of crumbs getting in keyboards, etc.
- If you need to pick up food during your shift, it must be picked up within the 7 minutes allowed for time interval increments. 8 minutes or more would need to have .25 deducted from your time worked during your shift. The Tapingo app. for PSU dining locations is an easy way to minimize time picking up food.
- Any time you step away from the office, please notify another staff member or student employee so they can watch the front desk in your absence.

Personal Visitors

- Because of the confidential nature of information in the office, personal visitors are limited to dropping something off to you. Please do not have extended conversations with personal visitors within the office.
- Personal conversations between student employment staff and/or student workers should never be held when visitors are in the office. This includes other departments dropping off paperwork.

Downtime

Front Desk Worker

- As a front desk worker, you are always serving a job purpose of customer interaction for any calls and visitors. There are times when there are not work tasks for your position. When this occurs, it is okay to work on school work or use the computer. Customer service is your first priority and should you be in a downtime situation, at the point the phone rings or someone comes in, that is the priority and anything else is to put aside. The same rule applies when a staff member or GA has additional job duties for you to work on.
- All work related tasks are to be completed before any down time. This includes completing daily tasks or additional duties assigned by a staff member.

Social Media Guru / Special Projects Assistant

- Because your position does not have the responsibility of first hand customer service on the phone and with external visitors, downtime is not allowed for this position. All time worked should be related to the position. If you are out of tasks, please check with the Assistant Director or other staff members.
- This position is the second in line for customer service at the front desk. If the desk is vacant or the student employee is handling another customer service situation, your position will assist other visitors or incoming phone calls.
- To pick up an incoming call from a different desk, press “#4” on your phone keypad.

Social Media Guru / Special Projects Assistant

- Because this position does not have the responsibility of first hand customer service on the phone and with external visitors, downtime is not allowed for this position. All time worked should be related to the position. If you are out of tasks, please check with the Assistant Director or other staff members.
- This position is the second in line for customer service at the front desk. If the desk is vacant or the student employee is handling another customer service situation, your position will assist other visitors or incoming phone calls.
- To pick up an incoming call from a different desk, pick up your phone, then press “#4” on your keypad.
- The basic responsibilities of this position include:
 - Maintaining a social media presence for the Office of Student Employment
 - Photograph and publicize events sponsored by our office
 - Publicize weekly job postings through mass emails and on all social media platforms
 - Analyze social media analytics on a monthly basis and develop plans for improvement
 - Complete special projects as assigned by the full-time staff members
 - Assist with front desk duties as needed

Nondiscrimination

Missouri State University is a community of people with respect for diversity. The University emphasizes the dignity and equality common to all persons and adheres to a strict nondiscrimination policy regarding the treatment of individual faculty, staff, and students. In accord with federal law and applicable Missouri statutes, the University does not discriminate on the basis of race, color, national origin (including ancestry, or any other subcategory of national origin recognized by applicable law), religion, sex (including marital status, family status, pregnancy, sexual orientation, gender identity, gender expression, or any other subcategory of sex recognized by applicable law), age, disability, veteran status, genetic information, or any other basis protected by applicable law in employment or in any program or activity offered or sponsored by the University. Sex discrimination encompasses sexual harassment, which includes sexual violence, and is strictly prohibited by Title IX of the Education Amendments of 1972.

This policy shall not be interpreted in a manner as to violate the legal rights of religious organizations or military organizations associated with the Armed Forces of the United States of America.

The University maintains a grievance procedure incorporating due process available to any person who believes he or she has been discriminated against. Missouri State University is an Equal Opportunity/Affirmative Action/Minority/Female/Veterans/Disability/Sexual Orientation/Gender Identity employer. Inquiries concerning the complaint/grievance procedure related to sex discrimination, including sexual harassment and sexual assault, should be addressed to the Title IX Coordinator, Carrington Hall 205, 901 S. National Ave., Springfield, Missouri 65987, JillPatterson@missouristate.edu, 417-836-8506, or to the Office for Civil Rights. All other inquiries concerning the grievance procedure, Affirmative Action Plan, or compliance with federal and state laws and guidelines should be addressed to the Equal Opportunity Officer, Office for Institutional Equity and Compliance, Park Central Office Building, Suite 111, Springfield, Missouri 65897, 417-836-4252, or to the Office for Civil Rights. (Res. Board Policies No. 70-11; Bd. Min. 10-28-11.)

New Hire Paperwork

New hire paperwork must be completed for all students who are new hires, or those who with a “break in service”. (They took a break for a full semester, not including summer)

Packet includes:

- I-9 (Pages 1 & 2)
- Copies of identification (must be original ID)
- E-verify completed by department
- W-4 (Federal and State)
- Direct Deposit

Condensed checklist:

- ✓ No blank fields are allowed on I-9's. Must enter N/A if it does not apply to them.
- ✓ Citizenship Status box must be checked in section 1 and the corresponding number carried over to section 2- “Citizen/Immigration Status”.
- ✓ Confirm correct name in Section 2.
- ✓ All signatures must be live, even if completed electronically.
- ✓ In the “preparer and/or translator certification” box, the student must check whether one was used.
 - If not used, the employee checks the box.
 - If used, the preparer/translator checks the box and completes the section entirely.
- ✓ The employee's first day of employment on page 2 of I-9 must match E-Verify start date
- ✓ Double check dates to make sure they are accurate (birthdate vs. date signed)
- ✓ Ensure the W-4 is the current year
- ✓ NO changes can be made on W-4's. White out corrections are not acceptable. A new form must be completed.
- ✓ Address on W-4 cannot be resident hall address or PO box (must be permanent address)
- ✓ You cannot suggest to students what to claim or give them any tax advice
- ✓ FED W-4: Make sure filing status box is checked
- ✓ FED W-4: Cannot claim a number in 5 or 6 and EXEMPT in 7
 - If there is anything *other than* EXEMPT in 7, we ignore it
- ✓ MO W-4: Box 1 must be completed
- ✓ MO W-4: Optional to claim box 2 or box 3 or box 4
 - If EXEMPT is claimed in box 4, must check a box for the reason
- ✓ A direct deposit form must be included with the new hire paperwork. Direct deposits require a check, bank note, or checking the box to complete online.

New hire paperwork is completed in the department for which they have been hired.

Do not accept any incomplete paperwork. If a page is missing, it must be sent back.

If the student is delivering their own paperwork, they can make the changes needed. When changes are made, they must date and initial next to the correction (not W-4's).

If there is an error on the paperwork, use the return half-slip, attach, and send back with messenger.

It is critical that there is accuracy in paperwork review, data entry, and filing. If you are unsure, please ask a staff member.

Student Employment and LCS Employees

For new hires within our office or the Leaders in Community Service Program, students will complete new hire paperwork in our office. New hire paperwork forms are located in the east wall file cabinet. Make sure the forms are the newest versions.

After the forms are completed:

- ✓ Audit the forms as you would any other paperwork that is sent to our office.
- ✓ Make copies of the required identification documents (per the list provided with the I-9 forms). Be sure to give them back the original documents after making copies.
- ✓ Complete the 2nd page of the I-9 form verifying that you collected the identification documents. Leave the hire date blank. Ask a staff member for guidance on completing the form if needed.
- ✓ Give all forms to the Assistant Director for completion of E-Verification.

On Campus Positions

Our site: www.MissouriState.edu/FindAJob

- When a student inquires about finding an employment position, always ask if they are a US citizen or an international students. NEVER assume without asking. There are different eligibility requirements and corresponding paperwork for each classification.

Eligibility requirements include:

- Missouri State University *degree seeking* student
- 2.0 minimum GPA
 - Can submit an appeal form and meet with Cheryl to discuss academic standing
- Under enrolled
 - Can submit an exception form if it is their last semester
 - U.S. Citizen must be enrolled in 6+ credit hours
 - International students must be enrolled in 12+ credit hours
- International students are not work study eligible
 - International students are required to work on campus
 - International students are limited to 20 hours per week (except during breaks)
- For departments to post an on-campus position, they must have attended an applicant tracking training and have those login credentials. Cheryl hosts these training once a month on an as needed basis. If there are questions about on-campus postings, these are transferred to Cheryl.

1,000 Hour Policy

The University may not employ students to work 1,000 hours or more during a rolling 12 month period. All hours a student works for the University will be counted toward the 1,000 hour limit. Student workers should generally be limited to 20 hours per week so that the requirements for the position are expected to be less than 1,000 hours during a rolling 12 month period. This is important for academic reasons and to assure compliance with applicable laws and regulations.

Students may work at multiple departments. However, all employing departments must monitor total hours worked in all departments, so that the student does not exceed the 1,000 hour limit.

1,000 hour report

- Student cannot work over 1,000 hours in any given 12 month period.
- If they are a department wanting to check the status, direct them to their MyMissouriState portal:
 - Work Resources
 - Other Resources
 - Part-Time 1,000 Hour Report
- If they are a student employee:
 - Login to My Missouri State
 - Work Resources Tab
 - Under “Other Resources” click on Part Time 1,000 Hour Report

Work Study

Work study eligibility is based on a student's financial need from their FAFSA. Work study employees are paid through federal funding. They are paid the same as any student employee; it is still through direct deposit and can be used in any manner. They are not required to use the money towards their tuition. Federal work study is not a grant or loan; the student works, then gets paid for their hours. A student can only have one work study position, but can have multiple budget positions.

For a student to determine if they have been automatically awarded work study:

- MyMissouriState -> Profile -> Financial Aid -> Award for Aid Year

- Eligibility
 - "First come, first serve" based on financial need
 - Pell eligibility is a good indicator of whether the student financially qualifies, but receiving the pell *does not* guarantee they will receive work study—it must appear on their award letter
 - There is not enough funding to give to every eligible student
- Wait List
 - Automated on MyMissouriState->Student->Financial Aid->Work Study Waitlist
 - Must complete the online form to be put on the waitlist, but awarding is not guaranteed
 - First come first serve basis
 - Some ineligible students (graduates and international will not be able to see this link)
 - Eligible students will be notified via e-mail if funding is granted.
 - Work study students are given a deadline to find a job before funding is pulled. This deadline is communicated via e-mail.
 - May be required to attend job fair.

A student cannot be processed to work until clearance form AND new hire paperwork are submitted and approved by the Office of Student Employment.

Students cannot begin work until submitter and student receives an email stating that they are cleared to work.

Summer Awards:

A student must be registered in 3 MSU credit hours during the summer *and* have had a work study position in the spring.

Summer awards are dependent on the funding available at the end of the academic year and dispersed on a first come, first serve basis.

Departments are required to submit a contract requesting the number of students and the positions to be filled as well as a new clearance form for any hired students.

Student Budget Positions

Departments submit clearance forms for the student employees they hire.

Clearance forms are found on our website and are submitted electronically.

A student cannot be processed to work until clearance form AND new hire paperwork are submitted and approved by the Office of Student Employment.

Students cannot begin work until submitter and student receives an email stating that they are cleared to work.

A student can have one work study position, and multiple budget positions simultaneously.

Summer:

A student must be registered in 3 MSU credit hours during the summer or have been enrolled in at least 6 credit hours for the previous semester (spring) and at least 6 credit hours for the upcoming semester (fall).

Off Campus Positions (JLD Program)

We post part time positions for Springfield off-campus employers. It is a free service that we provide through a federal grant. We require the employers provide us with hire information from MSU students, including their name, pay rate, and average hours worked per week.

- The online form for posting is: MissouriState.edu/PostMyJob
- Contact e-mail: OffCampusStudentEmployment@MissouriState.edu

Once positions are closed, we contact the employer to obtain this information. (This is what the weekly duty JLD phones calls entails)

- If you talk to an employer on the phone please mention that listing a job opening is a free service we provide to the community, but we do ask for the above information in return.

If an employer calls wondering if their posting is still open, you can look on www.MissouriState.edu/findajob
If they need to adjust something, transfer them to Brittany.

Leaders in Community Service (LCS)

Megan Prather is the graduate assistant that coordinates the program. Cheryl oversees the entire program. Specific questions regarding the program should be directed to Megan or Cheryl.

- Requirements
 - Students must be enrolled in 12 credit hours per semester.
 - Students apply in the spring and go through an interview process to be considered for the program.
 - Students serve an academic year commitment.
 - Students are paid \$10.25/hour & work 10-12 hours a week at a non-profit agency in the Springfield area.
 - Members of the program are required to attend a monthly leadership meeting and serve additional service projects each semester.

- Community Agencies
 - If a non-profit or government agency wants to sign up to possibly receive a LCS student, give their information to the GA so he/she can contact them

Employment Verifications

All student employment verifications are done by fax (417.836.7608) or email (studentemployment@missouristate.edu).

We require the last four of their social security number and a signed release from the student explicitly saying that we are allowed to disclose their employment information.

The turnaround time is 3-5 business days.

Our office verifies student employees and Human Resources verifies graduate assistants.

Note: It is against FERPA regulations to state the status of an employee, whether they are a student or a graduate assistant. All disclosures must be included with the request.

- When someone contacts us regarding the status of a verification
 - Check the pending file to see when/if it was received and whether we need additional information or if we have not yet been able to complete it.
 - Check monthly storage file to see if it was sent to the correct fax number.
 - This monthly storage file should be shredded at the beginning of each new month.

How to send a fax:

- Sending Off Campus: Enter 9-1-area code-and number
- Forwarding GA's to HR: Dial fax extension: 66789
- Complete the cover sheet putting the student's name in the "RE:" section
- Include the cover sheet page in the page number count
- Place the paper face down, upside down

Training / My Learning Connection

All MSU student employees must complete training through My Learning Connection.

- To access:
 - Login to your MyMissouristate
 - Click the Profile tab
 - Scroll down to view the Professional Development Channel
 - Click on the My Learning Connection link
 - There are navigation buttons at the top-right corner of the screen (Search, Community, Help, & Logout button)

- New to college, transfer students, SOAR students and summer employees cannot be cleared to work or access their My Learning Connection until they have registered for classes.

- It can take up to 3 days before the My Learning Connection appears after being cleared for work.

As an employee of our office, please complete the following training modules. Upon completion of each module, submit a copy of your module transcript to the Assistant Director.

- FERPA – Family Educational and Privacy Act (Updated 2017)
- Preventing Discrimination and Harassment
- Preventing Sexual Misconduct

In addition to completing the My Learning Connection training modules, please review the SOAR Student Employment power point presentation located at:

<\\bear1.missouristate.edu\common\sem\Promotions & Bulletin Board\Presentations\SOAR>

Many of your job functions are technical in nature. Please do not hesitate to ask for guidance from a staff member when you are unsure about a question or paperwork.

International Students Employment Guidelines

- International students have VISA requirements that they must follow while they are completing their education within the United States.
- Since work study funds are provided by the U.S. Federal Government, international students are not eligible to receive these funds.
- International students are required to work on campus. That includes any department of Missouri State University, including dining services.
- International students can work up to 20 hours per week during fall/spring semesters and up to 40 hours during breaks.
- Once they have been offered a job, direct them to Megan Brockman in Payroll to fill out new hire paperwork.
 - Carrington 119D or call 417.836.6808
- International enrollment requirements:

Undergraduate

- Academic year: minimum of 12 credit hours
- Summer: minimum of 3 credit hours OR pre-enrolled in a minimum of 12 credit hours for the upcoming fall & was enrolled in 12 in the spring

Graduate

- Academic year: minimum of 9 credit hours
- Summer: minimum of 3 credit hours OR pre-enrolled in a minimum of 9 credit hours for the upcoming fall & was enrolled in 12 (undergraduate) or 9 (graduate) hours in the spring.

Probation / Exception Enrollment Forms

Probation Appeal

- In order to be cleared to work on campus, students must have a good academic standing.
- MSU requires a 2.0 GPA for both cumulative and MSU only.
- Under certain circumstances, exceptions may be made.
- Student must fill out a letter of appeal.

Cheryl requires a meeting be made with these students. When they come in to turn in the form, see if Cheryl is available to meet with them. *If she is not, Crystal can also meet with them. If neither are available, take their information, do not take their form, and inform them that Cheryl will be in contact to set up a meeting. Until they are cleared by Cheryl or Crystal, they are not allowed to work.*

Enrollment Exception Form

- There is a 6 credit hour minimum for undergraduate and graduate students to be eligible for on campus employment
 - Certain exceptions may be made, for example, if it is the student's last semester
- Student must fill out an exception form and have it signed by their advisor

Website

Familiarize yourself with the services we offer on our website so that you can direct students accordingly.

- Newsletter
- FAQ's
- Work Study
- LCS
- Department forms
- Student forms - New Hire paperwork, exception and *exemption* forms

FAQ

Who do I transfer this call to?

Cheryl- On-Campus Employers, Employment Procedures/Legalities, Probation/Exception forms, General Technical Questions

Crystal- Budget students, International students, Department Terminations, New Hire paperwork

Brittany- Work study, Off Campus Employers, Employment Verifications

How do I know if I have been awarded or qualify for work study?

Access award letter via MyMissouriState -> Student -> Financial Aid -> Award Letter

An international student needs help with employment resources?

Megan Brockman in Payroll
Carrington 119D
417-836-6808

I can't see my timesheet.

Ask if they are a budget or work study student. Transfer to Crystal (budget) or Brittany (work study) accordingly.

Applicant Tracking/On-Campus Job posting.

For departments to post an on-campus position, they must have attended an applicant tracking training and have those login credentials. Cheryl hosts this training once a month on an as needed basis. If there are questions about on-campus postings, transfer to Cheryl.

Safety Procedures

As determined through the Office of Safety and Administration and our office, the following safety procedures should be followed.

Fire Alarm

- Lock Door
- Evacuate to the front lawn for commons for Freddy House

Tornado Alarm

- Lock Door
- Evacuate to 2nd floor of Blair-Shannon House

Bomb Threat

- Safety and Transportation will notify of evacuation procedures

Building Lockdown

- Hang the office closed sign, lock the door, and move the copier in front of the door. Take cover in the Assistant Director's office because it has windows that could be broken if needed.

Hostile Intruder

- Always try to run to a safe place when possible.
- If evacuation from the office is not an option, hang the office closed sign, lock the door, and move the copier in front of the door. Take cover in the Assistant Director's office because it has windows that could be broken if needed. A hammer is the desk bottom drawer. Be cautious of shattered glass that could fall after broken. The weakest place in a window to break is the corner.
- Don't play nice. Don't play fair. Use the human response to observe, orient, decide, and act based on your circumstance. Stay out of sight when possible and prepare to fight back. Use fighting back (like throwing things) as a distraction.
- Wasp spray (works like mace) is located in the black cabinet.
- If a situation arises where you evacuate quickly, please meet in the following locations:
 - North – Hammons Residence Hall Foyer
 - West – Inside Hammons Student Center Entrance
 - South – Meyer Library Commons
 - East – Welcome Center

Earthquake

- Run to the soccer field across from Foster Recreation Center

We want you to have a great work experience in our office. Our goal is to provide you education outside of the classroom that will prepare you for your upcoming career. Should you ever have a concern with your position, please contact the Assistant Director. We value your opinion and encourage your comments or suggestions to improve our office!

Cheryl Combs

Cheryl Combs
Assistant Director
Office of Student Employment Services

STUDENT EMPLOYEE AGREEMENT OFFICE OF STUDENT EMPLOYMENT

I have read the "Student Employee Handbook" and understand the policies governing my employment with the Office of Student Employment.

I further understand that, as an employee of this office, I may have access to confidential information regarding prospective, current, and former students. I further understand that the confidentiality of records is specifically protected by the Family Educational Rights and Privacy Act (FERPA). In accepting employment with this office, I agree to protect the confidentiality of the information to which I will have access and to never release such information in any way to individuals outside of the office.

I know that if I breach my responsibility regarding confidentiality of records, my employment will be immediately terminated. I further understand that I may be subject to other disciplinary actions by the university.

I acknowledge the guidelines set forth in this handbook and understand that compromising the guidelines of the Office of Student Employment can result in disciplinary action up to or including termination from my position.

Date

Student Employee Signature

Assistant Director, Student Employment