

Student Employee Handbook

Fall 2016



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Welcome to the Center for Career Discovery and Development!

We are glad to have you as a part of our team! Student Assistants (SA's) are a very important part of our Center, and we want this to be a rewarding professional development experience. Please take the time to review our policies, guidelines, and procedures and let us know what we can do to help support you!

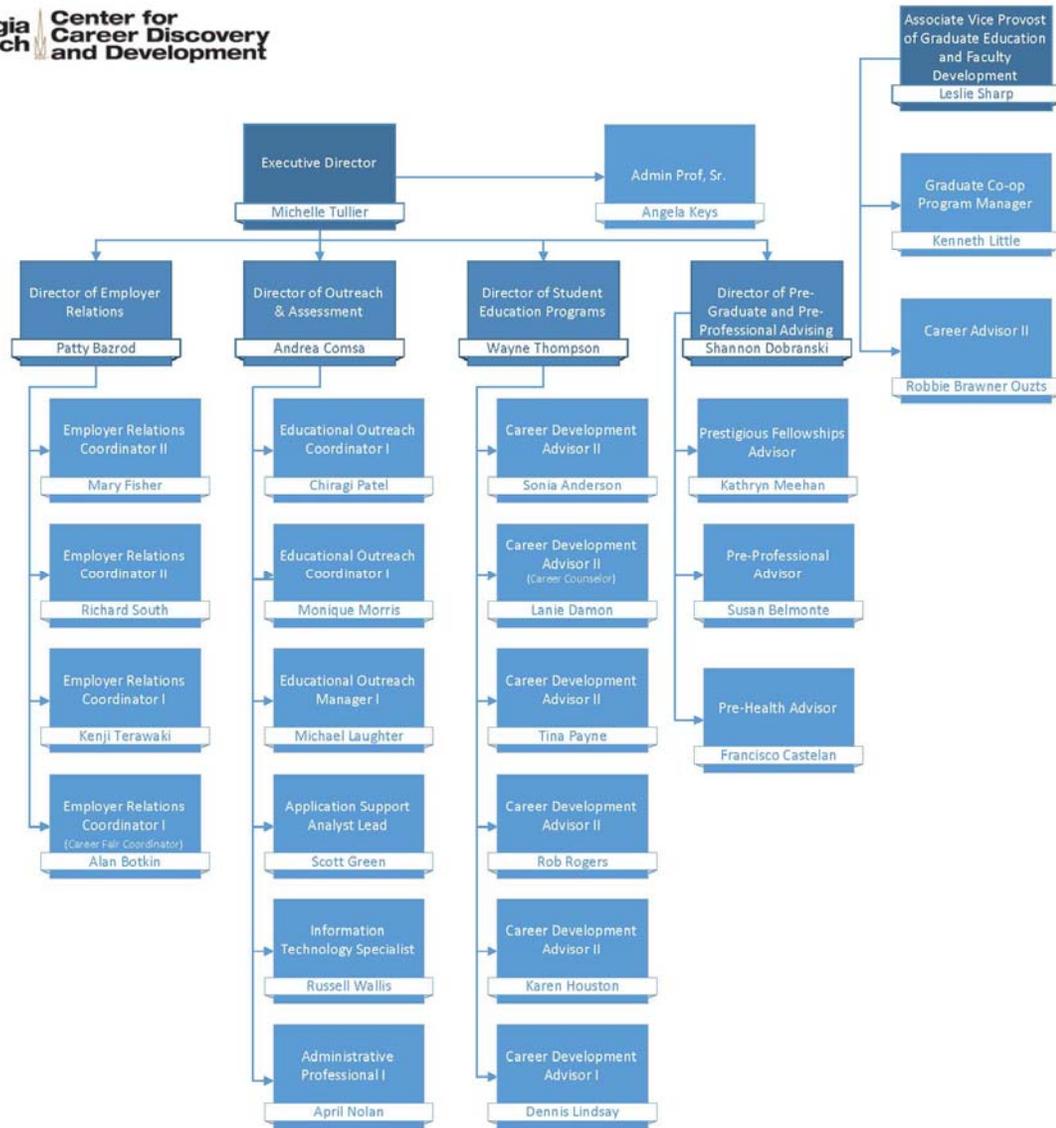
Part 1: About the Center for Career Discovery and Development

The Center for Career Discovery and Development (C2D2) is a unit in the Office of Undergraduate Education that empowers a diverse Georgia Tech student population to actively prepare for and successfully manage their career choices in the global marketplace.

Through partnership with employers, parents, alumni, faculty, staff and community, we counsel and advise, promote and support quality career development, and develop experiential learning opportunities for students to enhance and extend the academic experience. To achieve this mission, we provide resources and programs to help Georgia Tech students identify meaningful career paths, obtain co-op and internship opportunities as students, and pursue full-time employment after graduation:

Some of our programs include:

- Offering seminars and Workshops on: Career planning for international students, Interviewing, Job search strategies, Networking, Resume and cover letter writing.
- Career Counseling
- Co-op and Internship advisement
- Host the Annual internship & Co-op fair
- Partner with the Annual Student-Run Career fair.
- Provide Mock Interviews for students to develop and practice critical interviewing skills.
- Resume Blitz provides resume critique and feedback from industry recruiters,
- Collaborate and partner with industry companies to provide fulltime, co-op and internship on campus recruiting opportunities.
- Virtual Career Fairs.
- Provide programs for graduate students and students interested in co-op and internship opportunities outside the United States.
- CareerBuzz – On campus interview and job posting management system on which students can use to search and apply for co-ops, internships, and post-graduation career opportunities and sign up for on-campus interviews.
- Walk in hours for general co-op, internship advising, career counseling and resume critique



Part II: Working in the Center for Career Discovery and Development

GEORGIA TECH POLICIES AND PROCEDURES

Before you begin work, you must work with your supervisor to complete your hiring documents with OHR as requested. All full-time students are limited to no more than 20 hours of work per week.

Student employees must follow all enrollment guidelines, policies, and procedures as outlined by Georgia Tech's Office of Human Resources. Their website for student employment is listed here: <http://www.ohr.gatech.edu/>

Code of Conduct

Student Assistants are also expected to abide by Georgia Tech's Student Code of Conduct at all times and should conduct themselves in a professional and respectful manner towards other students and employees. If you have any concerns, please speak with your supervisor or your Center's Administrative Professional. Please see: <http://www.policylibrary.gatech.edu/xix.-student-code-conduct>.

Anti-Harassment Policy

Copies of the Georgia Tech 1.7 Anti-Harassment Policy can be seen at the following website: <http://www.policylibrary.gatech.edu/anti-harassment-policy>.

Student Assistant Agreement can be found in Appendix A.

Student Employees are also expected to comply with GT's policies on Ethics, Conflict of Interest.

Ethics & Conflicts of Interest

Details and information about these policies are available at <http://policies.gatech.edu/conflict-interest> and <http://policies.gatech.edu/business-ethics-0>. Students will be expected to complete all Institute documentation on these policies as requested.

Finally, all students must understand and comply with FERPA, the Family Educational Rights and Privacy Act. See the <http://www.catalog.gatech.edu/genregulations/ferpa.php> and the "Confidentiality" section of this handbook. Violation of FERPA may result in immediate termination.

Supervision

You will have a designated supervisor, which depends on your position. However, there will be interaction with the other staff in assigning jobs. For some positions, you may work closely with one of the additional staff members.

Pay Rates, Merit Increases, and Evaluations

Pay scales are determined in conjunction with Financial Aid and OHR policies. All Student Assistants generally start at \$8.00/hour.

Performance Evaluation

Each SA will complete a self-reflection form at the end of the semester and submit it to supervisor. They will schedule a brief 30 minute meeting with the supervisor. In this meeting they will talk about strengths and areas for improvement. Each SA will be eligible for a pay raise after two semesters of employment and positive feedback.

Student Employee Class	Starting Hourly Salary	Merit Raise (Based on 2 semesters of employment & satisfactory evaluations)
Front Desk Student Assistant	\$8.00	\$0.25
Employer Relations Student Assistant	\$8.00	\$0.25
IT/Marketing Student	\$8.00	\$0.25
Special Events	\$10.00	N/A

Time Sheets

Are available every other Wednesday, after each pay period and submitted to your supervisor. At the end of your shift, please calculate your time and enter it on your time sheet. If you do not sign your timesheet by the biweekly deadline it is considered late and will not be processed with that pay period. It is the responsibility of each employee to submit their hours to be paid.

Pay Dates / Pay Periods

All paychecks are direct deposited to your bank account on the Friday the week after your timesheet is due.

Work Assignments

Always check-in with your supervisor for assignments. Some student assistants will be designated as having regular duties. For example, some student assistants will “open” and “close” the employer relations area with assigned duties.

Remember your work is a reflection on you, the Center, and Georgia Tech. Complete it with pride. When you finish a task or project ask your supervisor for another task. Taking initiative is appreciated. If you don't understand work assignments ask for clarification.

Schedules and Attendance

Each semester, a work schedule will be established in accordance with our office needs. It is essential that you maintain your scheduled work hours. There may be opportunities to work during final exam week and holidays.

If you need to make an adjustment during the semester, you will be required to contact your supervisor as soon as possible and find someone to take your scheduled shift unless otherwise discussed with your supervisor. You should carefully plan your schedule so class work and other school priorities are your first priority.

You **MUST** arrive on time!! Good attendance and punctuality are important in any job! If you will be more than 5 minutes late, please both let your supervisor and the Administrative Professional for your office know.

Disciplinary Policy

If a student is late or absent without prior notification the following disciplinary action will be put into place:

- 1st warning- verbal
- 2nd warning- written warning added to file
- 3rd warning- written action plan
- 4th warning- termination

When you arrive and leave, **please sign in and out in the folder in office #191**. You should reflect the actual time arrived and departed. These will be used to verify your timesheets.

If you are unable to work due to illness, you are expected to call or email your employer before your shift each day you will not be at work. Give as much advance notice as possible. You may also coordinate with other employees to arrange coverage for your shift and alert your supervisor if a switch is made.

Requests for time off should be limited to emergencies (such as a family medical crisis or funeral). When an emergency does arise, provide as much advance notice as possible. If you have special days you want off, please discuss it as far in advance as possible to allow your supervisor to cover your shift.

When Georgia Tech is officially closed due to an Institute holiday, inclement weather, or other official reason, you do not need to report to work. For student holidays (such as fall and spring breaks), please work with your supervisor on scheduling.

Your job is REAL employment which will be evaluated by your supervisor as mentioned above. We depend on (and pay!) student employees to work their scheduled hours and accomplish the tasks assigned. We are asked for references and job verifications on a daily basis and will be honest in our assessment based on your personnel records and the above evaluations. We are also visited by federal government agents who conduct background investigations for applicants to the military, jobs, or appointments. It is to your benefit to make sure that your attendance and performance will result in a positive recommendation.

Part III: Expectations & Policies

Customer Service Expectations

Many define customer service by saying you need to give 100%, but we define customer service in C2D2 as way more than that. We don't just want to meet the needs of our customers we want to EXCEED them. The keys to consistently exceeding the needs of our customers are to know our jobs, to know our customers and to expect nothing but the very best from ourselves and our co-workers. We need to know the keys that contribute to customer satisfaction:

- Be attentive to their needs, look for clues that tell you how your customer is feeling (are they distressed, frustrated, tired, if so treat them with extra kindness)
- Make eye contact, be receptive.
- Smile and project a friendly, concerned, respectful attitude
- Be an active listener, repeat back what you hear them saying
- Be patient – You may be answering the same question over and over but that can NEVER diminish the importance of the questions to the customer
- Be empathetic – If you can show that you understand, that you truly know how they feel you will win them over every time
- Be confident that you can assist them and if you can't take it upon yourself to find someone who can

Dress Code Policy

In order to maintain the expected level of professionalism it is required that all student employees at the Center for Career Discovery and Development follow guidelines for dress and appearance. Personal hygiene and appearance are a reflection on the Center and the Institute.

- **Personal Hygiene-** Each team member should arrive to work each day neat, clean, and prepared to work.
- **Standard Uniform**
 - Name Tag (provided)
 - Showing up with wrinkled, dirty or untidy clothing will not be tolerated.
 - Clothing with holes, rips, tears, offensive language or symbols should not be worn
 - T-shirts are not allowed unless previously approved by the area supervisor.

- Hats are not permitted.
- Denim jeans, dress pants, walking shorts, and skirts (below the knee) are fine to wear. Sweat pants are not allowed.
- Students are permitted to dress in appropriate casual wear that is not vulgar or inappropriate for the workplace.
- Cut-off shorts, spandex, spaghetti strap tops, or other revealing clothing is not appropriate at any time.
- Sneakers, dress shoes, casual shoes, sandals, open toe shoes, or heels are permissible. Crocs, clogs or flip-flops are not appropriate at any time. Shoes must be kept clean at all times.
- WHEN IN DOUBT....ASK!

Professionalism and Customer Service

Students are expected to conduct themselves in a professional manner while on the job. That includes showing courtesy and respect to staff, co-workers, and the public. Failure to do so can lead to immediate dismissal. Your behavior in the workplace should exude professionalism. Several factors of good professionalism would include wearing the proper attire, use of proper language, maintain a positive attitude, be honest, and employ ethical behavior.

The Center for Career Discovery and Development interacts heavily with the public, including students, recruiters, faculty and parents. We expect exemplary customer service at all times. Please go out of your way to help people. We want to have the best reputation on campus for a friendly and caring office.

If you are asked questions by someone that you do not know the answer- ALWAYS ask for clarification from a staff member or take the name/phone number and ask someone to return the call. Please do not “guess” or give out incorrect information.

Friends, Guests, and Personal Visitors

Please do not have friends, guests, study groups or other visitors drop by or hang out during your time on duty.

Cell Phones, Mobile Devices, and iPods/Headphones (and related)

Please do not wear headphones, talk/text on cell phones. Mobile phones and other devices should be put away while you are working.

Confidentiality

Some of the information heard or seen in the office is confidential. Use caution when duplicating information on copy machines or faxing information. The federal Family Educational Rights Privacy Act (FERPA) requires that student information be protected and kept confidential. As student assistants, you may be handling other student confidential

information, you are mandated to keep it confidential. The website to review is:
<http://www.catalog.gatech.edu/genregulations/ferpa.php>.

Eating/Drinking

No eating or drinking while on the job.

Print/Copy Room

Please be sure that you know how to operate the copier and fax machine. Clean up after yourself and return items to its original home.

Offices/Programs Cleanliness Organization

Please help us maintain an organized and clean office environment. Keep the reception desk, employer relations area (ER student assistants) organized and clutter-free.

Ending Employment

The time will come when you have to leave your job or change positions. Because your former job may be used as a reference for another job in the future, keep the following items in mind. If you are resigning before the end of the semester, please give your supervisor a two-week notice.

Office Operation Procedures

Please make sure you are comfortable with the following duties:

- Telephone operation and etiquette
- Covering Main Office/Employer relations office (including daily checklist)
- Logging into computers
- Copier and fax machine use
- Emergency/Urgent Issue Contact
- Office Shared Drive (and be familiar with content located there)

Emergency Procedures

Please make yourself familiar with the building procedures manual for emergencies that might occur while you are working.

Telephone Operation and Etiquette

A large responsibility for many Student Assistants is answering the phones for the different programs. Please review the following.

Please be sure that you know:

- How to put a call on hold and/or transfer it to the appropriate person/office
- How to check voice mail
- How to take appropriate messages
- How to ask for caller information
- How to deal with calls for the Director
- How to handle calls from upset students/parents

- How to address faculty/administrators (always err on the side of a higher title!)
(e.g., Dr. Potts, Dean Stein, Dr. Smith, or Mr./Ms.)
- How to address parents/staff (Mr. /Ms.)
- How to answer calls promptly and with a smile in your voice
- Where to access directory information (Office, GT, etc.)

Phone Greetings:

- Main Office
*Good Morning/Afternoon. Georgia Tech Center for Career Discovery and Development.
This is FIRST NAME. How may I help you?*

Other Phone Etiquette Tips:

- Be sincere and friendly
- Speak slowly and clearly
- Convey a friendly and helpful attitude to the caller
- Answer Professionally
- Don't do other things while on the phone.
- Don't speak with gum, food or liquid in your mouth.

Other Phone Issues:

- The phones are for departmental/university business ONLY. Any personal calls should be made on personal cell phones. Please limit this while working.

Taking a Message

- Record all messages on a message pad (carbon copy form) - **no post-it note pads!**
- Always include the time and date of the call.
- Get a complete number and the name of the caller.
- Record reason for calling.
- Don't be afraid to ask for the spelling or repetition of a name.
- Repeat the phone number to the caller for accuracy.
- Ask the nature of the call and write a brief summary.
- Some people do not wish to leave messages or give any information. Never be pushy or impolite toward callers.
- Include your name.
- Immediately email the message details to the person the message is intended for.

Transferring a Call to another Office or Department:

- Place the caller on hold when looking up a phone number.
- Once you have located the number, get the caller back on the line and let them know that you will be transferring them.
- Give the department's name, telephone number and/or person you are transferring them to.
- Treat the caller with the same respect and courtesy you like to receive when you are the caller.



Student Assistant Agreement

I understand that as a student employee of Georgia Tech that I am responsible for upholding the GT Student Code of Conduct and Honor Code

I understand that any infraction of the Institute’s standards of academic conduct and honesty will preclude my participation in the Center for Career Discovery and Development as student assistant.

I understand that any acts of violence, harassment, or other violation of the Student Code of Conduct offense will preclude my participation in the Center for Career Discovery and Development Student Assistant.

I have read and understood the policies stated in the Student Handbook that have relevance to my job description (Student Policy on Sexual Harassment and Misconduct, Student Policy on Alcohol and Illegal Drugs and Rules of Student Confidentiality).

I have read and understood the provisions of the Family Education Rights Privacy Act. I understand that any interaction with students conducted under the auspices of Center for Career Discovery and Development, are absolutely confidential, and I understand my obligation to protect the privacy of any students who use these services.

I understand inappropriate use of or disclosure of confidential information will be considered as misconduct and could result in a department reprimand, referral to the Office of Student Integrity, and/or termination of my employment as a Student Assistant.

I understand that I am responsible for keeping and recording an accurate record of my work times and completing any required documentation.

I agree to all of the terms stated in the Student Assistant Manual.

I understand that my performance will be monitored and evaluated.

I understand I must read and understand the Red Book Emergency procedures for the Bill Moore Student Success Center.

I, _____, hereby state that I have reviewed / received the Office Policies governing the Center for Career Discovery and Development, and information, which contains the Sexual Harassment, Alcohol Policy, and statement of confidentiality.

(Signature)

(Date)

Semester: _____

