



Student Employee  
Hand Book  
Fall 2016

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## Welcome

We are glad to have you as a part of our team! Student Assistants (SA's) are a very important part of our Centers, 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 CAS

### Vision and Mission

Our vision is to provide exemplary academic support programs and services that enrich the learning experience of undergraduates within an engaging and welcoming environment.

Our mission is to support undergraduate students in their efforts to achieve their academic goals, develop into self-regulated learners, and thrive within Georgia Tech's rigorous and academically challenging environment. To accomplish this mission, we:

- Implement diverse types of course-related academic support, such as peer tutoring, supplemental instruction, and collaborative study groups.
- Assist students in the transition to college-level work and the academic environment of Georgia Tech.
- Identify and support students who are in academic distress or who are not meeting their own academic expectations.
- Collaborate and partner with faculty, advisors, and administrators to coordinate a campus-wide network of academic support.
- Support the operation and vision of Clough Commons to enhance undergraduate teaching and learning.
- Foster a sense of community among students through shared learning experiences.
- Provide leadership, professional development, and mentoring opportunities for undergraduates interested in helping their fellow students.

### Our Programs

**1-to-1 Tutoring** is an appointment-based tutoring service available to all students and covers over seventy different courses but primarily 1000- and 2000-level courses.

**PLUS (Peer-Led Undergraduate Study)** sessions help students enrolled in traditionally challenging courses learn in a relaxed, collaborative environment

**Academic Coaching** provides students a chance to work individually with a professional staff member to improve their academic skills, confidence, and performance.

**Academic Success Workshops** are offered throughout the semester on topics such as time management, study skills and strategies, and exam preparation.

**Tech PrEP** is a non-credit, intensive, residential summer program for incoming Tech freshmen that reviews fundamental pre-calculus concepts as well as introduces strategies critical for academic success in calculus and other first-year courses.

**Reboot** is a cohort program for first- and second-year students who are not meeting their own academic expectations. This semester-long program provides students an extended opportunity to work with staff members and make changes necessary for achieving academic success.

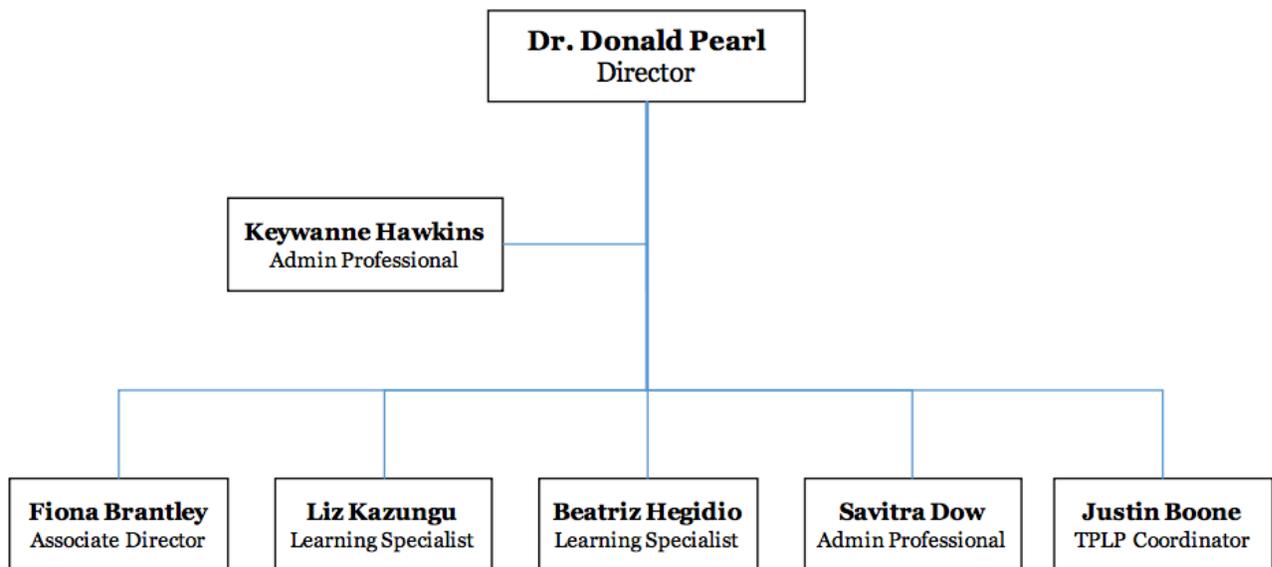
**The Success Summit** is a half-day program especially designed for Tech students who are on Academic Probation and who want to make changes and move into Good Standing.

**GT2100** is designed to provide academic support to students who are enrolled in their first semester after returning to Georgia Tech from Academic Dismissal.

## Center for Academic Success Organizational Chart



Effective 05/01/2016



## Part II: Working in the Center for Academic Success

### Making Federal Work Study Work.

The Federal Work Study (FWS) Program provides funds for part-time jobs that allow students to earn money needed to pay for educational expenses. Work Study awards are a form of federal financial aid.

**Working two FWS jobs:** Working two FWS jobs is strictly prohibited and will jeopardize your ability to receive FWS in the future.

### All Student Employees.

The **Personnel Services Form** (PSF) is the hiring document that **must be** completed by the Center for Academic Success, the Office of Scholarships and Financial Aid (OSFA), and the Office of Human Resources (OHR). Student Assistants who have never previously worked on-campus must complete the Employee New Hire packet and submit all necessary documentation to OHR.

**Hours Worked:** The maximum hours per week students may work is 20 hours. Additionally, Federal Work Study students may not exceed the dollar amount awarded for the semester.

Semester	First Day You Can Work	Last Day You Can Work
Fall 2016	August 22, 2016	December 17, 2016
Spring 2017	January 9, 2017	May 6, 2017

**Getting Paid:** The pay rates are determined in conjunction with Financial Aid and OHR policies. All Student Assistants start at **\$8.25 per hour**.

Student Employees are paid on a bi-weekly basis, the Friday of the week **after** timesheets are submitted.

**Time Keeping:** Student Assistants must clock in and out of each shift. You may either scan in at the front desk or the Tutoring desk.

The database will be open on both computers at the beginning of the day, so, upon arrival, Student Assistants:

1. Click the yellow box
2. Scan your Buzz card or type in your GTID number
3. Select Sign In or Sign Out as appropriate
4. You must sign in and out at the same desk.

**Time Sheets:** Available every the Wednesday, after each pay period, at the Tutoring Desk. Time sheets are to be reviewed, updated as needed and signed no later than 4 pm on Thursday. **Timesheets not signed will not be paid.** It is the responsibility of each employee to submit their hours to be paid.

**Pay Raises:** FWS pay raises must be cleared with the Federal Work Study Coordinator before taking effect. All pay raises are based on the length of employment. Hourly increases range from \$ .25 - \$ .50 after the first year of employment and positive feedback.

### **Georgia Tech Policies and Procedures.**

**Code of Conduct:** Student Assistants must abide by Georgia Tech's Student Code of Conduct at all times. Actions should be in accordance to the Student Code of Conduct. <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>.

**Georgia Tech's Student Assistant Agreement** can be found in Appendix B.

**Ethics & Conflicts of Interest - Student** Employees must comply with GT's policies on Ethics and Conflict of Interest. More information about these policies can be found at available at <http://policies.gatech.edu/conflict-interest> and <http://policies.gatech.edu/business-ethics-0>.

Students must complete the Institute required Ethics certification each Spring. Certification reminders will be sent by the Supervisor.

**FERPA** - All students must understand and comply with FERPA, the Family Educational Rights and Privacy Act. Please see: <http://www.catalog.gatech.edu/genregulations/ferpa.php> Violation of FERPA regulations may result in immediate termination.

**Beginning Work.**

**Dress Code** – The CAS logo shirt and name tag will be provided and must be worn at all times.

Students must be neat, clean and unwrinkled. Arriving wrinkled, dirty or unkempt will result in being sent home and will be considered an unexcused tardy/absence. **Please use the available lockers.** Visit the tutoring desk to reserve one for a semester.

Below is a list of items that are not allowed to be worn while working at the Center for Academic Success.

Prohibited Workplace Attire:

- Clothes with holes, rips, offensive language or symbols
- Sweatpants
- Too short shorts
- Spandex
- Revealing clothing
- Crocs, clogs or flip-flops

**Attendance.**

**Schedules:** SA work schedules are developed to accommodate each SA's final class schedule and to meet the needs of the CAS office. They will be effective through Dead Week of each semester.

There may be opportunities to work during final exam week and holiday, so please check with your Supervisor if you are both interested and available.

*\*\* Please be mindful to plan your schedule so that classwork, study groups and other school responsibilities are your first priority.*

**Late Arrivals:** Please contact your supervisor if you will be more than five minutes late. The advent of technology allows multiple methods of communication and we, therefore, would find it very difficult to understand why an SA could not contact the office.

**Emergencies:** If an emergency arises and you are not able to work, please contact your supervisor as soon as possible. It is *your responsibility* to find a replacement for yourself, unless other arrangements have been made with your supervisor.

**Time Off:** Requests for time off should be limited to emergencies and academic related events (career fairs, etc.) Again, please provide as much advance notice as possible and coordinate with co-workers if possible.

**School Closures and Breaks:** When Georgia Tech is officially closed due to an Institute holiday, inclement weather, or other official reason, SA's need not report to work. For student holidays (Fall and Spring breaks), please work with your supervisor on scheduling.

**Disciplinary Policy:** If an SA is a no-show for a shift or is more than 15 minutes late without prior notification, the Disciplinary steps below will occur:

Offense:

1. Verbal Warning
2. Written Warning
3. Probation /Written Action Plan
4. Termination

**End of Employment:** Please communicate no less than two weeks in advance if you need to terminate your employment before the end of a semester. If two weeks is not possible, please provide as much notice as possible.

## Performance Evaluations.

Student employees play a vital role in the success of the Center for Academic Success. The CAS depends on each person to execute each task assigned to the best of their ability.

At the end of each semester, all SA's will receive a Performance Evaluation. The supervisor will review the strengths and opportunities of each SA and evaluate their position. At that time, the SA will be notified of any pay increase and if they are eligible to return the following semester.

Members of the CAS staff are asked for letters of reference, recommendation and verification on a daily basis. Please be advised that your performance in the CAS has the ability to either positively or negatively affect your 'brand' as an employee.

Staff members are also contacted by federal employment entities who conduct background investigations for co-op, intern and permanent employment applicants to the military, jobs, or appointments. It is to your benefit to ensure that your attitude, attendance and performance will result in a positive recommendation.

#### Other Office Instructions.

- No headphones allowed, not even one ear bud.
- No playing video games while at work.
- Guest are free to stop by, but not stay for your entire shift.
- Keep the desks free of clutter.
- Be certain that you understand how to use the copy/fax machines.

## Professionalism and Customer Service

#### Our Brand – Professionalism.

As a student employee of the CAS, you will have consistent and heavy interaction with the public, including, but not limited to: students, faculty, professional staff and parents. As a whole, our Student Assistant staff (office SA's, tutors and PLUS leaders) has a larger public-facing role than any other appointment in the CAS. As the leading Brand Ambassadors for the Center for Academic Success, the requirement for a consistently high level of professionalism and exemplary customer service is mandatory at all times. Remember that your actions reflect on the entire Center as a whole, students and professional staff.

Several factors of professionalism include wearing the proper CAS uniform, the use of proper English (no slang), a positive attitude, honesty, appropriate volume when speaking and ethical behavior.

**REMEMBER** - The primary role of each Student Assistant of the CAS is to **serve** other students in a helpful and friendly manner. There is no other reason for individuals to work in this department. Our goal is to develop a reputation for a professional, friendly and highly-valued office.

## Our Brand – Customer Service.

In addition to a very high level of professionalism, exemplary customer service is also what the department strives for on a daily basis. Customer Service, as defined in the CAS, contain the attributes below:

- Being attentive to the needs of our customers.
- Patient and empathetic listening – do not cut off a customer in the middle of a question.
- Constant eye contact while speaking.
- Smile and project a friendly, sincere and respectful attitude
- Be an active listener.
- Feel free to repeat the question, to confirm your understanding
- NEVER diminish the importance of the questions to the customer
- Empathy –
- Confidence - that you can either provide and answer, or locate someone else who can.

## Tutoring Desk

Hours of Operation: 9:00 am – 7:00 pm, (404) 385-0041, EXT: 50041

There should always be at least one staff member at the desk during the hours of operation. If a Student Assistant needs to urgently (and briefly!) step away from the desk, please call the front desk at 4-1945 and put the Away sign up.

### Opening and Closing the Tutoring Desk

1. Obtain the main set of keys from the workroom safe box.
2. Open the closet closest to the windows and get the Tutor Center Laptop
3. Get two TutorTrac iPads from the center closet
4. Set up both iPads and lock them in
5. Open the Tutor Center laptop, (log on as yourself)
6. **Must use Ethernet cord to connect to the internet**

7. Open the TutorTrac program
8. Open the TA/Tutor Excel sheet from the CAS\_Student Shared drive.
9. Unlock all drawers
  - a. Small gold key – silver drawers/printer
  - b. Large gold key – closets, store room with signs
  - c. Small silver key – iPad lock
10. Display the Commons Tutoring signs at the desk
11. To Close
  - a. Replace all items to drawers
  - b. Lock all drawers, cabinets, closet doors
  - c. Replace main key in the Front office

### **Signing in TAs and 1-to-1 Tutors**

The Tutoring Desk Laptop uses an Excel spreadsheet database that automatically signs Tutors/TAs in or out.

### **Signing in Students Using TutorTrac**

1. Study hours
  - a. A student is able to sit in the middle of the room to study.
2. Tutoring Sessions
  - a. Student are allowed to sign in for a tutoring appointment up to 10 minutes before their scheduled appointment.
  - b. Make a note of which Tutor the Student is seeing.
  - c. If the tutor is not yet available, ask the student to have a seat until he/she arrives.
  - d. Once the Tutor is ready (either ends their previous appointment or arrives), please let them know which student is waiting for them.
  - e. After appointment, students should sign out using the iPads and take the brief survey.
3. Help Desk Rooms
  - a. If there is not a Student Assistant available in a room, and a sign is up, Drop-In students may sign in at the Tutoring Desk.

## Resources

All textbooks, laptops, scanners, book bags, etc., should be checked out/in as a resource in TutorTrac using Log Resource.

## Phone calls

Staff at the Tutoring Desk must answer all calls that come directly to the Tutor desk on Ext: 5-0041. Please answer the main desk number (x41945), after three rings.

## Missed Appointments, Cancellations

In the event that a student or tutor has not arrived 15 minutes after the start of the scheduled appointment, an update **must be made in TutorTrac** for tracking purposes.

1. View the 1-to-1 appointment schedule for all tutors by selecting schedule from the Trac Navigation drop-down menu.
2. An appointment can be updated to reflect cancellations.
3. Remind students when making appointments that there is a \$15 fee for missed appointments and appointments cancelled with less than 24-hour notice.

## Front CAS Desk

Opening Procedures	Closing Procedures
Turn on all lights	Log off reception desk computer
Ensure all brochure holders are stocked. Replenish if necessary	Wipe down front counter
Check trash and recycling bins. Empty as needed	Empty trash in main office area, copy room & work room
Check main office voicemail if red light is present Dial: 5-8324 / Password - 7827	Turn off lights above desk
Refill copier paper tray as needed	Close main door
Refill water	