



# **Student Employee Handbook**

**Updated Fall 2016**

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**About The Honors Program**

## Academic Vision

The Georgia Tech Honors Program selects students who give a strong indication of intellectual curiosity and commitment, and we try to create an academic context in which they can extend their range of thought by working with professors and other students in a spirit of collaborative inquiry and interdisciplinary investigation. To that end, we also recruit professors who are willing to take the approach of asking questions rather than dispensing answers, and in the process, are also willing to engage students in an intellectually challenging academic experience.

The Honors Program curriculum emphasizes active intellectual engagement and the mutual exchange of ideas rather than just the transfer of information. We are not the only source of that sort of teaching on the Georgia Tech campus, but we do underscore that approach among everyone connected with the Honors Program – faculty and students alike. That’s what gives our program its intellectual identity, our courses their intellectual integrity, and our students an exceptional intellectual experience.

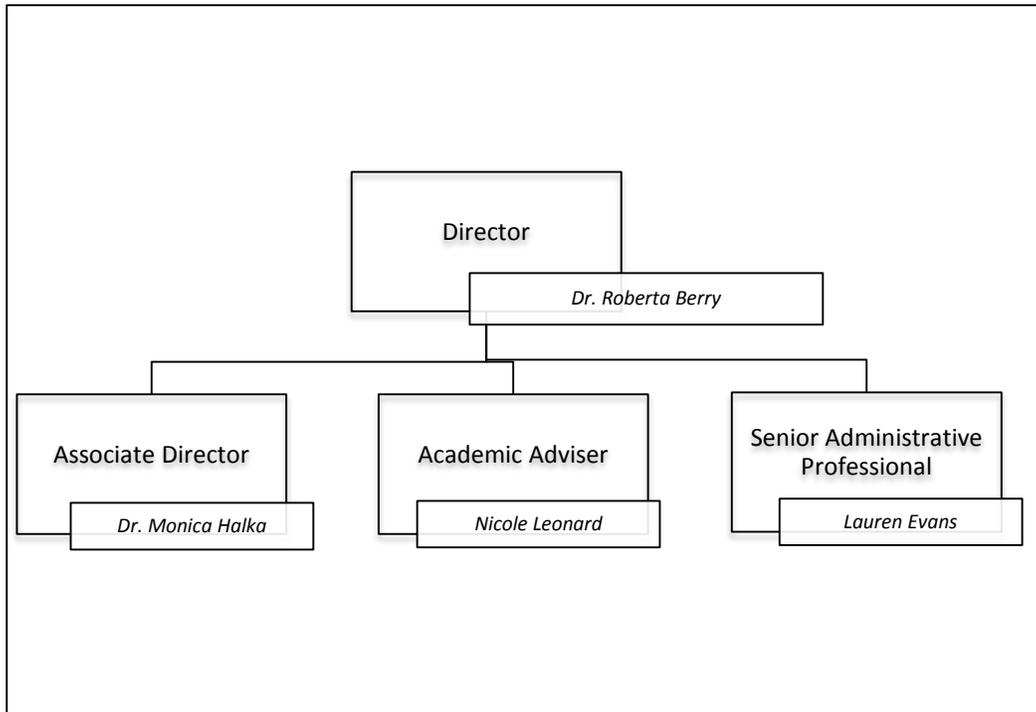
The Honors Program was not designed for students interested only in covering basic curricular requirements and accumulating credits toward an undergraduate degree. While we are very mindful of those considerations and support every student’s desire to graduate in four years and to stay in good academic standing for the sake of HOPE Scholarships and other forms of financial aid, the larger purpose of the program is to identify and encourage students who seek to do more than follow the standard path for an undergraduate education in order to explore different approaches to learning and problem solving and even take intellectual risks.

In keeping with that spirit of intellectual inquiry and engagement, the Honors Program does not require students to maintain a minimum GPA for remaining in the program. There may be cases, however, when students whose academic performance and interests do not seem to fit with HP expectations will be counseled to rethink their continued involvement the program.

We offer this statement in the interest of being as clear as possible about the level of commitment that defines meaningful participation in the program. We hope that by better understanding the underlying assumptions of the curriculum, students will be able to embrace the opportunities it offers and make the most of their Honors Program experience.

Students who meet the expectations of the Honors Program will receive a special designation on the official Georgia Tech transcript with each year of involvement and, at the time of graduation, an Honors Program plaque and Honors Program seal affixed to the Georgia Tech diploma.

**Honors Program Organizational Chart**



## **Institute 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. Your schedule will be determined by your availability and requested hours, office staffing and budget, and work-study award limit. (Note: some exceptions are made for summer semester and institute holidays).

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/>

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>.

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>.

The Student Assistant Agreement can be found in Appendix B.

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

Each SA will complete a self-reflection form at the end of the semester and submit it to Administrative Professional or supervisor. They will schedule a brief 30 minute meeting with the Administrative Professional. 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.

<b>Student Employee Class</b>	<b>Starting Hourly Salary</b>	<b>After 1 Semester &amp; Completion of CETL Course, Positive Evaluations, Eligible for increase to:</b>	<b>Merit Raise (Based on 2 semesters of employment &amp; satisfactory evaluations)</b>
Office Assistant	\$8.00	N/A	\$0.25
Tutor	\$8.00	\$8.50 /hr.	\$0.50
Program Assistant	\$8.00 to \$10.00	N/A	\$0.50
PLUS Leader	\$9.50	\$10.00 /hr.	\$0.50
Graphics/Web Design	\$10.00 to \$12.00	N/A	\$0.50
Statistics/Data Analysis	\$10.00 to \$12.00	N/A	\$0.50

**Time Sheets**

Time sheets are submitted to Administrative Professional every other week. The timesheets are kept in a binder in the SA office. At the end of your shift, please calculate your time and enter it on your time sheet. A list of dates and procedures for submitting timesheets is provided in the handbook. If you do not sign your timesheet by the biweekly deadline it is considered late and will not be processed with that pay period.

**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. Remember your work is a reflection on you, the Honors Program, 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 your class schedule and our office needs. It is essential that you maintain your scheduled work hours. This schedule will be in place through dead week. 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! One of the advantages of working here is the flexible work hours. If you will be more than 5 minutes late, contact someone in the Honors Program office.

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

1<sup>st</sup> warning- verbal

2<sup>nd</sup> warning- written warning added to file

3<sup>rd</sup> warning- written action plan

4<sup>th</sup> warning- termination

We try to accommodate you by working around your course schedule. We do, however, need immediate notification of any scheduling conflicts. 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 to attend a concert, go on a trip, etc., 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!) SAs 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.

### **Dress Code Policy**

The Honors Program does not have a particular dress code, but all SAs should practice proper personal hygiene and arrive each day neat and clean. Please refrain from wearing anything vulgar or offensive, and remember that you represent the Honors Program and Georgia Tech.

### **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 Honors Program staff interacts with the public, including faculty, parents, and other students, and we expect exemplary customer service at all times. 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 generally will not be handling confidential information, but if you should happen to overhear something, see financial or other information, you should keep it confidential. The website to review is:

<http://www.catalog.gatech.edu/genregulations/ferpa.php>.

**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 (see Appendix A)
- Covering Main 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 and Red Book Procedures**

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

## **Telephone Operation and Etiquette**

Student Assistants should be prepared to answer the phones in the Honors Program. 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 pick up calls from other offices
- 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. Schafer, 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 Greeting:

“Honors Program. This is [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 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
- 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.

*Disclaimer and Acknowledgement:*

*This handbook was prepared for the Honors Program and edited by Lauren Evans, Honors Program Administrative Professional. In any cases where there are differences, official GT and USG/BOR policies and procedures have priority over policies contained here.*

*Acknowledgement is given to the GT Center for Academic Success/Center for Academic Enrichment for loaning us their manual for reference.*

## **Appendix A: Student in Crisis**

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### **What to do if a student is in crisis:**

First, inform a staff member, who will then contact the appropriate office or individual. If a parent/family member calls the office asking for campus help or resources for a student in crisis, transfer the call to a staff member, making sure that the staff member answers the phone—do NOT allow the call to go to voice mail. If no staff are immediately available, please do the following:

- Get the caller's name and phone number. Also ask for the student's full name. Record these on the message pad.
- Refer the parent to the GT Counseling Center's 24-hour "Counselor on Call" at 404-894-2575.
- If the parent indicates that the student is in immediate danger, transfer the call to the GT Police at 404.894.2500. Make sure that the call is answered by GT Police before hanging up.
- If it is after 5:00 p.m., and the parent wants to speak to someone in the Dean of Students office, refer them to the GT Police (404.894.2500). The GT Police will contact the Dean On Call.
- Be sure to give the message to a staff member (as soon as available); do not leave it on the pad at the desk.

If a student is in the HP Office and is in distress or indicates that she/he is in crisis, take the student to a staff member.

- In an emergency, immediately call GT Police (404.894.2500).
- For non-urgent Counseling Center matters, it is best to call during our regular business hours (M-F 8-5). After hours, calls will be answered by the Georgia Tech Police Dispatcher who will contact the Counselor On Call, who will then return your call promptly.

For more information, visit the website is <http://www.counseling.gatech.edu> (choose the "Crisis Information" tab on the left-hand menu)

**Appendix B: Student Assistant Agreement**

**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 Honors Program as student assistant, a tutor, and/or a student leader.

I understand that any acts of violence, harassment, or other violation of the Student Code of Conduct offense will preclude my participation in the Honors Program as Student Assistant.

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

I authorize the Georgia Tech Dean of Students or the Dean’s designee to release relevant information and documents, including disciplinary records to a professional staff member in the Honors Program.

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, \_\_\_\_\_, hereby state that I have reviewed / received the office policies and information governing the Honors Program, which contains the Sexual Harassment, Alcohol Policy, and statement of confidentiality.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

