



Student Employee Handbook

Updated Fall 2016

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Welcome to the Office of Undergraduate Education!

We are glad to have you as a part of our team! Student Assistants (SA's) are a very important part of our organization, 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 Office of Undergraduate Education

The Office of Undergraduate (OUE), a unit of the Office of the Provost, helps maintain quality of undergraduate education and promote the academic success of undergraduate students at Georgia Tech. The departments supported by OUE are:

- Center for Academic Enrichment (CAE)
- Center for Academic Success (CAS)
- Center for Career Discovery and Development (C2D2)
- Honors Program (HP)
- Center for Serve – Learn – Sustain (SLS)

The programs under each department are:

The Center for Academic Enrichment

- GT1000 First-Year Seminar is a one-credit, graded course specifically designed to help freshmen successfully adjust to life at Tech. In the course, students acquire strategies that promote academic, social, and professional success.
- Undergraduate Research Opportunities and Program (UROP) promotes and supports undergraduate research and student innovation across campus through various programs such as the Research Option, President's Undergraduate Research Awards, the InVenture Prize, and the Spring Symposium.
- ThinkBig Programs are living learning communities, located on the GA Tech campus. These theme-based communities are designed to bring exciting out-of-the-classroom experiences to students through events, meaningful interaction with faculty and a community designed to allow students to dive into the topic of their choice.
- First-Year Reading Program, jointly coordinated by the Center for Academic Enrichment and the Library, engages all first-year students in a common academic experience that will enhance their transition to college, their intellectual growth, and ultimately their success at Tech.
- This I Believe/Open Forum conducts speaker series events and one-hour sessions of thoughtful, intellectual discussions.

The Center for Academic Success

- 1-to-1 Tutoring is an appointment-based service available to all students and covers over seventy different courses. Tutoring assists students in exploring their full potential as they develop into lifelong learners.
- PLUS (Peer-Led Undergraduate Study) sessions help students 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.
- Reboot is an academic recovery program for first- and second-year students who are not meeting their own academic expectations. This semester-long program gives students an extended opportunity to work with staff members, connect with academic support resources, and participate in programming to make changes necessary for achieving academic success.
- Tech PrEP is a non-credit, intensive, residential summer program that will review fundamental pre-calculus concepts as well as introduce strategies critical for academic success in calculus and other First-Year courses.

Center for Career Discovery and Development

- Co-op Program allows for undergraduate students to alternate semesters of on-campus study with at least three semesters of full-time employment, usually with the same employer.
- Georgia Tech Internship Program gives students the opportunity to work full-time or part-time internships lasting one or more semesters and to have the option of working a single internship with one employer, or multiple internships with one or more employers.
- Career Development supports students seeking post-graduation job opportunities by providing resources and program to help them explore, select, and pursue meaning careers. Among Career Development offerings are career counseling and career fairs, as well as seminars and workshops on resume writing, interviewing, and other job search skills.
- The Fellowship Office helps students identify and apply for nationally competitive awards (e.g. Rhodes, Marshall, and Hoover).
- Pre-Professional Advising is offered for Georgia Tech students and alumni who have an interest in pursuing careers in the healthcare, teaching and law fields. Pre-Professional advising offers face- to-face meetings, as well as, workshops, conferences, mock interviews, invited speakers, and other guidance for students of all majors.

Honors Program

- The Honors program creates an environment in which students and faculty learn from one another through a common commitment to intellectual inquiry, careful analysis, and the energetic exchange of ideas.

Center for Serve – Learn – Sustain (SLS)

- Serve –Learn- Sustain integrates sustainability and community involvement content into academic programs.

Part II: Policies and Procedures

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/student-life/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://catalog.gatech.edu/policies/ferpa/> 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 (SA) 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.

Student Employee Class	Starting Hourly Salary	After 1 Semester, Positive Evaluations, Eligible for increase to:	Merit Raise (Based on 2 semesters of employment & satisfactory evaluations)
Student Assistant	\$8.00 to \$9.00	N/A	\$0.25
Graphics/Web Design	\$10.00 to \$12.00	N/A	\$0.50

Time Sheets

Time sheets are submitted to Administrative Professional for your unit (VPUE) every other week. The timesheets are kept in a binder at each main office reception area and (for tutors/PLUS leaders) at the tutoring reception desk. 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. Some student assistants will be designated as having regular duties. For example, some student assistants will check the mail, make copies, stock supplies, etc.

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 your class schedule and our office needs. It is essential that you maintain your scheduled work hours. This schedule will be in place through the last day of classes. 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, please let your supervisor and/or Administrative Professional for your office know.

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

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!) 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 our centers 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 Office of Undergraduate Education follow guidelines for dress and appearance. Personal hygiene and appearance are a reflection on the Office and the Institute.

- **Personal Hygiene-** Each team member should arrive to work each day neat, clean, and prepared to work.

- **Standard Uniform**
 - 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 Office of Undergraduate Education interacts heavily with the public, including faculty, parents, and other students. 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 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://catalog.gatech.edu/policies/ferpa>.

Eating/Drinking

No eating or drinking while on the job, unless approved by your supervisor.

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 area organized and clutter-free. Place your book bags, jackets, etc. under the student desk or in the breakroom.

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 Telephone Operation and Etiquette)

- Covering Main Office (including daily checklist)
- Logging into computers (Main Office)
- Copier and fax machine use
- Tutoring Program procedures and policies
- Emergency/Urgent Issue Contact
- Office Shared Drive (and be familiar with content located there)

Emergency Procedures

Please make yourself familiar with procedures 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 pick up calls from other offices
- How to check voice mail
- How to take appropriate messages
- How to ask for caller information
- How to handle calls for the
- 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 Greetings:

-Main Office

Good Morning/Afternoon. Georgia Tech Office of Undergraduate Education. This is FIRST NAME. How may I help you?

-Dr. Colin Potts Office Line

Good Morning/Afternoon. Dr. Colin Potts' office. This is FIRST NAME. How may I help you?

-Dr. Steven Girardot Office Line

Good Morning/Afternoon. Dr. Steven Girardot's office. 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.

Disclaimer and Acknowledgement:

This handbook was prepared for the Office of Undergraduate Education and edited by Mysty Connelly. 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 Student Center for loaning us their manual for reference

Appendix A: Student in Crisis

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 Office (at the desk) 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 Office of Undergraduate Education 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 Office of Undergraduate Education as 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 Office of Undergraduate Education, 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 Office of Undergraduate Education.

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 governing the Office of Undergraduate Education, and information, which contains the Sexual Harassment, Alcohol Policy, and statement of confidentiality.

(Signature)

Semester: _____

(Date)