



Georgia Tech  **Center for Academic
Enrichment**

Student Assistants' Handbook

August 2016 - July 2017

Disclaimer and Acknowledgement

This handbook was prepared for the Center for Academic Enrichment. In any cases where there are differences, official Georgia Institute of Technology and the University System of Georgia/Board of Regents policies and procedures have priority over policies and information contained within this handbook.

Acknowledgement is given to the Georgia Tech Student Center for loaning us their manual for reference. Information was also taken from the Georgia Tech Emergency Preparedness Department.

Introduction.....	4
Center for Academic Enrichment.....	4
Policies and Procedures.....	5
Expectations and Policies.....	8
Appendix A: Student in Crisis	12
Appendix B: General on Campus Crises	13

Welcome to the Center for Academic Enrichment!

We are excited to have you as a part of our team. Student Assistants (SAs) are an integral part of the Center and the Institute, 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.

ABOUT THE CENTER FOR ACADEMIC ENRICHMENT

The Center Academic Enrichment (CAE) is one of the five units of the Office of Undergraduate Education, and we are committed to providing diverse programs and services that support students in achieving their academic goals in becoming successful, strategic, and life-long learners. To achieve this, we:

- Help undergraduates develop transferable academic and interpersonal skills.
- Assist students in the transition to college-level work and the academically rigorous environment of Georgia Tech.
- Encourage students to take an active role in their learning.
- Provide leadership opportunities for undergraduates interested in helping their fellow students.
- Create an inclusive, non-threatening environment where students are encouraged to explore their academic questions and concerns.
- Facilitate opportunities for students to develop and practice critical and higher order thinking skills.
- Promote high standards of academic integrity and personal responsibility.
- Collaborate and partner with faculty, advisors, and administrative units to coordinate a campus wide network of academic support.
- Support the mission of Clough Commons, a building that is “dedicated to students’ academic enrichment.”

Some of our programs include:

- GT 1000 First-Year Seminar is a one-credit, graded course specifically designed to help first years successfully adjust to life at Tech. In the course, students acquire strategies that promote academic, social, and professional success.
- GT 2000 Transfer Seminar is similar to GT 1000; however, it is geared towards the unique needs of transfer students in acclimating to Tech.
- 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 Undergraduate Research 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.
- Project One 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.

POLICIES AND PROCEDURES

Institute Policies and Procedures

Before you begin work, you must work with the Center's Senior Administrative Professional to complete your hiring documents with the Office of Human Resources (OHR) as requested. All full-time students are limited to no more than 20 hours of work per week for all semesters, including summer. Your schedule will be determined by your availability and requested hours, office staffing, budget, and work-study award limit.

Student employees must follow all enrollment guidelines, policies, and procedures as outlined by Georgia Tech's OHR. 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 the Center's Administrative Professional. Please see: <http://www.policylibrary.gatech.edu/student-life/student-conduct-policies>.

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 Employees are also expected to comply with GT's policies on Ethics (policy 5.1) and Conflict of Interest (policy 5.4). 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. SAs, along with all other employees, are required to complete an annual online course on ethics and conflict of interest. Failure to complete the required courses by the deadline given will result in termination. You will receive email concerning this yearly event from OHR and the Center's Administrative Professional.

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

Student Employee Definition

A Student Assistant is a part-time hourly employee who is currently enrolled at the Institute with the primary goal of achieving a degree. An SA cannot begin working for the Center for each semester unless all steps in the hiring process have been completed, including completion and approval of a PSF (Personal Services Form). Check with the Center's Administrative Professional to determine when you are eligible to start working.

Supervision

Each SA is assigned a supervisor; however, you will also be expected to interact and may be assigned projects/jobs from other members of staff. If needed, you can check with your lead supervisor on job priority.

Pay Rates, Merit Increases, and Evaluations

Pay scales are determined in conjunction with Financial Aid and OHR policies. All Student Assistants generally start at \$8.50/hour.

Each SA will have a brief 15 to 30-minute ongoing meetings with the Center's Administrative Professional in order to discuss professional development and contributions to the Center. In these meetings 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.

Time Sheets

Time sheets are submitted to the Center's Administrative Professional every other week. The timesheets are kept in a binder at the main office reception area. At the end of your shift, please enter your start and end times on the spreadsheet that is sent to you by the Center's Administrative Professional on a bi-weekly basis. This will calculate your time, use this information to 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. For Federal Work Study Students, failure to submit your timesheet by the deadline issued for each biweekly period will indicate that you wish to forfeit payment for that two week period.

Pay Dates / Pay Periods

All paychecks are direct deposited to your bank account on the Friday after the week your timesheet was due. For example, if your timesheet was due last week, you should expect payment this week Friday.

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 "close" the Clough Lounge, 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 do not 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. Check with your supervisor concerning your schedule during the weeks for reading and exams. There may be opportunities to work during reading week, final exams 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. You should carefully plan your schedule so that classes, research, and studying are your first priorities.

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 inform your supervisor and the Center's Administrative Professional.

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 notebook in the main office and/or via the form sent via email. You should reflect the actual time arrived and departed. These will be used to verify your timesheets.

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.

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 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.



Expectations and Policies

Customer Service Expectations

Many define customer service by saying you need to give 100%, but we define customer service in the Center as way more than that. We do not 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. If you cannot, 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 SAs at the Center for Academic Enrichment 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 for front desk employees:
 - Logo shirt (as provided by supervisor)
 - Name tag (when provided)
 - Uniform shirts will be worn at all times while working in the Center
 - All student employees must wear the Enrichment nametags at all times, in clear view with the appropriate name shown
- 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.
- 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, short 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. This includes showing courtesy and respect to other students, 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 proper attire, use of proper language, maintain a positive attitude, be honest, and employ ethical behavior. The Center for Academic Enrichment interacts heavily with the public, including faculty, parents, and other students. We expect exemplary customer service at all times.

If you are asked questions by someone that you do not know the answer – always ask for clarification from a staff member, look online, 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 devices)

Please do not wear headphones, talk/text on cell phones at the front desk. 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/policies/ferpa/>.

Eating/Drinking

No eating or drinking while on the job. If you arrive to work early and would like to finish eating please do so either in the back room (graphic artist's room) available or in the Clough Lounge. The time spent eating lunch should be outside of your designated work hours.

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 their original home.

Cleanliness and Organization

Please help us maintain an organized and clean office environment. Keep the reception desk and graphic artists' room organized and clutter-free. When at the front desk place your book bags under the desk and your jacket on the back of the chair. Always keep your respective area of work organized and clean. If you have any ideas on increasing the efficiency, cleanliness, and organization of the office and your specific area please speak with your supervisor and/or the Center's Administrative Professional.

Ending Employment

The time will come when you have to leave your job or change positions. Your employment with us may be used as a reference for another job in the future. Therefore, if you are resigning before the end of the semester, please give your supervisor a minimum of two-week notice.



Office Operation Procedures

Please make sure you are comfortable with the following duties:

- Telephone operation and etiquette
- Covering the main office (including daily checklist) – applicable to all front desk SAs
- Logging into computers (Main Office, Workroom – as needed)
- Copier and fax machine use
- Emergency/Urgent Issue Contact (see Appendix A)
- Office Shared Drive (and be familiar with content located there)

Emergency and Red Book Procedures

Please make yourself familiar with the layout of Clough and emergency procedures that might occur while you are working. Please see Appendices B and C.

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
 - When transferring a call always: (1) inform the caller that they are being transferred and the number of the person you are transferring them to, (2) inform the recipient of the call the name of the person whom you are transferring and the reason for their call, if possible.
- How to check voice mail
- How to take appropriate messages
- How to ask for caller information
- 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 always with a smile on your face (you can actually hear it in your voice)
- Where to access directory information (office numbers are on the front desk and directory.gatech.edu).

Phone Greetings

- Main Office
Good Morning/Afternoon. Georgia Tech Center for Academic Enrichment. This is [FIRST NAME]. How may I help you?

Other Phone Etiquette Tips

- Answer professionally
- Be sincere and friendly
- Speak slowly and clearly
- Do not just cover the mouthpiece of the phone, if you need to speak to another person or walk away from the phone put the caller on hold (by using the hold button on the phone)
- Convey a friendly and helpful attitude to the caller
- 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)
- Always include the time and date of the call
- Get a complete number and the name of the caller
- Do not 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 on the message as the recipient of the call
- Immediately email the message details to the person to whom the message was intended.

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.

Training

If you would like to be trained in a particular skillset that you feel will be helpful to the fulfillment of any jobs assigned please speak with your supervisor and the Center's Administrative Professional. We will work with you in ensuring that any training that is determined to be able to enhance your job will be conducted.



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 voicemail. 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 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 Center 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)

Report any emergency to Georgia Tech Police
Dial 911 from campus phones.
Dial 404-894-2500 from cell phones.
www.police.gatech.edu

Active shooter

As stated by the Office of Human Resources, “an ‘active shooter’ is an armed individual who has attacked with deadly force one or more persons, and who will continue to randomly seek out and kill as many people as possible. Active shooter situations can occur anywhere, even on college and university campuses.”

Please watch the Active Shooter Response Options for Students, Faculty and Staff located at <https://youtu.be/9jAqhl9oxEk>.

Building evacuation procedures

- Use the nearest available exit
- Use stairways and avoid elevators
- Take personal belongings (keys, purse, wallet, etc.)
- Return to the building only when your building manager indicates it is safe to do so
- Notify your supervisor and the Center’s Administrative Professional in advance if you will need assistance evacuating the building.

Tornado

A tornado watch implies that there may or may not be an actual tornado but the weather seems conducive to producing one.

A tornado warning means that a tornado has actually been spotted.

If a tornado WARNING is issued...

- Move to the lowest level – take the stairs to the first floor near classroom 102. There are tornado signs on the walls to indicate that this is a tornado shelter-in-place area.
- Monitor the weather situation on your NOAA Weather Radio, www.alerts.gatech.edu, or local new stations.
- Remain sheltered in place until the tornado warning has expired.

Bulletins & updates

Emergency information	404-894-7200	www.alerts.gatech.edu
Inclement Weather Hotline	404-894-0500	
WREK radio 91.1 FM		
Stamps Health Services	404-894-1420	
Sexual Assault Information	404-894-9000	
Counseling Center	404-894-2575	
Suicide Prevention Lifeline	800-273-8255 (TALK)	

Download the In Case of Crisis App
www.police.gatech.edu/emergencypreparedness



Appendix B: General on Campus Crises

Bomb Threat

Try and find out as much information as you can by completing the information below.



Department of the Treasury
Bureau of Alcohol, Tobacco & Firearms
BOMB THREAT CHECKLIST



1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is address?
9. What is your name?

EXACT WORDING OF BOMB THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

Telephone number at which call is received: _____

Time call received: _____

Date call received: _____

CALLER'S VOICE

- | | |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Rasp | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct |

- | | |
|--|--|
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Whispered |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Familiar (If voice is familiar, who did it sound like?) _____ | |

BACKGROUND SOUNDS:

- | | |
|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Crockery |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Long distance | <input type="checkbox"/> Local |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Other (Please specify) _____ |

BOMB THREAT LANGUAGE:

- | | |
|--|---|
| <input type="checkbox"/> Well spoken (education) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Message read by threat maker |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational |

REMARKS:

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____



Suspicious Mail or packages

Prior to handling any suspicious mail or packages please observe the following. Notify your supervisor immediately.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Letter suspicious features:

- Restrictive markings: *PERSONAL!*
- No return address
- Sealed with tape
- Misspelled words badly typed or written: CHIEF EXECUTIVE OFFICER, PHILLADELPHIA
- Unknown powder or suspicious substance
- Possibly mailed from a foreign country
- Excessive postage

Package suspicious features:

- Oily stains, discolorations, crystallization on wrapper
- Excessive Tape
- Strange odor
- Incorrect title or addressed to title only: Operations Manager, 5032 D 1ST, Anapolis, MD
- Rigid or bulky
- Protruding wires
- Lopsided or uneven

If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

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