To:

From:

Date:

Re: OUE Staff Expectations

Office of Undergraduate Education

 Staff Performance and Conduct Expectations

The following general performance and conduct expectations apply to all employees in the Office of Undergraduate Education (OUE) at Georgia Institute of Technology.

\*\*A copy of this signed document must be sent to the Assistant Director of Administrative Operations via DocuSign (mysty.connelly@gatech.edu) within the first thirty days of employment.

Work Hours, Time Management and Attendance

* Work schedules will be set in accordance with Georgia Tech policies as well as the Office of Undergraduate Education (OUE’s) guidelines for employee work schedules. Each employee should review Georgia Tech’s Flexwork policy and follow the instruction and link to set up a flexible work schedule at [Flexwork Arrangements | Policy Library (gatech.edu)](https://policylibrary.gatech.edu/employment/flexwork-arrangements). The needs of students and student programs will be the guiding principle in setting work schedules.
* If a Flexwork arrangement is requested and approved by the supervisor, a flexwork agreement must be completed and approved by the manager and then by OUE. All OUE employees are expected to work a 5-day work schedule.
* The unit director will approve work schedules in accordance with Georgia Tech and OUE guidelines while considering the needs of the unit. Schedules must be discussed, approved, and documented prior to the start of each semester. All schedules should include a 1-hour lunch, but exceptions may be requested, reviewed, and approved by the unit director, provided there is clear justification for the alignment with the staff member’s responsibilities.
* Each unit will have professional staff present during GT business operation hours, which are M-F, 8am – 5pm.
* As appropriate to the employee’s responsibilities, there may be expectations for evening and weekend hours to ensure student programs and services are offered at times that are in alignment with student needs.
* Requests for schedule changes or overtime (for non-exempt employees) must be approved by the supervisor in advance.
* Planned vacation/sick leave (“PTO”) requests should be submitted via OneUSG at least 48 hours in advance. The timing of requests, in relation to the timing of the semester as well as student services and programs, will be a consideration in approving PTO.
* Unplanned vacation/sick leave requests - please send an e‐mail to your supervisor, as well as your team members.

Communication, Confidentiality and Student/Customer Service

* Prioritize service to students and other stakeholders and foster an environment that is welcoming, friendly, positive, and supportive.
* Present a positive image and attitude to your coworkers, colleagues, and students.
* Ensure student/customer confidentiality as well as adherence to FERPA regulations and data security policies (do not share or discuss personal, confidential, or sensitive matters in front of other customers).
* Voicemail should be checked throughout the day and calls returned within one (1) business day (or less).
* Email should be checked regularly and responded to within a reasonable timeframe. Typically, this is recommended to be (1) business day (or less). If there are significant delays in email responsiveness, the director or supervisor should be made aware.
* For planned absences/holiday closures, please be sure to use an “out of office” message and, if applicable, direct them to an alternate contact for immediate assistance, as well as send an email to all team members.
* All staff should maintain up-to-date and accurate online calendars using the common calendaring platform for GT (currently MS Outlook). Online calendars should be shared with the unit director, team lead, and other staff.

Relationships, Collaboration and Teamwork

* Be respectful of other’s time and areas of responsibility.
* Listen to concerns expressed by others and encourage others to express their views and keep an open mind.
* Share information and keep people up‐to‐date.
* Be inclusive and respectful of all people and points of view.
* Understand how your duties and responsibilities impact others.
* Attend all staff, team, OUE, and other standard meeting times or events that are placed on the calendar.

I have discussed my expectations with the employee:

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Director Signature Date

I acknowledge that my supervisor has discussed these expectations with me.

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Employee Signature Date