

Information Technology

IT Student Assistants General Guidelines



Fall 2011

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General Guidelines for Student Assistants

Eligibility for Student Assistant Employment

Student assistant employees must be:

- Enrolled in the CSUF System.
- Be regularly attending classes.
- And in good academic standing leading toward a degree.

Student employees may work up to 20 hours/week, on campus, during the academic year, plus additional hours during academic breaks.

Summer employment is available only to those students who were enrolled in the spring semester; those who were student employees immediately prior to the end of the spring semester; and those who are continuing as students through the fall semester. Generally, during the summer break, student employees may work up to 40 hours per week.

The Benefits of Working on Campus

The objective of work experience is to: provide student employees with a basic understanding of employment requirements, i.e., attendance, punctuality, teamwork, communication skills, and customer service. It also provides students with an opportunity to explore their career interests and to develop career-related skills, such as decision making, problem solving, and critical thinking skills, in addition to receiving financial compensation and developing "outside-the-classroom" confidence. These jobs are not just work experience; these positions are vital and important for the development of computer skills and building working experience in a higher education enrollment.

Teamwork

Teamwork is the ability to work together towards a common vision or goal, the ability to direct individual accomplishment towards organizational objectives and the fuel that allows common people to attain uncommon results. This guide is a sincere effort to help you become an effective member of our team as quickly as possible. Any service organization is only as good as the group of people who make it up. Teamwork is the Key to Success!

Working Together Means...

- Working where you are needed
- Helping one another... "Does anyone need a hand?"
- Allowing others to help you ... "Yeah, thanks! Could you please...?"
- Smiling (even when you don't really feel like it. It's contagious!)
- Leaving personal problems at home
- Welcome everyone with a ready and helpful attitude: remember you are "on stage".

Customer Service

Greeting Co-workers

Greet everyone with a smile and eye contact, including other employees. As people enter your work area, if you are not busy with someone, do your best to acknowledge them with a greeting such as "Hello", "Good morning," etc.

When someone approaches you, greet him or her with a smile and eye contact. Being friendly, courteous and polite to students and coworkers makes our work environment a comfortable and friendly place to be.

Interaction with Patrons

When helping someone and the phone rings, say "Excuse me just a minute" and answer the phone. Remember to thank them for waiting.

If it is necessary to walk away from a situation, tell the person why you are walking away and ask them to please wait.

When on the telephone, look up to see if there are people waiting and acknowledge them either verbally or with a polite "just a minute" hand gesture or nod to acknowledge and let them know that you will be with them in just a moment.

Appearance and Dress Code

Depending on your area, Student Assistants may be required to wear an IT name badge and IT polo shirt when working, for safety reasons close-toed shoes may also be required. We provide the badge and polo shirt.

You are responsible for ensuring your work attire is neat and appropriate for the work environment.

Communication

Student Assistants are responsible for communicating to their supervisors, any information about incidents within their work area. For example, if you have to leave because of illness the supervisor must be notified; another example is that any complaints should be referred to the supervisor.

Telephone Calls

Telephones are for university business only. Always answer the telephone quickly and no later than on the third ring. When answering the telephone you should identify your location, give the caller your name, and ask if you can help them.

How to Handle Difficult Callers

Use the ASAP technique

Apologize

Sympathize

Accept responsibility

Prepare to help

Remember, never offer callers excuses, offer them help! That is what we are here for.

How to Handle People You Cannot Understand

Don't pretend to understand.

Acknowledge that you are having trouble understanding

Ask the caller/user to slow down
Ask questions to clarify your understanding
Ask the caller/user to spell out or spread out words
Don't rush your caller/user. Encourage the caller/user to take his/her time
Don't shout. Speak clearly without raising your voice
Don't be rude. Remember, you are the host!

Breaks and Lunches

In accordance with the operational needs, you are responsible for arranging your break and lunch with your supervisor. Student Assistants are allowed a 15 minute paid break for each four hours worked. Student Assistants are required, by law, to take a 30 minute unpaid lunch break if they work more than 6 hours. Breaks not taken are not cumulative.

Work Week Schedules

Students are responsible for turning in schedules of availability when requested. These schedules will be used by supervisors to determine a work schedule. Students are responsible for working the hours they have been scheduled.

Shift Covers

Student Assistants who need someone to cover a shift are required to find another student assistant to work their scheduled shift.

When you have found someone to substitute for you, the request must be e-mailed to the supervisor in charge of shift covers. The email must state the date(s), time(s) and location that each of you has agreed upon. Make sure to copy (cc) to the student assistant who has agreed to cover your shift.

Once a shift cover has been approved, the student assistant who agreed to substitute is responsible for that shift. If no one shows up to work the shift, the person in danger of termination for failure to work is the student assistant who agreed to work.

Payroll Time Sheets

Each month you will be responsible for completing and signing your timesheet online. Signed timesheets must be given to your supervisor on or after the last day of your shift and before the deadline set by your supervisor.

You can access your timesheet online via the Portal using the following steps:

- Login using your zz-account
- Click on the *Titan Online* tab
- Go to *My WorkPlace*, located in the bottom left corner.
- Click on *Payroll*
- Click on *Students Timesheets 2011-2012*
- Click on *Student Timesheets 2011-2012 - Dist*

Note: The top section of the form will be prepopulated automatically with your information when you login with your zz-account.

Pay Day and Pay Checks

Each pay period is one month. Payday is usually around the 15th of each month unless the 15th falls on a holiday or weekend. In this case, checks are usually issued one business day earlier. Paychecks may be picked up from the supervisor's around 4 p.m. on payday. The email is sent out once paychecks are in. Direct deposit is also available upon request from payroll.

In Case You Anticipate Arriving Late for Your Shift

If you are late for any reason you must make a phone call to a supervisor on duty. Make sure you personally reach one of the supervisors to let them know the reason for your late arrival and your estimated arrival time. Make sure to have all important staff phone numbers with you at all times.

Warnings

If you, as the employee, fail to follow various policies for your department you will receive a warning. Employment will be terminated after a total of three warnings.

Termination

A student assistant may be terminated for any of the following reasons:

- Unsatisfactory performance.
- Falsifying time records.
- Insubordination.
- Working under the influence of drugs or alcohol.
- Improper conduct.
- Repeated no calls/no shows. (2 times max)
- Tardiness & absences
- Having visitors (especially in secure locations) and/or excessive personal telephone calls.
- Coming late to a shift or leaving a shift early, repeatedly.
- Repeated schedule changes.
- Studying while scheduled to work (without staff permission)
- Downloading personal files or programs to the computers.
- Playing music, computer games or chatting on the internet while scheduled to work.

Emergency Procedures

In case of an emergency, call Campus Police at ext. 2515. As is always the case, call 911 when you deem it necessary. After calling the police make sure all staff is notified.

If an Alarm Sounds/During a Fire Drill, What Should I Do?

It is the responsibility of those working to direct people to the closest emergency exit.

- First prop open the emergency exit door.
- Next prop open the door that leads to the outside of the building.
- Next, re-enter the area and by waving your arm, direct the people through the door and out of the building to safety – again, this is the primary exit route for evacuating the room. IT IS IMPORTANT THAT YOU FIRST PROP OPEN THE INTERIOR DOOR BEFORE YOU OPEN THE OUTER DOOR BECAUSE IF THE INTERIOR DOOR SHUTS, IT WILL

LOCK AND KEEP YOU FROM RE-ENTERING THE AREA TO HELP DIRECT PEOPLE OUT TO SAFETY.

You may wish to take away your own personal items such as keys, bags, etc. No one should use the elevator to evacuate.

Everyone should assemble no less than 200 feet away from the building at the designated meeting area for each building.

Be aware of any disabled person who may need assistance evacuating. Persons who are unable to use stairs because of a disability will need to be carried. If you see disabled persons who are not able to walk the stairs, make sure to notify Fire and Public Safety personnel immediately about the location of the individuals.

No one is to re-enter the building for any reason until the okay has been given. Immediately following notification of a sounding alarm, a Public Safety officer will arrive and go through the building to determine the source of the alarm, assess the situation, and assist with the evacuation process. If deemed necessary, they will reset the alarms and notify evacuees when it is safe to return.

Theft

If there is a suspect in the building, be observant and write down or remember a description of the suspect's clothes, age, height, weight, etc. Notify a supervisor as soon as possible. If the suspect becomes belligerent, do not attempt to approach him/her. Call Campus Police at ext. 2515 or 911 and explain the situation as soon as possible.

Earthquake

In the event of an earthquake, take cover and remain there until the shaking has stopped. Listen for loudspeaker instructions over the P.A. You may evacuate when the shaking has stopped. Evacuation procedures are the same as those listed above.

Injury/Sickness

Notify a supervisor as soon as possible. If a person becomes sick or injured or cannot help him or herself, call the paramedics. This should be done by calling Campus Police at ext. 2515 or 911.

Chemical Spill/Water Flow

Notify a supervisor as soon as possible and call Public Safety right away and describe the situation as completely and accurately as you can. Do not attempt to unplug anything. If there is an immediate threat, evacuate from the area using the stairs and assist disabled persons into the elevator or carry them up the stairs, then leave the building.

Shelter in Place

The Shelter in Place exercise is used to assist faculty, staff, students and patrons to seek a safe place to stay during an emergency situation. DO NOT EVACUATE unless ordered to. Watch the A.C.T video on <http://prepare.fullerton.edu/Shelter-In-Place> for more information.

Listed below are several types of situations and what needs to be done in the event of such an emergency.

1. Harmful Airborne Substances
 - a. Stay indoors.
 - b. Turnoff air circulation (if possible)
 - c. Block gaps around windows/doors/air vents.

2. Extreme Weather
 - a. Find high ground during flood conditions.
 - b. Find lower/inner/below ground shelter for tornadoes.

3. Active Shooter – Four basic scenarios
 - a. If threat is in the area, but not near you:
 - i. Move away from the area of danger as quickly and safely as possible.
 - b. If threat is near you and you can escape:
 - i. If you know where the threat is and can move away from it, do so as quickly as possible. RUN if necessary.
 - ii. Look for any way out in which you can flee quickly AWAY from danger.
 - c. If the threat is near you and you can (safely) lock the door, but cannot escape:
 - i. Move into an area in which you can lock the door.
 - ii. Turn off the lights and silence all electronic devices.
 - iii. Hide behind furniture and be as quiet as possible.
 - iv. Wait for University Police to release you from your position.
 - d. If you cannot lock the door or escape, you must take action to save your life:
 - i. Set up teams to disarm the threat: 2-5 persons (Attack Team) should be just inside the door to knock down the weapon and push the shooter to the floor and disarm.
 - ii. Set a table on its side by the door to block a clear view of the room from the door.
 - iii. Set a chair or desk by the door to slow the approach of the attacker, then darken the room as much as possible.
 - iv. When the attacker enters the room, throw something to the opposite side of the room to distract the shooter from the Attack Team's location.
 - v. Other persons in the room should stay away from the entrance's "line of sight" to avoid gunfire.

Do everything you can to survive until University Police respond. When police enter the room, follow their instructions carefully.

Appendix



CALIFORNIA STATE UNIVERSITY, FULLERTON

UNIVERSITY POLICY STATEMENT

UPS 103.004 COMPUTING RESOURCES USE POLICY

The computing resources at California State University, Fullerton, are provided for the use of Fullerton students, staff, faculty, consultants, auxiliary users, and contractors in support of the mission, goals and programs of the University. As a comprehensive university, California State University, Fullerton, encourages the use of these resources for the free exchange of ideas and information among all members of the campus community and with members of other institutions. Information Technology (IT) will ensure access to any Internet sites, software, file types, processes, or protocols unless they have been deemed to be in violation of applicable law or are judged to be detrimental to the security or proper functioning of the network and systems. All major changes to IT Policy that significantly affect campus academic users will be reviewed by the Academic Senate Information Technology Committee. Access is determined by authorized representatives of the University, including department heads, and is not transferable. Resources and accounts are the property of the University, and all users are expected to exercise responsibility and professional judgment in their use of resources. The following guidelines constitute University policy on computing resources use; departments may specify additional guidelines as necessary.

Any actual or suspected violation of these policies should be brought to the attention of the system administrator of the equipment or facility most directly involved. Violation of these guidelines may result in temporary loss of user privileges or user account. User consultation and notification shall be sought regarding loss of privileges. Violations will be dealt with in the same manner as violations of other University policies and may result in disciplinary review.

1. Login accounts are assigned for the individual use of a faculty, staff or student, and each is responsible for the proper use of this account. Adherence to professional ethics and standards is expected, and engaging in responsible use of the resources including the honoring of license agreements, copyright laws, and file confidentiality. Information Technology has the responsibility to establish and publicize appropriate process priorities, disk quotas, and password guidelines.
2. Specialized computer equipment and accounts shall be used only for the purposes for which they were assigned by the college, department, or academic unit responsible for the resources.
3. System administrators shall make every effort to ensure the privacy of users' programs and files. Programs and files are to be considered confidential unless they have been explicitly made available to other authorized users. System administrators may monitor system processes (usage, quotas and priorities) and access users' files when necessary,

for example if the stability of the system is threatened, to ensure the security of the system, or for maintenance of the system.

4. Violations of this policy include but are not limited to negligent or intentional conduct that leads to degradation of systems or performance of the network, deprivation of authorized personnel to resources or access to any University computer system, or gains unauthorized access to system resources. In addition, abuse of computer or network resources at other sites through the use of California State University, Fullerton resources will be treated as though it occurred at the University. Knowledge of such activities by another user should be immediately reported to the system administrator of the equipment or facility most directly involved. Activities will not be considered misuse when authorized by appropriate University officials for security or performance testing.
5. Except as permitted by an authorized user, the configuration of a computer is not to be altered in any manner.
6. Computer resources must not be used to violate any state or federal law, or violate any CSU or University policy. Computer resources may not be used for any non-university commercial purpose.

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