



The University of Alabama

Student Assistant Employment On-Campus

STUDENT ASSISTANT MANUAL

2011

TABLE OF CONTENTS

Welcome	3
Mission Statement	4
Terms of Employment	5
Student Assistant Work Hours	5
Student Assistant Dress Code	6
Parking	6
Disclosure of Confidential Information	6
UA Sexual Harassment Policy	7
Work Ethics	7
Training & Orientation	8
Counseling & Disciplinary Action	9
Work Expectations	10
Telephone Etiquette – Basic Guidelines	11
Customer Service – Dealing with Complaints and Conflict	12
Forms	13-15
Acknowledgement Form	16

WELCOME

Department/Organization: _____

Name of Supervisor: _____

Supervisor's Phone #: _____

Welcome to the University of Alabama

As a Student Assistant employee, you will play an essential role in the daily working of this Department/Organization, and will be called upon to represent The University in all that you do while working on campus.

It is important that we interact with all faculty, staff, and students, as well as members of the community that visit The University Alabama campus and our department, in a professional, courteous, and timely manner.

This Student Assistant Manual is a guide to your responsibilities as a member of our staff. It outlines expectations for job performance and professional behavior.

The assistance you provide to our staff, students, and administration makes a difference in how successful our Department/Organization can be. Likewise, we hope that your work here will give you valuable skills and positive experiences that will serve you well in future employment opportunities.

MISSION STATEMENT

The mission of The University of Alabama is to actively support the advancement of the intellectual and social condition of the people of the State through quality programs of teaching, research, and service.

Our Department/Organization supports this mission by providing an atmosphere in which:

Toward this mission, the following objectives are promoted:

Term of Employment

A Student Assistant will be hired on a semester-to-semester or yearly basis. At the end of each semester, Student Assistants will be evaluated by their Supervisor using the attached evaluation form. This brief evaluation will be used to determine if the Student Assistant is eligible for re-hire for the following semester, or for other additional Student Assistant employment opportunities.

Student Assistants must also maintain eligibility for continued participation in Student Assistant Employment.

You must be enrolled in a degree-granting program at least part time for the semester in which you would be working:

- Undergraduate Students – 6 credit hours
- Graduate Students – 4.5 credit hours
- International students – 12 credit hours

If changes in your enrollment status occur during the period of employment that effect your eligibility, it is the Student Assistant's responsibility to notify their Supervisor and Human Resources immediately.

Student Assistant Work Hours

The Supervisor and the Student Assistant will determine the Student Assistant's work schedule. It is recommended the Student Assistants work no more than 25 hours per week during periods of enrollment as a student. International students may not work more than 20 hours per week, due to visa restrictions.

Additional hours may be scheduled during breaks and holidays, or as needed, at the discretion of the Supervisor, but are NOT to exceed 40 hours per week.

Student Assistants are not permitted to work during the time they are registered to be in class.

Student Assistant Dress Code

Student Assistants represent The University of Alabama. Professional behavior and appearance are expected at all times and are necessary to promote confidence on the part of faculty, staff and guests of The University.

All Student Assistants are expected to follow simple rules for professional dress. It is your responsibility as a Student Assistant to verify what the appropriate dress code is for your Department/Organization.

If you are required to wear a uniform as part of your employment, it is your responsibility to keep that uniform clean and presentable, and wear it during assigned work hours as directed by your Supervisor.

Avoid the following when dressing for work: tight or revealing clothing, short skirts and dresses, short tops, low pants or skirts that reveal the midriff or back area, casual clothing including blue jeans and shorts, logo t-shirts other than those approved by your supervisor, flip-flops or shoes in disrepair, and extremes in body piercings and hairstyles.

Incidents of unprofessional dress will be addressed and documented by your Supervisor. Repeated incidents may lead to additional disciplinary measures and/or termination of employment.

Parking

Students Assistants must adhere to all parking regulations established by the University of Alabama. Your Department/Organization staff cannot be held responsible for tickets given to Student Assistants while they are on duty.

Disclosure of Confidential Information

The confidentiality of student information, including class schedules and grade information, is protected under a federal law known as the Family Educational Rights and Privacy Act (FERPA). Inappropriate release of confidential student information is a serious offense. If you have access to student information as

part of your employment, it is imperative that you not share the information with anyone outside of your office.

Do not discuss department issues with anyone outside of the department, nor remove files or other materials from your workplace.

UA Sexual Harassment Policy

The University of Alabama is committed to providing an environment for employees, students, and campus visitors that is free from illegal harassment based on race, color, religion, ethnicity, national origin, sex, sexual orientation, age, disability, or veteran status. Such illegal harassment violates federal civil rights laws and University nondiscrimination policy and may lead to personal liability for the results of such behavior.

The University of Alabama is committed to providing and promoting an atmosphere in which employees can realize their maximum potential in the workplace and students can engage fully in the learning process. Toward this end, all members of the University community (including faculty, staff and students) must understand that harassment based upon one's protected status as identified above will not be tolerated, and that they are required to abide by the following policy. The University will take appropriate action to prevent, correct, and where warranted, discipline behavior that violates its Harassment Policy.

Persons who believe they have been targets of harassment or related retaliation should report the incident(s) immediately to appropriate administrative officials as set forth below. Delay in reporting to these university officials makes it more difficult to investigate fairly and adequately the incident and may contribute to the repetition of offensive behavior.

Employees should report complaints of harassment to the designated Harassment Resource Person for the college, school, or administrative unit in which they are employed or to the Department of Human Resources. Employees who believe for any reason that they cannot effectively communicate their concerns through any of these channels may consult the University Compliance Officer in the Office of Equal Opportunity Programs, or if conflicts exist with the University Compliance Officer, employees may consult with the Vice President for Community Affairs.

Work Ethics

As employees of The University of Alabama, Student Assistants will value:

- The educational process and the role we play in the development of others.
- Excellence in customer service.
- The use of equal consideration and nondiscrimination with respect to all individuals, regardless of sex, race, age, physical ability, or sexual orientation.
- The highest standards of personal conduct.
- Genuine concern for the welfare of all employees and guests of the University.
- A sincere respect for the rights and privacy of all student employees, customers, and guests.
- A commitment to the enhancement of the University of Alabama.

Training & Orientation

Student Assistants will participate in an Orientation Session during the semester and have training updated as needed.

Newly hired Student Assistants will also have individual training with their Supervisor.

Student Assistants that are provided with a Student Assistant Manual will be expected to read the content of the Manual and be responsible for abiding by the policies and procedures established within.

At minimum, training/orientation sessions will include:

- Completion of all necessary paperwork
- Review of payroll procedures and work schedule
- Review functional assignments and expectations

- Review of semester evaluation
- Contact information and birth date of employee
- Review of Student Assistant Manual
- Review and Sign the Student Assistant & Confidentiality Contract
- Tour of office and supply areas as applicable to your individual work area
- Review of roles, responsibilities and work assignments

Counseling & Disciplinary Action

When a Student Assistant's performance or conduct is unsatisfactory and has violated University or departmental policy, disciplinary action may be taken. Depending on how severe the action, immediate termination can result.

For a typical disciplinary action, the Supervisor will have a verbal conversation with the Student Assistant, noting the inappropriate action with the needed corrected behavior.

If the inappropriate behavior continues, the Supervisor will issue a letter of warning. If the inappropriate behavior continues repeatedly, the Student Assistant will be dismissed.

The following list includes, but is not limited to, behaviors that may result in disciplinary action and/or termination:

- Absence from work without approval and/or repeated absences
- Repeated tardiness
- Failure to consistently perform in a satisfactorily manner
- Inappropriate use of office equipment (including excessive personal phone calls and use of computer/internet for personal and/or inappropriate reasons)
- Inappropriate dress/grooming or failure to comply to required dress code
- Dishonesty, falsification or misrepresentation of work
- Theft or misappropriated use of property and/or supplies
- Insubordination
- Acts that endanger others
- Failure to follow instructions, policies, procedures, or guidelines given by a Supervisor, or those set forth by the University

Work Expectations

Student Assistants should adhere to the following basic expectations, plus all other expectations as set forth by your Supervisor:

- Be knowledgeable about the office/department services and communicate accurate information to all staff, administration, faculty, students and guests.
- Display a positive and professional attitude. Readily assist others in a friendly manner. Be approachable and willing to help staff, students and guests.
- Never indicate that an assignment is a waste of time. Have a positive attitude in accepting large or small tasks, and follow through to the best of your ability. If you need assistance or are unable to complete the assignment, let your Supervisor know.
- Complete assignments and tasks thoroughly and on time.
- Ask for additional assignments when work is completed.
- Show respect for yourself and others. Do not complain about your job or other employers in public. If you are having issues with your work assignments or a co-worker, talk to your Supervisor or reach out to Human Resources for assistance.
- Be sensitive to others; do not gossip. Keep a sense of humor, but make sure it's appropriate humor; avoid profanity or crudeness, or inappropriate behavior.
- Be open-minded and conscientiously search for the best way to complete assignments and accomplish goals. Be receptive to constructive criticism.
- Maintain discretion in the amount of socializing on work time, including time spent on visitors, phone calls, and social media. Conduct yourself professionally at all times.
- Come to work on time and do not leave before your scheduled time; if you are unable to be at work during assigned times due to illness or other reasons, you must notify your Supervisor and/or others designated in your department/org if your Supervisor is not available.

- Follow your department/org procedure for requesting day or time off. Be sure to give notice of time needed to your supervisor well in advance, and allow them the time to review your request. Also understand that because a request for time off has been submitted, it is not approved until confirmed as approved by your Supervisor. Failure to show up for work without prior notice will result in disciplinary action.
- Maintain a clean work environment.
- Abide by all office and university policies, including issues related to confidentiality. You will be required to sign a confidentiality statement on your first day of work.

Telephone Etiquette – Basic Guidelines

- Always use a pleasant voice. Be professional, courteous, and tactful and provide prompt service.
- Basic phone greeting: ‘Good Morning/Good Afternoon [Insert your Dept/Org name], this is [Insert Your Name] speaking, how may I assist you?’ Your department/org may use another standard greeting; check with your Supervisor and be consistent.
- If you need to put a customer on hold, inform the customer, then place the call on hold. Try to get back to the customer within 30 seconds or less. If you are working at the front desk and have calls coming in from all lines, attempt to alternate the phone calls with people waiting.
- When you are on the phone and customers are waiting in front of you, make eye contact or nod your head to acknowledge their presence. Ask for assistance from other staff members.
- When forwarding calls, be sure to get appropriate information: name, reason for calling to share with recipient of call before forwarding.
- Only forward calls after ascertaining if you can assist the caller yourself. Example: ‘Ms. Doe is in a meeting, is there some way I may help you?’ Then take a message or forward to voicemail as needed.
- When taking phone messages it is imperative that the message contains the following information:
 - Full Name (first and last name)
 - Company or Organization
 - Return phone number

- Date, time, and brief summary of the message
- Name of message taker (your name)

Customer Service – Dealing with Complaints and Conflicts

Although Student Assistants should try to please everyone, there may be circumstances or situations when this is not possible due to policies and procedures set forth by your department/org and or the University. You may not be able to solve every customer problem without assistance.

The best skill for handling these types of issues is listening. Active listening will assist you in dealing with complaints and conflicts effectively and will aid you directing customers to the appropriate person and/or location for additional assistance with their issue.

Review the following guidelines for appropriately dealing with customer issues, then follow up with your Supervisor for additional directions for your department.

- Listen without interruption to the entire complaint.
- Empathize with the individual's concerns without criticizing University Departments or Staff, and/or policies.
- Consult with your Supervisor or another professional staff member before suggesting a solution to the problem. Do not promise the customer any solutions you cannot follow through on.
- If a staff member is not available to assist you, get the customer's contact information and let them know you will have a Supervisor follow up with them. Ensure the message is given to your Supervisor and relay the urgency of the message.
- If the individual becomes belligerent, ask him/her to leave and notify a Supervisor immediately. Make sure you document the situation and provide your Supervisor with the information. This is a last resort in the most extreme of cases.
- Never compromise your safety or the safety of others when dealing with an upset customer. Remember to never touch or aggressively approach an angry customer for any reason. If the situation is out of your control, notify your Supervisor and/or the University Police immediately. Again, this is a last resort in the most extreme of cases; be sure to document the situation thoroughly.

The University of Alabama
Student Assistant Time-Off Request Form

This form is to be completed for all time-off requests other than scheduled holidays and University breaks. Complete the top half of form and submit to your Supervisor at least 2 weeks prior to requested time-off, or as otherwise indicated by your Supervisor.

Date: _____

To: _____

From: _____

I am requesting the following time-off:

Date(s): _____

Reason: _____

Request is (check one): Approved Denied

Reason(s) _____

for denial: _____

Note: Except in the case of an emergency or unexpected illness, this request must be submitted to your Supervisor at least 2 weeks prior to requested time off or as otherwise directed by your Supervisor. Remember that submission of this form does not automatically guarantee your time off; your Supervisor will review your request and let you know if/when your request is approved.

The University of Alabama
Student Assistant Letter of Disciplinary Warning

Date of Warning: _____

Student Assistant: _____

Date(s) of Incident: _____

Supervisor: _____

Purpose of Warning:

- Unexcused Absence(s); failure to notify Supervisor of absence
- Leaving work shift early without permission
- Excessive absences
- Excessive tardiness
- Leaving the office for non-work related business during shift
- Having friends/personal visitors at workplace
- Excessive personal phone calls and/or use of computer/internet for personal or non-work related business
- Other, Please explain: _____

Additional Comments:

Students Comments:

Supervisor Signature

Student Assistant Signature

The University of Alabama
Student Assistant Evaluation Form

Student's Name:	Date of Evaluation:
Evaluator's Name:	Evaluator's Title:

Please rate the student on the below criteria:

5= Excellent 4=Above Average 3=Average 2=Below Average 1=Unacceptable 0=N/A

CRITERIA	RATING	COMMENTS
Job Knowledge & Skills: understanding of present job duties and related work and skills to carry them out.		
Knowledge of Office: understanding of office services.		
Quality: accuracy, thoroughness, appearance of work		
Quantity: volume of output and contribution		
Communication with others (students, staff, faculty, alumni, & employers)		
Enthusiasm: alert on the job/willingness to help others.		
Judgment: ability to organize and achieve logical conclusions in a timely manner.		
Dependability: attention to work in the absence of direct supervisor.		
Computer Skills: familiarity of different office computer programs.		
Relationship with others (students, staff, faculty, alumni, & employers)		
Attendance: attendance and punctuality		
Stress Management: ability to work under pressure and juggle many responsibilities.		
Initiative: resourcefulness, self reliance, and willingness to ask for additional work.		
Appearance: adherence to dress code		
Additional Comments: (please use back if needed)		

I have reviewed this with my supervisor and plan to make improvements in the areas indicated.

Student Assistant Name/Signature

Date

The University of Alabama

Student Assistant Acknowledgement of Responsibilities, including Maintaining the Confidentiality of Personally Identifiable Student Information

Student Assistant Name: _____

Department/Organization: _____

I will adhere to and execute the rules, regulations, policies and procedures of my Department/Organization and The University of Alabama. I have read the Student Assistant Manual and I represent that I have the qualifications, professionalism, and maturity to handle responsibilities outlined therein.

I further understand that some of my work will involve access to confidential individually identifiable student information/records, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. I acknowledge that I fully understand that the intentional disclosure by me of such information to any unauthorized person could subject me to criminal and civil penalties imposed by law. I further acknowledge that any willful or unauthorized disclosure also violates The University's policy on confidentiality of student records (<http://registrar.ua.edu/policies/ferpa.html>) and could result in termination of my employment, regardless of whether criminal or civil penalties are imposed. I further acknowledge my responsibility to respect the confidentiality of these and other records.

Failure to perform my duties as a Student Assistant in accordance with the standards of my Department/Organization and The University will result in the dismissal from all my responsibilities. I further understand that if I do not honor the confidentiality of individually identifiable material and information, or do not otherwise protect the privacy of employees, students and potential students, I may be dismissed immediately. I understand this action to be necessary in order to maintain high professional standards of the office and the integrity of The University.

I will adhere to scheduled work hours. If late or unable to attend work, I understand that it is mandatory to notify my immediate supervisor and if he/she is not available, I must notify another staff member and inform them of my status.

I understand that I am required to complete a time sheet and submit this time sheet for the current week to my supervisor for signature. I am responsible for completing my time card and I agree that I will not complete time sheets for friends or co-workers. I understand that falsifying time sheets in any manner whatsoever may result in immediate dismissal and may expose me to criminal charges and disciplinary action pursuant to the Student Code of Conduct.

I fully understand my job responsibilities and the policies and procedures as stated in the Student Assistant Manual and this Acknowledgement of Responsibilities.

Student Assistant Name/Signature

Date