

## Employer's Expectations of Student Employees

In accepting a campus position, a student assumes work responsibly for which he/she will be held accountable. A sample of general work performance standards is listed below. Departments may have more specific requirements for their employees.

1. The student employee should always report to work on time and let the supervisor know that he/she is reporting for work.
2. The student employee should request permission in advance to be absent from work if special circumstances arise. (The student employee should ask his/her supervisor to define "special circumstances.")
3. A student employee should always contact his/her supervisor if it is impossible for him/her to show up for work or to report for work on time.
4. A student employee should immediately bring his/her supervisor's attention any problems or concerns he/she may have pertaining to his/her job.
5. A student gaining employment from more than one on-campus employer must notify each supervisor of all their current on-campus employment.
6. A student employee should perform the duties assigned to the best of his/her ability
7. A student employee should dress appropriately for the job as specified by his/her employer.
8. A student employee should respond positively to constructive criticism.
9. A student employee must give his/her supervisor two weeks notice if he/she is quitting his/her job.
10. Any student that does not meet departmental work expectations may be terminated at the request of the employing department in accordance with the student employment termination process.
11. In the event of alleged violations of municipal, state and/or federal laws, the Dean of Student Life and the Director of Public Safety should be consulted.

Student's Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_

## Policies for Student Employees

The following is a list of policies by the \_\_\_\_\_ for all students employed by the Department/College.

1. Student employees should dress appropriately for an office setting. This includes neat, clean, and ironed clothes, without tears or holes. Unacceptable attire would be shorts (unless you have your supervisor's permission), bare midriff, low cut necklines, sheer clothing, baggy/sagging pants, or tee shirts with offensive logos.
2. All time sheets (Sign in/Sign out Forms) should be signed in and out every day worked (not filled in beforehand) and are to be turned in to the supervisor no later than 5:00 P.M. on the Friday preceding the pay period. If the supervisor is unavailable for signature, then the backup supervisor should be sought out for her signature.
3. In accordance with the University policy, student employees are permitted a 15 minute break during every four consecutive hours of work. If student employees work more than five consecutive hours in a day, they will be provided with a minimum 1/2 hour meal break. If the student and the supervisor agree, the 15 minute break can be combined with 15 minutes without pay for the 1/2 hour meal break.
4. As a rule, personal work should not be done on University time. When an assignment or project is completed, the student employee should seek out his/her supervisor for another work-related assignment. If a student has his/her supervisor's approval, then homework may be worked on during office hours, but only as long as it does not conflict with any job assignment. All job assignments must be completed before homework is attempted.
5. Department/College computers are University property and may not be used for personal projects (without the Supervisor's permission), games, (either brought in or downloaded), or surfing the Internet. It is a very simple matter for a supervisor or other person to determine what particular web sites have been accessed from the Department's/College's computers on specific days and times. Not only is personal use of the web during work hours without supervisor approval not allowed, but also certain uses of the web could cause considerable discomfort and embarrassment to the user. Students who violate this policy are subject to dismissal.
6. Occasionally a student's direct supervisor may not be in the office. Student employees should report to their backup supervisor in their supervisor's absence. In the absence of both these individuals, the student employee should report to \_\_\_\_\_.
7. Each student will complete a work schedule for his/her supervisor. It is expected that all assigned hours will be worked unless arrangements are made in advance with the supervisor. Student employees should not leave early unless they have permission to do so. In case of a late arrival, the student must phone his/her supervisor within the first 15 minutes of their work schedule to inform the supervisor of the reason for their late arrival.

8. A minimum of a week's notice is requested to be given when a student desires time off. It is also desired that the student, in anticipation of missing work, contact a replacement beforehand and notify his/her supervisor of this arrangement.
9. Students should receive permission before making personal phone calls during working hours. Personal long distance calls are not to be made from work/office phones.
10. The 15 minute break time may be used to visit friends away from the Department's/College's offices. It is disruptive for friends to visit student workers in staff offices.
11. Office supplies are to be used only for University purposes and not for any individual's personal use. This personal use of equipment includes the copier and the fax machine.
12. We rely on our student employees and appreciate the work you do for the Department/College. Thank you.

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Employee Expectations**

1. On time/dependable.
2. Complete work efficiently and accurately.
3. Ask questions.
4. Gain answers as needed for problem solving.
5. Demonstrate initiative.
6. Coordinate information (i.e. teamwork, networking).
7. Provide input to employer; communicate honestly; make final decisions work well in the system.
8. High integrity.
9. Demonstrate positive attitude (majority of the time).
10. Commit to CANI - Constant and Never-ending Improvement (i.e. learn something new or improve something you do everyday!
11. Make mistakes - "He who makes no mistakes does nothing" (or at least nothing new).
12. Dependable work ethic (i.e. jobs done when needed or expected). Notify employer A.S.A.P if unable to report to work.
13. Maintain a sense of humor.
14. Learn job well enough to perform at optimum level.
15. Notify employer ASAP of: class schedule changes affecting their time/schedule, illnesses and requests for time off.
16. Observe confidentiality constantly.

# Supervisor Expectations

1. Coordinate overall office operations.
2. Gain input from employees for use in decisions made about office operations/directions.
3. Support employee needs (i.e. access system, fixing of system, training, resource materials, supplies, etc.).
4. Support employees in the process of becoming better employees.
5. Ensure good communication between all departments (i.e. continue memo circulation).
6. Treat employees with respect and consideration.
7. Be available to listen and help.
8. Provide guidance as needed (i.e. information on how to get answers).
9. Maintain a sense of humor.
10. Allow flexible scheduling when needed/possible.
11. Continue regular staff meetings, especially for updating.
12. Communicate when assignments need to be done; take into consideration employee workday ("Delegation Negotiation").
13. Communicate about problems as they arise- so that problem solving can happen promptly.
14. Allow, if possible, other styles of writing.
15. Provide interesting work opportunities for a quality office work learning experience.
16. Provide interesting work opportunities for a quality office work environment.
17. Observe confidentiality constantly.

Student's Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_

# Office Expectations

Your Office Name Here

1

- **Be Reliable:** Show up for work on time when you are scheduled to work. If you are running late or are sick call someone to let them know. If you need time off or need to leave your scheduled shift early, let your supervisor know as soon as possible.

2

- **Be Professional and Friendly:** Behave professionally (respectful, nonjudgemental, conscientious, reliable, inquisitive, ethical, honest) and friendly in the office. We are here for the students and want to provide a warm and welcoming environment that feels safe for the student.

3

- **Dress Professional:** Business casual is the dress code for our office. This being said exercise pants, pajamas, tank tops, and sweatshirts are not appropriate work attire.

4

- **Complete Tasks as Assigned but Allow for Flexibility:** When you are working, we expect you to keep busy (this means no Facebook, personal email, etc. unless it's during your break). We will assign various tasks and expect you to complete them in a timely manner. At the same time, there will be times when we have to switch gears, so please allow for flexibility.

5

- **Understand and Respect Confidentiality:** You have access to a lot of very personal information which requires that you be discrete. Do not share anything personal you see or hear with anyone outside our office. It is vital that you do not leave paperwork laying out where others (outside of our office) can find it. *To aid in protecting confidential information, we ask that friends do not stop by or hang out in the office.*

6

- **Communicate:** Because we oftentimes have several people working on the same project it is vital that everyone keep organized and communicate what tasks they accomplished and where things are being left off for the next person to take over. At the end of each shift, please send an email updating the status of the various tasks you were assigned and where we can find all the information we need so we can pick up where you left off.

7

- **Take Opportunities to Learn:** This position has a lot of various tasks associated with it. Take each project and task assigned to you as an opportunity to learn something new. Ask questions (be inquisitive). *If you find out something cool or have a neat idea, please do not hesitate to share it with everyone else in the office, we like to learn too!!*

# Employee Agreement

*Your Office Name Here*

I, \_\_\_\_\_, have read and understand the office expectations for the Your Office Name Here. I understand that as a student employee I am a representative of the University of Colorado at Colorado Springs and the Your Office Name Here. As such, I understand that the decisions I make should reflect positively on the university.

I understand that I must abide by all policies as listed in the Student Employment Handbook (<http://www.uccs.edu/~stuemp/handbook.html>) and that breaks are permitted as stated in the handbook:

*“students are permitted a 15 minute paid break during every four consecutive hours of work. This is in accordance with University policy. If student employees work more than five consecutive hours in a day, they should be provided with a minimum 1/2 hour unpaid meal break. If the student and the supervisor agree, the 15 minute break can be combined with 15 minutes without pay for the 1/2 hour meal break.”*

I understand that if I ever have any concerns or issues that need to be brought to a supervisor’s attention that I should first go to my supervisor to discuss the issue. If, for some reason, I am not comfortable discussing my concerns with my supervisor, then I should go to my director. The Your Office Name Here has an open door policy when it comes to receiving feedback or assisting student employees.

Signed: \_\_\_\_\_  
Student Employee

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Supervisor

Date: \_\_\_\_\_