

EMPLOYEE HANDBOOK



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Greetings

Welcome to Southeastern Louisiana University Student Productivity Services. You have been hired as a Student Technology Assistant and you are a part of a highly motivated, extremely effective, and unusually versatile organization; and a member of a dedicated and exciting department.

We believe in ourselves, our services, and the students we serve believe in us. As a Student Technology Assistant you were carefully selected and will be specially trained. We have employed techniques and methods that have been proven successful. Our patrons believe in us because they know we are competent, effective, and are here to serve them.

This handbook will acquaint you with our programs, services, and offer suggestions for assisting students with technology. It also serves as a reference and will help you throughout your employment here. In order to be an effective Student Technology Assistant, you must read and understand the policies and procedures outlined in its contents.

As a team member of this organization, you are now an integral contributor to its success and we are interested in your comments and suggestions. Therefore, we thank you in advance for sharing them and your experience with us.

We know that time spent in this highly technical environment will be a rewarding, learning, and personal growth experience for you as well as for the student body that you serve.

Clarissa S. Sampey, Student Productivity Services Coordinator

Mission Statement

Student Productivity Services

The mission of Student Productivity Services is to train, assist, and serve all Southeastern Louisiana University students with technology in a positive environment; and provide a value added component to enhance their academic achievements so they may be prepared to meet the technology needs of the regional community.

Southeastern Louisiana University

Vision 2010

Strategic Mission

The mission of Southeastern is to lead the educational, economic and cultural development of southeast Louisiana.

Core Values

Excellence

Caring

Diversity

Integrity

Scholarship

Service

Strategic Priorities

To provide competitive educational opportunities that attracts diverse well-prepared students who progress and graduate

To provide relevant curricula and an intellectually stimulating environment

To facilitate lifelong learning that meets the ever-changing educational and cultural needs of our community

To recruit, retain, develop and engage a diverse and well qualified faculty and staff

To increase, diversity, and effectively manage funding

To promote the University's excellence clearly and accurately

To enhance and effectively utilize a progressive technological infrastructure

1. Open Computer Labs

OPEN COMPUTER LABS ARE DEFINED AS A COMPUTER LAB THAT IS “OPEN” TO STUDENTS OF ANY ACADEMIC DISCIPLINE. HOURS OF OPERATION FOR EACH FACILITY MAY VARY.

- ◆ The lab will be open to students for a minimum of 48 hours per week with some weekend hours.
- ◆ No classes will be scheduled in these facilities.
- ◆ Funds from the Student Technology Fee will be used to staff, operate, and maintain the labs.
- ◆ The labs will be equipped with hardware and standardized software only (Latest Windows, MS Office Suite, Internet Browser, Campus e-mail).

LOCATIONS:

SPL (North Campus Main Building, Rm. 160)

Tinsley Open Lab (Tinsley, Rm. 101)

Sims Library

2. Restricted Computer Labs

RESTRICTED COMPUTER LABS ARE DEFINED AS A COMPUTER LAB THAT SHALL BE JOINTLY STAFFED, OPERATED, EQUIPPED, AND MAINTAINED BY AN ACADEMIC DEPARTMENT AND THE STUDENT TECHNOLOGY FEE.

- ◆ The lab will be shared by the Department and the College activities. Classes are scheduled and open times are also available.
- ◆ Classes will be scheduled through Enrollment Services with priority given to the Department.
- ◆ The lab will be open to all students a minimum of 20 hours per week.
- ◆ The Department and Student Productivity Services will attempt to schedule at least 50% of open hours prior to 4:00pm.
- ◆ After classes have been scheduled and confirmed with Student Productivity Services, the Department will refrain from ad-hoc scheduling of classes. Changes and additions will be coordinated with Student Productivity Services.
- ◆ The Department will fund staffing and operation during class hours.
- ◆ The Department will fund special use software and upgrades.
- ◆ Funds from the Student Technology Fee will be used to staff, operate, and maintain the lab during open hours.
- ◆ Funds from the Student Technology Fee will be used to equip the lab with hardware and only standardized software (Latest Windows, MS Office Suite, Corel Suite, Internet Browser, Campus e-mail).

LOCATIONS:

ON CAMPUS

Biology (Biology 210)

CMPS Majors (Fayard 125)

Education (TEC 231)

SSSRC--Southeastern Social Science
Research Center (Fayard 119)

Garrett (GARR 73)

Garrett (GARR 80)

Internet Resource Lab (GARR 99)

Math (Fayard 120)

Music (MUSA 170)

Nursing (MIMS 114)

IT-CAD (AZH 216)

Math Redesign I (Fayard 122)

Math Redesign II (Fayard 129)

NCMB 158 (NCMB 158)

CMPS Literacy (Fayard 126)

English (DVIC 213)

OFF CAMPUS

Nursing Baton Rouge Campus (4849 Essen Ln.)

St. Tammany Center (21454 Koop Dr.
Mandeville)

Livingston Parish Literacy Center
(9261 Florida Blvd., Walker, LA 70785)

3. Service Labs

SERVICE COMPUTER LABS ARE DEFINED AS LABS THAT BENEFIT STUDENT LIFE AND LEARNING.

LOCATIONS:

Student Organizations Activity Center (SU Rm. 114H)

4. Non-Student Technology Fee Computer Labs

NON-STUDENT TECHNOLOGY FEE COMPUTER LABS ARE DEFINED AS COMPUTER LABS THAT ARE STRICTLY OPERATED, EQUIPPED, AND MAINTAINED BY AN ACADEMIC DEPARTMENT.

- ◆ May **NOT** be open to all students. Open only to students in that particular department.
- ◆ No funds from the Student Technology Fee will be used to staff, operate, equip, or maintain the lab.
- ◆ Use of the facility shall be scheduled by the department through Enrollment Services.

LOCATIONS:

See the SPS website for a list of ALL Southeastern Computer labs www.selu.edu/sps.

Code of Student Conduct

All students should be familiar with the Code of Student Conduct published in the [Southeastern Student Handbook](#) or may refer to the web sites listed in this handbook.

Any violations of this code by a student while working for Student Productivity

Services may be reported to the Asst. Dean of Student Life.

Work Schedules

1. Student employees are granted input in making their work schedules. You may be asked to submit a desired schedule to your supervisor. After all schedules have been gathered a master schedule will be made. Modifications may be made to your requested schedule in order to ensure that all shifts are covered.
2. You are expected to arrive on time and work your scheduled hours; coming in early/late and leaving early, unless previously approved, **will not be tolerated**. If for some reason you will be late or absent you must notify your supervisor as soon as possible.
3. If a student employee is scheduled to work until a scheduled class time, the student may be allowed to leave at least 7 minutes prior to the aforementioned class time.
4. If you call in sick repeatedly, you may be asked to present a doctors excuse.
5. Your supervisor must approve any hours that you plan to switch with another employee.
6. Student employees may be asked to work through the last day of finals.
7. Student employees are not allowed to work during scheduled classes even if the class is canceled and/or dismissed early unless you present a written note to your timekeeper from the teacher recognizing the dismissal prior to working the shift.
8. Student employees are not allowed to work more than 20 hours per week.
9. If working for SPS, you must work at least 10 hours a week if you are hired as a lab attendant and 18 hours a week if you are hired as a MATRICS member. All other positions may vary.

TIME CLOCK, BREAKS and PAYCHECKS

1. Each student employee must clock in and out of their individual department using Time Centre.
2. You may clock in using one of two different methods:
 1. WALL CLOCKS
 - A. To Punch In:**
(Remember to always read the Display)
 1. The Time Clock first asks for “Function.” Press the Green “Start” button
 2. The Display then asks for “Badge ID.”
 - a) Swipe Employee ID Card. Make sure the magnetic strip on card is facing to the right, with your right thumb on your photo.
 3. The Time Clock will then request for you to “Enter Department.”
 - a) If you are working in you Home department Press “Enter.”
 - b) If you are working in another Department, Key in the 5-digit Department number
 - c) Press the “Enter” button.
 4. The Time Clock will then read “Start Punch Accepted.”
 - B. To Punch Out:**
(Remember to always read the Display)
 1. The Time Clock first asks for “Function.” Press the Red “End” button.
 2. The Display then asks for “Budget ID.”
 - a) Swipe Employee ID Card. Make sure the magnetic strip on card is facing to the right, with your right thumb on your photo.
 3. The Time Clock will then read “End Punch Accepted.”

2. COMPUTER

A. To Punch In:

(Remember to always read the Display)

1. The Time Clock first requests "Enter 00 + 7-digit W#"
2. Press the "ENTER" key on your keyboard.
3. The Time Clock then instructs you to "Press Function Key"
 - a) Click on the "START" button with the mouse.
4. The Time Clock then requests you to "Enter Department"
 - a) Key in the 5-digit Department number you are working in, and then press "ENTER" on the keyboard.
5. The Time Clock will then read "Start Punch Accepted"

B. To Punch Out:

(Remember to always read the Display)

1. The Time Clock first requests "Enter 00 + 7-digit W#"
2. Press the "ENTER" key on your keyboard.
3. The Time Clock then instructs you to "Press Function Key"
 - a) Click on the "END" button with the mouse.
4. The Time Clock will then read "End Punch Accepted"

3. You are paid by the quarter hour. Your start time will begin at the top of the current quarter if you clock in within the first 7 minutes of that 15 minute quarter. If you clock in within the last 8 minutes of the quarter, your start time will begin at the top of the following quarter.
4. You are not allowed to work during scheduled class times or exam times (finals) even if it is cancelled or let our early except when you have written explanation of the dismissal with your teacher's signature and date. This documentation must be presented to your timekeeper prior to working or it will not be accepted. You must also inform your supervisor of the dismissal.

5. During the time you are clocked in and working, you are expected to remain in your assigned work area unless you are given permission from your supervisor to leave.
6. All correspondence related to Southeastern employment will be handled through your Southeastern issued email account.
7. As an employee of Southeastern you must certify your time sheet at the end of each pay period before you can pick up your check. Certification is the process of signing your paycheck electronically.
8. If you work more than 4 and less than 6 hours, you are entitled to a 15-minute break. You must let your supervisor know you wish to take a break. You do not have to clock out for this break.
9. If you work more than eight consecutive hours, you **MUST** clock out for 30-minute lunch/dinner break.
10. Direct deposit of your payroll check is required by the payroll office. Inquiries about this direct deposit program, please contact the payroll office at 985-549-2188 or visit them in North Campus, Building A, Room 105.
11. An e-mail regarding time certification and directions is sent from the payroll office at the end of each pay period.
12. Pay periods for student workers are from the first day of the month to the last day of the month. GAs pay period runs in two-week increments.

Budget Numbers

When working for any student technology funded department, time is budgeted and charged to budget #

42216

****If you work for multiple departments on campus (any department other than or in conjunction with SPS) you must clock in using that department's budget number when working for that department. You must obtain the correct budget number from that department to ensure the correct department is charged for your time worked.**

Time Edit Procedures for Employees Supervised by Clarissa Sampey ONLY

1. Time adjustments (missed punches or any time edits) must be documented in the SPS office (Tinsley 102) in the log book before the edit will be posted to your timesheet.
2. Each student employee has a personal time adjustment sheets each pay period.
3. There are 2 binders time edits are documented in located in the SPS Office. The black binder is for student workers, the white binder is for GAs.
4. Each student worker will be allowed no more than 4 time adjustments and each GA, no more than 2, each pay period except for written medical excuses or university recognized server problems or electrical outages.
5. All edits must be documented within 7 days of the date of the edit.
6. If you exceed the number of adjustments allowed, the employee must have Mrs. Sampey complete the Time Adjustment Exceptions form for each adjustment.

****If you are not directly supervised by Clarissa Sampey, check with your assigned timekeeper for his/her procedures.****

Telephone Procedures and Policies

1. Answer the phone in a polite, pleasant voice i.e., “(Department name), this is student assistant (name), may I help you?”
2. If the person is unavailable, get caller’s name (correct spelling), nature of the call, a number to return the call, and be sure to initial, and time/date the message. Leave the written message were individual will receive it.
3. Personal calls should be limited to urgent and emergency situations only; do not give your work number out.
4. If the call is for another department, give the extension number in case of disconnection (as a courtesy to the caller) then transfer the call by pressing the switch hook. Upon hearing the dial tone, dial the 4-digit extension number, and wait until the phone rings. When the person in the department answers, inform them of whom you are and that you are transferring a call to them and then hang up.
5. Student patrons are allowed to use the phones available in labs for academic purposes and emergencies only. No personal calls are allowed. Calls should be kept to a minimum of two minutes or less.
6. No cell phone use in computer labs or SPS office. Put your phone on silent if you have this feature or turn it off. Step outside the facility to use the phone, if necessary.

Customer Service

Student Productivity Services wishes to present a professional, courteous image to others, on and off campus, whether it is in our dress, our attitude, or how we perform our work. Our student employees are an integral part of this department; therefore, it is necessary that they reflect that same image as well.

1. **BE PLEASANT AND DO NOT ARGUE!** If a patron is dissatisfied with service he/she has received, or wishes to challenge existing departmental policies, politely explain to the person that you are merely abiding by departmental policy and do not have the authority to make exceptions. Refer the person to the supervisor on duty. If a supervisor is not available, ask the person to come back later offering a time when the supervisor will be available. If a user becomes dissatisfied and challenges you, write down exactly when and what happened and how you responded, and turn it in to your supervisor as soon as possible. If any person becomes unruly, belligerent, or threatens physical harm, request assistance from campus police immediately.
2. If you are unsure about something **ASK SOMEONE**. It is better to ask someone (supervisor or another employee) than to give incorrect information. Never say “I don’t know” the better answer is “I’ll find out”.
3. All student records are confidential. No information regarding the student may be divulged to anyone other than the student him/herself. Please respect the confidentiality of these records.
4. Personal visitors are discouraged while student employees are at work.
5. Whenever a customer/visitor enters the area you are working in, you should excuse yourself and greet that individual in a pleasant courteous manner. No visitor should ever be made to wait. They should be acknowledged immediately and made to feel welcome. In order to do this you must stay alert at all times.
6. Activities such as studying at work, playing computer games, or surfing the Internet are **NOT ALLOWED**. As stated in number 5 above, there is usually someone who needs your assistance or something to be done. Find out what you can do to help.
7. Nametags and vests are issued to all tech fee funded Lab Attendants. You are expected to wear this whenever you are at work. You are responsible for these items while you are employed. You must return them on your last working day or at the end of each semester so they can be accounted for and cleaned. If your vest gets dirty you may wash it or return it to the student productivity service office and you will be issued a clean one. Never wear a dirty vest.
8. If a computer is having technical difficulty, please document all problems in the black, three-ring binder labeled “MATRICS PROBLEM LOG”. If you have an emergency technical problem, please call the Student Technology Services Help Desk at x5493 between the hours of 7:45am -4:30pm.

9. After 4:30pm, report all system failure issues to the I/O window at x3641. There is a technician present there until midnight.
10. If a student cannot log into blackboard even after you have made sure that they are logging in correctly, have them call the Student Help Desk at 985-549-2700.
11. If a student is having a problem logging into leonet or webmail, have them call the I/O window at 985-549-3641 or send them to the I/O window on the first floor of McClimans Hall with a picture ID.
12. The Student Help Desk 985-549-2700 is forwarded from the SPS office to the Tinsley Open Lab (TINS 101) after 4:30pm so that student callers will have support throughout the night. If a problem cannot be resolved, have the caller call back during regular office hours.
13. If supplies are needed for your lab, please contact the SPS Distribution at x3907 to place your order. Place the orders before supplies run out.

MISCELLANEOUS

1. Completed work study paper work (with copies of picture ID and SS card) for the Financial Aid + SPS office forms, must be turned in to the Student Productivity Coordinator in order to work. A start date will be issued after paperwork is processed.
2. If you must leave your duty station for any reason, notify your supervisor first.
3. Visiting with fellow employees is not condoned.
4. Notify your supervisor if you do not plan to work the following semester, and if you do plan to work, give your supervisor your preferred work schedule and class schedule after early registration.
5. If you have completed a task, ask your supervisor if there is something else you can do. There is always someone who needs help. If your supervisor does not need help they will find someone who does. Sitting on standing around is discouraged.
6. Probation: Upon hiring all STAs will be on a thirty-day probation. During this time they will be observed and evaluated for basic computing skills, promptness, and interpersonal skills. At the end of the thirty-day period continued employment will be determined by the Coordinator of Student Productivity Services or the direct supervisor.
7. There are certain restrictions set by Financial Aid regarding the minimum number of academic hours that a student worker must be registered in order to be eligible for employment on campus. The minimum amount of hours a student worker must be registered for is 6 during the Spring and Fall semesters. For summer requirements, please check with the Work Study office at 985-549-5311. GA's must be enrolled for 5 hours Spring and Fall semesters, and 3 during the Summer.
8. If you drop a class before the drop date and officially resign from the class, you may work during this time only if you present a copy of the drop slip to the SPS office and to your timekeeper.
9. If a student's performance is unsatisfactory or rules and regulations of SPS or the university are violated, the student will be given a verbal warning concerning the unacceptable behavior or unsatisfactory performance. If an unacceptable behavior or unsatisfactory performance occurs a second time, the student will be given a written warning concerning the performance or behavior. A third occurrence of an unacceptable behavior will lead to a meeting with the SPS Coordinator where continued employment will be determined.

10. All STAs will be evaluated in the Fall and Spring semesters. These evaluations will take place in March and October respectively. Students beginning work in the summer sessions will be evaluated at the discretion of the supervisor.
11. **NO** food or drink may be brought into the work area without consent of supervisor.
12. Any student employee found tampering with hardware, software, or files may be immediately terminated and possibly prosecuted.
13. As a student employee of the university, proper attire should be worn while on duty. The following items of clothing are not considered proper attire and are not permissible: short-shorts, halter tops, mini-skirts, exercise clothing, bathing trunks, pajamas, and T-shirt or sweat-shirts with sexual scenes/statements or other offensive material (i.e. alcohol related messages or advertisements) printed on them. **It will be left to the discretion of the supervisor whether an article is proper for that area.**
14. **ALL** work related email correspondence will be sent using the Southeastern issued email address. Make sure that you know your email address and password so that you can check your email on a daily basis.
15. Raises will be considered for those who receive good performance evaluations, who are in good academic standing, and who have completed the required trainings. Raises must be requested by a supervisor.

Student Productivity Services Training Program

All SPS employees (student workers and GA's) will receive valuable on-the-job training. In addition, the following are subject areas included in the SPS Training Program that must be completed by the end of the first year worked:

Computer Application

MS Excel
MS Power Point
MS Word
MS Publisher
Blackboard
WeQuip

Personal Skills

Communication Skills
Customer Service
Ethics
Time Management
Leadership Skills
Conflict Resolution
SPS Orientation
Lab Basics

New SPS employees are required to at least complete the SPS Orientation and the Lab Basics portions of the SPS Training Program during the first semester of work. In addition to at least 3 other subject areas the first semester of employment, it is recommended that all subject areas be completed as soon as possible, but within the first year of employment.

Blackboard is used to deliver some of this material and others are presented in 1 hour workshops. An email is sent each semester with the details of that semesters training program with an attached schedule of workshops. The schedule of workshops can also be found in the course document section of the "SPS training" course in Blackboard. Training information offered via Blackboard and the workshops are offered in the middle of each semester for 4-8 consecutive weeks.

Training certificates are presented to every employee for each subject area completed at the end of the semester.



Employee Information Sheet

Date: _____ Name: _____ W# _____

Date of Birth: _____ Driver's License #: _____ Issued by (State): _____

Local Address: _____

City: _____ State: _____ Zip Code: _____

Local Phone: (____) _____

Permanent Address (city, state, zip): _____

Permanent Phone: (____) _____ e-mail: _____

Marital Status: _____

Person to contact in case of emergency: _____

Emergency Phone: _____

Major: _____ Adjusted GPA: _____ Classification: _____

Expected graduation date: _____ Have you ever worked at Southeastern? _____

Are you currently working for any other department at Southeastern? _____

If yes, what department and name of supervisor:

If currently working for SPS, how long have you been employed? _____

What department/lab do you work for under SPS? (If more than one, list all)

Note: After completing this form, please deliver to the SPS office, room 217 McClimans Hall.

****** EXAMPLE ******

Student Productivity Services Employee Performance Evaluation

Name _____ Date of Evaluation _____

5 = Exceeds Requirements 3 = Meets Requirements 1= Below Requirements N/O = No Opinion

| Behaviors | Rating (Circle appropriate number) |
|--|---|
| CONDUCT | |
| Arrives on time | N/O 1 2 3 4 5 |
| Notifies proper person (s) when late or absent | N/O 1 2 3 4 5 |
| COMMUNICATIONS | |
| Responds in a timely manner to communications from others | N/O 1 2 3 4 5 |
| Is sensitive to others' needs for information | N/O 1 2 3 4 5 |
| Has sufficient contact with supervisors and peers | N/O 1 2 3 4 5 |
| DECISION MAKING | |
| Makes sound decisions | N/O 1 2 3 4 5 |
| Gathers pertinent facts before acting | N/O 1 2 3 4 5 |
| Consults with appropriate individuals on important decisions | N/O 1 2 3 4 5 |
| ACTIONS | |
| Willingly assumes assigned responsibilities | N/O 1 2 3 4 5 |
| Seeks to gain knowledge/skills necessary to maximize job performance | N/O 1 2 3 4 5 |
| Attends training sessions | N/O 1 2 3 4 5 |
| Upholds policies regarding dress code | N/O 1 2 3 4 5 |
| PROBLEM SOLVING | |
| Develops imaginative solutions having practical applications | N/O 1 2 3 4 5 |
| Is able to cope with unanticipated problems | N/O 1 2 3 4 5 |
| COLLEGIAL RELATIONSHIPS | |
| Gains the confidence, cooperation, and respect of colleagues and supervisors | N/O 1 2 3 4 5 |
| Gives credit to others for their contributions | N/O 1 2 3 4 5 |
| Works effectively as a team member | N/O 1 2 3 4 5 |
| Promotes a friendly, supportive work atmosphere | N/O 1 2 3 4 5 |
| PROCEDURES | |
| Follows departmental policies and procedures | N/O 1 2 3 4 5 |
| COMMENTS: | |
| | |

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Handbook Acknowledgment

By completing the SPS Orientation portion of the SPS Training Program, you acknowledge the contents of the SPS Handbook and agree to adhere to the policies and procedures outlined in this Handbook. Upon the completion of the hiring paperwork all new SPS employees are instructed to read this handbook and know the contents.