ITS guide
student employee manual
(supervisor template)

CONFIDENTIALITY

All of the information you have access to is to be considered confidential. Release of any confidential information will be cause for immediate dismissal.

WORK SCHEDULE

It is important to remember that student employees are "students" first and "employees" second. There may be times during a semester where the student needs additional time to study for an exam, meet with a professor, or work on a group project. Supervisors should not only take into consideration department needs, but the availability and time of students during periods of heavy class demands when arranging work schedules. Students, on average, should not work more than 20 hours a week.

Due to the new Affordability Health Care Act employers are required to provide healthcare for employees working 30 or more hours per week. ITS will not finance healthcare for students.   Therefore it is critical that you do not schedule students (even during the summer) for more than 29.5 hours.

REQUESTING TIME OFF

You must receive approval from your Supervisor when requesting time off from work.

HOLIDAY SCHEDULE

Student employees will not be required to work on holidays.

REPORTING IN SICK

If you are ill and unable to work as scheduled, you are responsible for reporting your absence to your Supervisor.

TARDINESS

You must notify your Supervisor if you are going to be late to work.

Student employees are expected to report to work on time, as scheduled. Any tardiness problems will be documented and put in your permanent personnel file with ITS HR. Merit increases and performance reports may be affected.

TIMESHEETS

Completing an accurate bi-weekly timesheet provided by ITS HR is the responsibility of each hourly employee. The timesheet shall contain: employee name, personnel number, position number, cost center, pay period dates and number of hours worked each day of the pay period. The student employee and his/her supervisor must sign all timesheets and deliver all timesheets to 413 Love Library South **by noon on Friday** of a pay week.

DRESS CODE

In general, certain minimum standards of student employee dress, whether written or unwritten, are necessary to present a professional environment for students, staff, and guests. A student employee's personal appearance is an extension of the University and Information Technology Services, and reflects how colleagues, staff, guests, students, and the community view the employing department or office.

While Information Technology Services does not have a uniform dress code, it is up to the employing area to communicate what constitutes appropriate dress.   Business casual dress might be appropriate for most departments on most days, but specific jobs may warrant something more formal, or more casual depending on the situation. Any dress code should be communicated at the interview.

It is your responsibility to come dressed appropriately for work. If a supervisor deems your clothing inappropriate for work, they will address this with you and you may be sent home to change into appropriate clothing. In any case, the inappropriate clothing is not to be worn to work again.

Personal hygiene is a must.

Here are a few items of clothing to avoid wearing while at work:

- *Torn, dirty, worn, frayed or sloppy clothing.*
- *Clothing with words, terms, or pictures that may be offensive to our customers or to other employees.*
- *Clothing considered extremely casual and not traditional business attire (examples: sweatpants, short shorts, flip flops, workout clothing, etc.).*
- *Exceptionally short skirts or shorts.*
- *Hats or head covers, unless they are required for religious purposes or to honor cultural traditions.*
- *Tattoos should be covered.*
- *Short crop tops (no bare midriff)*

Casual or Spirit Friday - dress standards are relaxed on these days.   Employees are often encouraged to wear clothing promoting Husker pride on these days. Supervisors will explain what is OK and what is not OK to wear in their specific areas. Jeans and T-shirts are acceptable.

It is understood student employees may not have funds to purchase new clothes to wear to work, but modest, clean and appropriate clothing is generally expected. Being appropriately dressed indicates you are serious about the job and conveys a respect for the employing department's policies and procedures. Above all else, common sense should prevail. *If someone questions whether or not something will meet appropriate dress standards, they should not wear it.*

If you have any questions, please feel free to talk with your supervisor or ITS HR as they have approved and endorsed this code.

PERFORMANCE EVALUATIONS

The performance evaluation is an opportunity for a student employee and the supervisor to meet and discuss the students' work performance. At minimum, a performance evaluation should be done at least once a year for student workers. The evaluation is the time to discuss the students' performance strengths and weaknesses, clarify job expectations, ask for feedback, make suggestions, and possibly reward the student worker for a job well done.

EMPLOYEE'S PERSONAL RESPONSIBILITIES

After arriving to work, you should become familiar with any information located in your mailbox, email or posted information within your department. It is your responsibility to check and read your emails periodically during any shift you work.

If it is necessary for you to leave the work area at any time, other than your break or lunch, the supervisor on duty should know that you are leaving.

If you obtain information that should be shared with the entire office, you should ensure that all staff knows this information either through verbal communication or through email.

Questions that cannot be answered by you should be directed to the supervisor.

If you share a desk area, you are expected to remove your personal items and straighten up your workstation so it is neat and ready for the next person to work there.

In addition to the responsibilities listed above, you are expected to perform any additional duties that may be assigned to you by the supervisor on duty.

PERSONAL ELECTRONIC DEVICES

These types of communication should be kept to a minimum. If a personal call is necessary, keep the length of personal calls as short as possible. Try to make those calls on your break or lunch time. A personal cellular phone must be turned to "vibrate" or "silent' mode during your work hours and texting should be limited.

LUNCH AND BREAKS

The supervisor should assign lunches and breaks but they may be altered to insure adequate staffing.

DRINKS AND FOOD

You must clean up your area, and remove any food or trash from your work area and break room.

SMOKING

Smoking is not allowed in any University building.

SHREDDING

Any confidential (i.e. containing social security number, credit card info. etc.) documentation generated by Information Technology Services, whether it is to be scanned or not scanned, must be shredded before leaving the department.

VISITORS IN THE WORK AREA

If you would like a visitor to tour the office, you are to make arrangements with your supervisor.

CAMPUS WIDE EMERGENCY DECLARATION

If the Chancellor or his/her representative declares a campus emergency, employees should contact their supervisor immediately to see if their help is needed.

MEDIA REQUESTS

You are never to give out information to the press regarding situations or events. Refer those calls to:

- ITS Main office (2-4242)
- Mark Askren
- University Communications

ANGRY CUSTOMER POLICY

It is reasonable to believe that even the best service we provide may be inadequate for some callers. Although managing the emotions is the responsibility of each individual, we can play a part with callers who are or become irate or express anger toward us on an incoming call.

- Empathize-Let the caller know you are sorry if you or another employee have made a mistake or misspoke or even misunderstood their request.
- Proceed-Move on with the request and control the call. Callers may want to dwell on the mistake or confusion. Don't let them.
- Interrupters-Some callers will dwell on an issue preventing you from accomplishing your goal. Give the caller three chances to provide you with the information you need to resolve the issue. If after three attempts, offer to have their call returned by a supervisor. If they continue to interrupt announce you will be ending the call, and terminate the call.

Any threatening phone call should be reported to UNL-PD immediately.

Document the call including the time and date of the call, what was said and how you ended the call and give the information to your supervisor.

RECORDING CALLS (applies to UNL Operations Center & Client Services)

We have the ability to record phone lines in areas such as the Random monitoring of phone conversations may increase in order to adequately measure quality assurance or resolve disputes in customer dissatisfaction.

State law permits the University, on its business premises to ". . . intercept, disclose, or use the transmission of a wire communication . . . to the rendition of [the University's] service or to the protection of the rights or property of the carrier or provider of such communication services."

The act of "recording" wire communications by definition in the statute says at section 86-701 (9) Intercept shall mean the aural or other acquisition of the contents or any wire, electronic, or oral communication through the use of any electronic, mechanical, or other device . . .. Although generally intercepting communications is illegal, both State and Federal statutes have exceptions for operators. Nebraska requires the employer to let the employees know that they may be monitored, as long as reasonable notice of the policy of random monitoring is provided to their employees. Using the recording for training purposes is OK.   We will not be recording and keeping conversations merely because the technology has advanced to the point where we can.

COMPUTER USE POLICY

It is the purpose of Executive Memorandum #16 at http://nebraska.edu to set forth the University's administrative policy and provide guidance relating to responsible use of the University's electronic information systems.

The University of Nebraska strives to maintain access for its faculty, staff, students, administrators and Regents (the "users") to local, national and international sources of information and to provide an atmosphere that encourages sharing of knowledge, the creative process and collaborative efforts within the University's educational, research and public service missions. Access to electronic information systems at the University of Nebraska is a privilege, not a right, and must be treated as such by all users of these systems. All users must act honestly and responsibly. Every user is responsible for the integrity of these information resources.

All users must respect the rights of other computer users, respect the integrity of the physical facilities and controls, and respect all pertinent license and contractual agreements related to University information systems. All users shall act in accordance with these responsibilities, and the relevant local, state and federal laws and regulations. Failure to so conduct oneself in compliance with this Policy may result in denial of access to University information systems or other disciplinary action.

UNIVERSITY VEHICLE POLICY

Only currently enrolled full or part-time students over 18 years of age who have been approved by UNL Transportation Services are allowed to drive University-owned or rented vehicles. In order to be approved to drive, the department or student must:

1. Submit their first & last name, date of birth, drivers' license number or a photo copy of their drivers' license to ITS-HR.

2. Have a valid driver's license and a driving record free of any of the violations.

Drivers are required to log their destination and mileage. A University-owned vehicle will never be used for personal reasons.   Access to the entire policy can be found at http://transportation.unl.edu/policies/authorized-drivers.

NOTE: Any additions or changes to this document must be approved by Information Technology Services-Human Resources.