

Appalachian State University

Student Temporary Employees

HANDBOOK

Studentemployment.appstate.edu

On the Job Guidelines

Customer Service

- Treat your customers (faculty, staff members, clients or students) like you would like to be treated. A smile and a friendly greeting go a long way. The way in which you interact with customers shapes their impression of your department.
- Cultivate good relationships and keep open communication with your coworkers and supervisors.
- When answering the telephone, state “Department name, how may I help you?” If the call is not addressed to your area, politely explain that you will transfer the call and do so. If the person asked for is not in, take and deliver a complete message.

Accountability

- Strive to be knowledgeable about your department and if there are requests, questions or policies for which you are unsure, ask your supervisor.
- Call in as soon as you know you won’t be able to make a scheduled shift, and not later than the beginning of your shift. Maintain open communication about any schedule changes with your supervisor.
- Do not come to work expecting to study or finish a project. When activity is slow, ask your supervisor if there is anything that needs to be done. If not, you may ask if you can study. Switch from study mode to work mode if work needs arise.
- Do not leave your assigned area while on duty without notifying your supervisor.

Workplace Behavior

- Dress professionally and appropriately for your position.
- Maintain a neat and clean work area. Store your personal effects out of the way and out of sight.
- Unless approved by your supervisor, do not eat at or around your workstation.
- Cell phone use is prohibited unless there is a definite emergency. Cell phones should be turned off at all times while at work.
- Do not allow friends to visit you while at work.

Scheduling

Students should report to work when scheduled unless prior arrangements have been approved by the supervisor. Call before, or at least by, the time you are scheduled as soon as you know you will miss a shift or if you will be late. **Repeat absences and tardiness can result in termination by the student's supervisor.**

For holidays and days like Convocation, when no classes are held, pre-arrange a work schedule. Do not automatically assume that if classes are not being held you do not have to report to work.

A graduating student may work as a student temp until the last day of finals. At the end of the spring semester, a student temp who is not registered for summer sessions or preregistered for the fall semester must also stop working under the student temp classification on the last day of finals.

Adverse Weather Policy

As conditions vary across our region, all employees of the university may use their own judgment regarding the safety of getting to and from work in adverse weather. Employees who are unable to get to work because of hazardous weather conditions should notify their supervisor by calling in or by following the established guideline of the department. In the event hazardous weather develops during the day, please communicate with your supervisor before leaving so all employees can be accounted for.

Payroll

Hours worked from the 1st of the month to the 15th will be paid the last day of the month and hours worked from the 16th to the last day of the month will be paid on the 15th of the following month. The work week begins on Monday and ends at midnight on Sunday.

Direct Deposit

Students may sign up for Direct Deposit online through Appalnet at the Direct Deposit Enrollment tab under Self-Services. Direct Deposit may take up to two months to take effect, in which case the student's paycheck will be mailed to their ASU Box.

For departments using time sheets, students should record their hours worked on a daily basis and turn them in to their supervisor by the payroll deadline. The time sheet is titled "SM (Semi-Monthly) Hourly Wage Employee Time Record" and can be found on the Student Employment website. The supervisor enters the hours worked into the PHATIME Banner Time Entry screen.