

Appalachian State University

STUDENT EMPLOYMENT HANDBOOK



YOUR DEPARTMENT
CONTACT INFORMATION

Revised 3/2008

Student Employment Handbook

Table of Contents

General Guidelines for Student Employees	Page	3
Telephone Use		4
Schedules		4
Reporting to Work		4
Work Authorizations		5
Payroll		5
Adverse Weather		5
Employment Suggestions		5

Appalachian State University

GENERAL GUIDELINES FOR STUDENT EMPLOYEES:

The main function and expectation of a student employee is to keep a pleasant, helpful and efficient working environment. The following guidelines are designed to help you accomplish this goal.

We all must remember that we are offering a service to our constituencies, whether these “customers” are staff members, faculty, clients, or fellow students. We must realize that those we come in contact with, whether it is in person or on the phone are developing their impressions of this department by your actions and demeanor. Please bear in mind that how you represent this department is critically important to how the rest of the department is perceived by the university community.

- Your physical appearance and dress, your manner, and your dedication make a difference.
- You should do all you can to make your customer feel welcome by an enthusiastic greeting and attention to their needs. If a customer’s request is something you have not been trained to respond to, you should immediately seek your supervisor to help you meet the need.
- There may be times when activity is at a slower pace. During those times you should ask your supervisor if there is anything specific that needs to be done. If not, you may ask if you can study. At all times you should remain aware of the comings and goings of people in your assigned area. Please do not come to work expecting to study or finish a project; work comes first.
- You should not leave your assigned area while on duty without notifying your supervisor.
- Your work area should be neat and clean at all times. Personal effects should be properly stored and out of the way.
- Unless your supervisor tells you otherwise, you should not eat at or around your workstation and not have friends visit you at work.

Remember your customer always comes first.

Student Employment Handbook

TELEPHONE USE

Always answer the telephone by stating “Department name, may I help you?” If the call is not addressed to your area, pass it on to the appropriate person. If the person asked for is not in, carefully take a phone message being sure to get all the necessary information that will allow the staff person to properly return the call. Write down all details relevant to the customer’s needs.

Please, no personal calls at work unless there is a definite emergency. **Cell phones should be turned off at all times while at work.**

SCHEDULES AND REPORTING TO WORK

Student work schedules will be arranged by the student supervisor. Students will be expected to report to work when scheduled unless prior arrangements have been made with the supervisor. Punctuality is a basic requirement. If you cannot avoid being late, you must call in to inform your supervisor that you are late and what time you expect to arrive. Being late should be the exception, not the rule. In the event you need to be absent, please inform your supervisor as soon as you know you will not be able to report during your scheduled work time. If the absence is unexpected, please call your supervisor before, or at least by the time you are scheduled to report. Students must also pre-arrange a work schedule for holidays and on days like Convocation, when classes are canceled. Do not automatically assume that if classes are canceled, that you do not have to report to work. For reporting during bad weather, please see the Adverse Weather Policy.

Students may not work in excess of 40 hours per week. Work-study students generally work 10 to 12 hours per week, but the total amount earned will be determined by the amount of money allocated by the Federal Work Study Program. Students and supervisors together should track this allocation and be sure not to go over the award total for each semester. Student Temporary hours worked will be determined by the supervisor, but no maximum is required as long as combined work hours for all jobs do not exceed 40 hours per week.

Repeat absences and tardiness can result in your termination decided by the student supervisor!

Appalachian State University

WORK AUTHORIZATIONS

An approved Student Temporary Employee Approval Form or Work-Study Agreement should be in effect before a student begins working. All students must submit the appropriate North Carolina and Federal tax forms and I-9 Employment Verification form to the Student Employment Office if they have not previously been employed on campus. By law, the I-9 Employment Verification form must be completed, showing the appropriate documentation, within the first 3 business days of employment. A student supervisor must also complete verification on the student by using the E-Verify system through the Department of Homeland Security.

PAYROLL

The work week begins on Monday and ends at midnight on Sunday. Fill in time sheets daily showing the actual hours you have worked and turn them in to your supervisor by the payroll deadline. Failure to complete an accurate timesheet by the payroll deadline will result in not being paid until the next scheduled payroll.

All work-study students and supervisors should keep a running record of allocated money earned per month so they will not exceed their semester allocation.

ADVERSE WEATHER

In order to provide an equitable method of handling absences when employees are unable to get to work because of hazardous driving conditions, the following policy is to be followed:

As conditions vary across our region, all employees of the university are encouraged to use their own judgment regarding the safety of getting to and from work in adverse weather conditions. 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.

EMPLOYMENT SUGGESTIONS

Always remember that a smile and friendly manner can do much to ensure a pleasant working environment. You should strive to be knowledgeable about the department in which you work.

Always come appropriately dressed for your work area. If you are unsure of the appropriate dress requirements for your department, please discuss this with your supervisor.

Appalachian State University

ADD YOUR DEPARTMENT
CONTACT INFORMATION HERE