

Workplace Expectations (SAMPLE)

This document outlines the internal policies for student employees of XXX. Supervisor will review with student employee and after signatures, provide copy to student and maintain original in student file.

Supervision and Chain of Command

Student will report to their hiring supervisor who will serve as first point of contact for training, questions, comments, work hours, and timesheets. The hiring supervisor will provide an alternate staff member for when he or she isn't available. In many cases, the Office Manager may be the alternate, if he/she is not the supervisor.

Job Responsibilities

A student employee and their supervisor should review the job responsibilities prior to and during the first days of employment to ensure a thorough understanding of expectations. A blank evaluation shared with the student early in their employment as a means of providing expectations and feedback for review at the end of a certain time period is encouraged. This is intended for positive encouragement, skill building, and growth. Any disciplinary actions, behavior concerns or dress code concerns should be addressed when they occur, and not wait for an evaluation.

Schedules & Requesting Time Off

1. Please arrive early for each shift and plan to work the allotted time denoted by your schedule. Coming in late, leaving early, and failing to show up puts a strain on the office.
2. If you are going to be late for a shift or need to leave early, please notify your supervisor immediately.
3. If you need a day off, you should notify your supervisor in writing as far in advance as is possible.

Timesheets & Leave Reporting

1. College of Charleston employees are paid semi-monthly on the 15th and last day of the month. If the 15th or last day of the month fall on a weekend or holiday, you will be paid the first business day prior to the weekend or holiday.
2. As an employee, your time responsibilities are to enter your hours that you work at the end of each shift, make sure the hours you enter are correct, and make sure your paycheck amount is correct.
3. You should submit your hours to your supervisor by the 16th and the 1st of each month, so they can approve.

Dress Code

An employee's appearance is an extension of the College and a reflection of the office. Business casual attire is expected unless otherwise stated. A good rule is: If in doubt, leave it out. A list of items not to wear is below.

1. No thin straps (spaghetti) or low cut revealing clothing. Men may not wear sleeveless shirts.
2. No crop tops.
3. No obscene language or symbols, provocative pictures or words, advertising of tobacco or narcotics on clothing, jewelry or exposed body parts.
4. No strapless dresses. All skirts and dresses should be no shorter than 3" above the knee.
5. No athletic shorts or athletic sweatpants.
6. No see-through, provocative, or excessively tight or torn clothing.
7. No hats or ball caps.
8. No blue jeans.
9. No flip flops.

Confidentiality

All departments on campus contain sensitive and confidential information. Students working with confidential information are not to share anything they learn about a student, alum, employer, staff and/or faculty member's records. Student employees are all required to complete the FERPA test found on MyCharleston. Breaching confidentiality may result in immediate termination of a student's employment.

Customer Service

Students are expected to serve all students, faculty, staff, visitors and the general public in a friendly and courteous manner. Students are expected to offer as much assistance as possible and/or refer customers to the proper persons or departments when they are unable to give information. It is the responsibility of the student and employer to work together to make sure that all information disseminated through the office is correct.

Communications

An extension of providing the highest levels of customer service is to focus on the needs of the customer at hand.

1. In order to maintain an atmosphere of professionalism and decorum and to focus on tasks, please have Cell Phones turned off or on vibrate during your work shift. No texting. If you need to make a phone call, please let your supervisor know, and a staff representative can cover the front desk, while you make your call.
2. Computers & Internet: The computer may be used to access the internet and work on class work, if all of the student's related tasks are completed. Due to IT regulations, downloading programs and software is not allowed on the college computers.

Enrollment

Enrollment in coursework as a student is a condition of Student Employment. I understand that if I withdraw from all courses, I will immediately notify the Office of XXXX and forfeit my position as a student employee.

Disciplinary Actions

If an infraction occurs or pattern of behavior starts to develop, the supervisor will first talk with the student about the infraction or behavior. If the infraction or behavior continues a second time, the supervisor will again speak with the student and write up a formal notice in the student's permanent file. If the incident or similar behavior happens a third time, the result for the student may be suspension or termination of employment.

Professional Development

The XXX values its student employees and aims to support and promote their professional development. In the course of a student's employment in XXXXX, the staff will reach out to the student workers to help research, define, locate and participate in shadowing, events, or workshops that may enhance the student's professional development. If there is an area of work the XXX supports that you are interested in learning more about, please let your supervisor know.

By signing below, you are stating that you have read and understood the policies determined and approved by the Office of XXXX.

Student Signature

Date

Supervisor/Staff Representative Signature

Date