

**Information Resources &
Technology
Student Employee
Handbook
2008/09**

Introduction

Welcome to Information Resources and Technology (IR&T)! We are pleased that you are a successful candidate for one of the IR&T student assistant positions. Student employment at Sacramento State University is intended to provide a vehicle for students to work part-time while they are attending Sacramento State, to gain valuable experience related to their educational goals, and to receive assistance with their financial support. We support these goals and want you to have a rewarding experience as an IR&T student assistant. In addition to being a student at Sacramento State, you are also an employee of the university. Part of our role, as your employer, is to familiarize you with policies and procedures, along with best business practices as they apply to you as a student employee.

Your supervisor will inform you of specific policies and procedures related to your work assignment. Please also review the policies and procedures outlined below. If you have any questions, we encourage you to discuss them with your supervisor.

I'm hired! Now what do I do?

Along with this handbook you were given a form (Student Employment Payroll Transaction Form [SEPTF]). Unless you are an international student, take your SEPTF to the Admissions and Records service counter in Lassen Hall. That office will verify your grade point average and your enrollment in the minimum required units. If you are an international student, take your SEPTF to the Office of Global Education in Lassen Hall, Room LSN-2304 (not to Admissions and Records). The Office of Global Education will verify your eligibility for employment at Sacramento State.

Next take your SEPTF to the Payroll Office in Sacramento Hall, Room 161. This office may be closed for lunch from noon to 1:00 p.m. You will need your SEPTF form with the approval noted from either Admissions and Records or Global Education, photo identification such as a driver's license or a passport, and your original Social Security card. The Payroll Office will have you complete some forms and then give you a copy of your SEPTF with their approval noted.

Return your approved SEPTF to the IR&T administrative office in AIRC, Room 3010. **You may not work any hours until you have given your approved SEPTF to the IR&T administrative staff.** You must complete this process every semester you work as a student employee. Students employed during the fall semester may work through the ending date of the winter intersession, even if not enrolled in the subsequent spring semester. Students employed during the spring semester may work as a Bridge Student Assistant until the day before the first day of fall semester classes even if not enrolled in the summer or subsequent fall semester. An exception is graduating students employed with Federal Work Study funds; they may not work beyond the last official day of the

semester of graduation. Also, international students may not work beyond Friday of finals week during the semester they graduate.

Minimum requirements for student employment

Only Admissions and Records or Global Education, together with Payroll Services, determines eligibility for student employment. Generally, an eligible student is matriculated (enrolled) with current fees paid and in good academic standing with a 2.0 undergraduate GPA or a 3.0 graduate GPA and registered for at least half-time status (6 units for undergraduate and/or 4 units for graduate). If you fall below the minimum GPA standard, are not in good academic standing, or fall below the minimum unit requirement you must notify your supervisor immediately. You may request that your supervisor seek an exception in order to continue your employment. If your supervisor chooses to do that for you, they will process the request through the IR&T administrative staff and notify you of the conditions for the exception, if granted.

Student employee classifications

IR&T employs students in three classifications. Because student employment falls under special exemptions of the Internal Revenue Service tax code and other employment laws, it is essential that students are properly classified and maintain the requirements for student employment.

- Student assistants are funded from department resources and are enrolled for the minimum units required during one of the academic semesters (spring or fall). A student assistant may work a maximum of twenty hours (20) per week during the academic semester, and may be restricted to fewer hours for a number of reasons (international status, academic probation, etc.). A student assistant may work up to a maximum of 40 hours per week during the winter intersession and spring break. It is important that students do not exceed their allowable maximum hours. It is not permissible to work excess hours during a week (defined as Sunday through Saturday) and “swap” those hours into another week. Student time records must always reflect actual hours worked. Student assistants are excluded from Social Security and Medicare withholding (in accordance with Internal Revenue Service guidelines).
- Bridge student assistants are also funded from department resources. This classification is used primarily for students working during the summer, but with approval may also be used during the spring or fall semester if the student is enrolled for less than the required minimum number of units. During the summer semester, Bridge student assistants may work up to maximum of 40 hours per week. During the spring and fall semesters, the maximum allowed is 20 hours per week unless further restricted. Bridge student assistants must contribute to the Part-time, Seasonal and Temporary Employees Retirement Plan (PST) and to Medicare.
- Federal Work Study (FWS) student assistants are funded from a combination of department resources and funds received through the Financial Aid Office. FWS is a financial aid program that provides part-time employment for students who have financial need, and who require earnings to pursue a college education.

The program is designed to help students meet their educational expenses without incurring debt, and to provide worthwhile job opportunities to qualified students. In order to qualify for a FWS job, students must first file an application with the Financial Aid Office (see www.csus.edu/faid).

Student employees cannot be employed in more than one employment classification simultaneously (for example: student assistant, graduate assistant, teaching associate, campus work program, federal work study, etc.) without prior approval from the Office of Academic Affairs or Human Resources in cases of dual appointments in the TA, GA and ISA classifications governed by the Unit 11 Bargaining Agreement. Concurrent employment in Student Assistant and Staff/Faculty classifications is not allowed.

Student employees (working on campus) may hold jobs in other campus departments as long as the total on-campus hours do not exceed 20 hours per week; students may work for employers not related to the campus at their own discretion.

Hiring policies, discipline and termination

IR&T administers its student employment in accordance with good management principles and practices of equal employment opportunity and affirmative action. Student employees serve at the will of the University; therefore, the University or the student may, at any time, terminate the employment relationship at will, with or without cause. If a student employee is terminated, he/she may meet with their supervisor to request reconsideration; however, the supervisor is not required to state a cause for termination. Examples of conduct that could lead to immediate termination and/or student discipline include: theft, fighting, insubordination, sabotage, misuse or damage of systems or equipment, absence without official leave, falsifying time records, and verbal, physical or sexual harassment. Examples of performance issues that could lead to discipline and/or termination include: not performing assigned tasks, lower quantity or quality of work than required, excessive absences or tardiness, rude or disruptive conduct, excessive personal visiting, excessive personal telephone calls, and misusing University equipment or resources. It is the goal of IR&T supervisors to handle all disciplinary actions or terminations in a fair, reasoned and consistent manner.

Keys and university property

Student assistants may be issued keys or other University property. All keys and University-owned equipment are to be used solely for the purpose intended and never loaned to another individual. When checking out at the end of their employment with IR&T, student assistants must present a receipt from Key Issue for any keys returned and from their supervisor for any equipment checked out. If the student fails to do this, it may result in the department and/or the University placing a hold on their academic records (which blocks registration for classes, issuing of transcripts, etc.) and possibly other legal actions to recover University property.

Performance evaluations and pay rate adjustments

After you have worked a minimum of 300 hours in the same position with IR&T you will be eligible for a performance evaluation and consideration for a merit salary increase. IR&T supervisors make every effort to evaluate student employee performance within 30 days by the end of the payroll month in which the student reaches their first 300-hour minimum requirement. If a merit salary increase is recommended and awarded, it is normally effective the first day of the pay period following the date of the performance evaluation. Supervisors may complete an Annual Student Performance Report and recommend a merit increase prior to the end of the Spring semester. A confidential committee/designee will review the ranking(s). Contingent upon performance ratings, availability of funds, and other considerations, merits may be awarded effective Fall Semester. Student employees are evaluated on eight criteria: work habits, attitude, quality of work, quantity of work, relationships with people, initiative, dependability and personal fitness.

Supervisors use a standard rating system: 1 = unacceptable, 2 = improvement needed, 3 = satisfactory, 4 = above average and 5 = outstanding. The following table serves as a general guideline for performance evaluation outcomes:

Overall Rating	General Guideline
1.00 – 2.49	Students with an overall rating in this range will receive no merit salary increase and may be recommended for termination or no rehire.
2.50 – 3.49	Students with an overall rating in this range may receive a maximum pay rate increase of ten cents per hour, or may receive no increase at all. In addition, their supervisor will provide specific suggestions (goals) for how the student employee may increase their rating.
3.50 – 4.49	Students with an overall rating in this range are performing above average and may receive a pay rate increase of twenty-five cents per hour.
4.50 – 5.00	Students with an overall rating in this range are demonstrating outstanding performance and may receive a pay rate increase of fifty cents per hour.

IR&T encourages its student employees to apply for promotional opportunities. Successful candidates may be eligible to receive a pay rate increase of at least twenty-five cents per hour, or be placed at the bottom of the pay range for the new position whichever is greater.

Payroll Information

Provided that your timesheet is signed by you and submitted correctly by the published due dates, pay warrants will be issued to student employees on the dates listed on the Payroll department's web site: <http://www.csus.edu/hr/payroll/>. Timesheets for Bridge (summer) and Non-Resident Alien (international) Students are generated near the end

of the month and payday is near the 10th of the following month. Timesheets for Federal Work Study (FWS) and Regular (domestic) Students are generated near the 11th of the month and payday is near the end of that month. Direct deposit to your bank is not available to student employees.

You may leave a signed letter of instruction with the IRT Administrative Office (AIRC, Room 3010) giving someone permission to pick up your paycheck. The person you authorize will be required to show identification and sign for your check. You may leave a stamped, self-addressed business envelope and we will mail you our paycheck. You may contact the IR&T Administrative Office at (916) 278-6862 to make these arrangements.

Work schedules

IR&T has an extensive variety (duration, days) of shifts available. Your supervisor will inform you of the available shifts and how to sign up for them. Our goal is to be as supportive as possible to our student employees while still maintaining the necessary services to our customers. After the first two weeks of classes, the schedule you have arranged with your supervisor is your commitment for the entire semester. Failure to keep that commitment could result in your termination or no rehire for the following semester. Supervisors will make arrangements for schedule adjustments during finals week to accommodate your finals schedule (but not to allow you more study time). Plan your work commitment carefully and keep up with your studies so that you do not have to choose between your work and your studies at semester's end.

We recognize that personal emergencies arise (sickness, serious family illnesses, etc.) and will do our best to accommodate your needs. It is your responsibility to schedule personal appointments outside of your work hours if possible. Your supervisor will advise you of the procedure for notifying them of any absence or tardy. It is essential that you follow those procedures in order to allow your supervisor time to arrange coverage in your absence. Absences and tardiness will affect your performance evaluation. If you are absent or late more than three times during a semester it could lead to discipline or termination.

Student employees **do not** earn paid **vacation time**. IR&T encourages all student employees to make the most of their time away from classes and work. Regular breaks from daily work make everyone more productive.

The university observes several **holidays** on which the campus and this department is closed. Students may be asked to work on holidays, but **do not earn holiday pay**. Students may view the university payroll calendar (refer to the payroll link at the end of this Handbook).

Student employees will be granted time off to serve on a **jury or military leave** without pay.

Food and drink

Many of our student positions involve work with customers (students, faculty, staff, and visitors) in public areas. You may not have meals or beverages in public work areas. Your supervisor may make an exception for a water container and light snacks (ask in advance).

Greeting and working with customers

All IR&T student positions involve working with customers. Your customers may be students, faculty or staff using the computer labs, or staff members in your area relying on you for services such as filing and duplicating, or technicians depending on you for assistance with configuring or operating equipment – the possibilities are endless. All are our customers and, as such, are to be treated with courtesy and respect.

Your supervisor will give you training on greeting customers, either in person or on the telephone. If asked a question for which you do not know the answer, make every effort to directly connect your customer with a person who can help them. Do not simply transfer or send them somewhere and then forget about them. Be certain that they will get the help they need. When taking a message, make an extra effort to ensure its accuracy and deliver it as soon as possible.

Personal calls, visitors, homework, departmental equipment and Internet use

Your first responsibility is to your customers. If you are approached while on duty, you must greet your customer immediately and give them your full attention. Never leave a customer waiting while you finish a personal activity.

Many of the phones in student work areas are restricted to on-campus calls only. Your supervisor will inform you of their policy for making or receiving personal telephone calls (including cell phone usage) while on duty. In general, it is your responsibility to discourage personal phone calls and visits during your work hours. Excessive abuse of this responsibility will result in discipline or termination.

To provide for the safety and security of employees, visitors and building facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Students are generally not permitted to do their homework while working. Students may not use university supplies or resources (for example computers, printers, photocopiers, etc.) for their personal use. Printing services for students are provided through the OneCard-equipped printers, and photocopy services are provided through OneCard equipped copiers.

Student assistant employees are subject to immediate termination if they are found to be using Sacramento State equipment for any illegal activities, including the downloading and/or distributing of copyrighted materials such as music, videos, applications or video games.

IR&T employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the department's business. Your use of the Internet must not disrupt operation of the campus network or interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful. Internet messages (including e-mail) are public, not private. IR&T reserves the right to access and monitor all files and messages on its systems and hold or delete if appropriate to protect the integrity of the campus network or the image and reputation of the university.

Note: Sac State email is the required form of communication for student employees. Access your SacLink account frequently to receive information from supervisors or the division.

Information Resources & Technology User Regulations

In order to provide an effective network and computing infrastructure to the university while promoting learning and accessibility, specific regulations need to be observed by all users of campus networking and computing facilities.

Appropriate use of computing and networking facilities is defined as being only those in support of academic activities, such as class work, teaching, research, and similar activities. Incidental use of technology for other uses may be tolerated, but is not truly appropriate.

Every person utilizing campus technologies must have a valid SacLink account. Attempts by anyone to access accounts or files belonging to other people is strictly forbidden and illegal, according to the January 1980 California Computer Crime Penal Code (Senate Bill 66). Any attempt to "break into", disrupt, or manipulate any source of data also constitutes a felony and may lead to disciplinary or even legal action.

Sharing copyrighted material without permission is also against the law. The university provides legal means of accessing music, all other methods are prohibited. Illegal downloading of any material over the network is not acceptable.

Equipment is available across campus to meet accessibility guidelines. Use of this equipment by individuals who are not covered by the Accessible Technology Initiative is restricted. Those individuals covered by the ATI will always have pre-emptive rights to utilize such equipment and/or services.

Violations of these regulations constitute cause for revocation of all user privileges and may result in formal disciplinary action by the University and/or restitution for any damages to equipment, software or data, as well as criminal prosecution. For further

information, contact the University Help Desk in the Academic Information Resource Center (ARC) Room 2005 (278-7337).

Confidential Data and Information Security

As an employee of IR&T you may have increased access to confidential data and elevated user permissions. It is critical that you understand and comply with the following terms and conditions:

- You will comply with the state and federal laws and University policies that govern access to and use of information contained in employee, applicant, and student records.
- Your right to access information and/or data is strictly limited to the specific information and data that is relevant and necessary for you to perform your job related duties.
- You are prohibited from accessing information or data that is not relevant and necessary for you to perform your job-related duties.
- You will be a responsible user of information and data, whether it relates to your own unit or another unit.
- You will maintain the privacy and confidentiality of the information and data that you obtain, including its storage and disposal.
- You will make every reasonable effort to interpret the information and data you obtain in an accurate and professional manner.
- You will sign off of applications and/or lock your workstation when you are not actively using them.
- You will keep your password(s) to yourself, and will not disclose them to others unless your immediate supervisor authorizes such disclosure in writing.
- You will dispose of confidential reports in a manner that will preserve their confidentiality when you have finished using them.

Misuse of confidential information or data that you obtain through employment may subject you to disciplinary action, based on both the student disciplinary code and student employment policies.

Loss or damage to personal property

IR&T assumes no risk for any loss or damage to personal property that may be left at the department by an employee.

Dress code

The university does not maintain a formal dress code. However, IR&T does maintain minimum standards for student employees working in public areas that are accessed by students, faculty, staff and visitors:

- Shoes or sandals and tops (shirts) must be worn at all times.
- Bathing suit tops and/or bottoms are not permitted.

- Offensive words or pictures on clothing are not permitted.

In addition, students working around machinery should not wear loose-fitting or dangling garments or accessories that might get caught in moving parts.

You are the image of IR&T to the eyes of the customers you serve. Our desire is to make that image friendly and comfortable but also neat and professional. Consult your supervisor if you have any questions about appropriate business attire.

Recording work hours and breaks

It is your responsibility to accurately record your work hours. Falsifying your time record or recording time for another student is grounds for termination and/or student discipline. IR&T uses two methods of recording student time.

Many of our student positions will use a Virtual Time Clock (VTC) program to record their time. When they reach their assigned station they will click on the VTC icon, enter their SacLink account name and password, and clock in or out for their shift or lunch break. Students may only clock in or out at their designated computer work stations. Attempts to clock in or out from other locations will not be successful. Your supervisor will give you instructions to follow should you ever forget to clock in or out. You must notify your supervisor immediately when you realize an error or omission and follow their directions.

The VTC system records all times within less than five (5) minutes of any quarter hour as that quarter hour. For example, if your shift begins at 2:00 p.m. and you clock in anywhere between 1:55:01 and 2:04:59, the VTC will record your clock-in time as 2:00:00. If your shift ends at 6:00 p.m. and you clock out anytime between 5:55:01 and 6:04:59, VTC will record your clock-out time as 6:00:00. This gives you some flexibility and makes it easier to stay within your budgeted hours for the week. It is your responsibility to ensure you clock in and out within the applicable parameters. If for any reason you miss your appropriate clock in or out time, you must have your supervisor enter a manual time stamp along with the explanation.

Some student positions may use a paper time card and/or time clock. If so, your supervisor will show you where your time card is kept and instruct you in using the time clock. Supervisors must correct any errors on your time card. Punching another student's time card or requesting someone to punch your time card is grounds for termination and/or student discipline. Paper time cards must always be approved and signed by your supervisor before submitting to the administrative office.

Students may not work more than eight hours in one day, more than six consecutive days, or more than six consecutive hours. IR&T student employees are not authorized to work overtime. If students are working a shift longer than six hours, they must clock out for a minimum of a 30-minute or maximum one hour lunch break after at least three hours but no more than five hours.

If a student employee is working in more than one campus department, they must notify their supervisor and the IR&T administrative staff to ensure that maximum hours are not

exceeded. In addition, such student employees must record on their time sheet each month, the name of the other department, and number of hours worked. If a student is a FWS or CWP employee they may work for only one department.

Emergency procedures and reporting accidents

IR&T provides information to employees about workplace safety and health issues through regular internal communications such as bulletin board postings and/or written communications. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions or health related issues to their supervisors. Employees who violate safety standards, cause hazardous or dangerous situations, fail to report and/or remedy such situations may be subject to disciplinary action including termination of their employment.

Safety and emergency procedures will be a part of your training and orientation. You will be asked to sign a form verifying that you have received this training. We want you to work in a safe environment and it is your responsibility to your co-workers and customers to always conduct yourself in a safe manner. Report any safety concerns to your supervisor or to the IR&T Injury and Illness Prevention Program (IIPP) coordinator by calling 278-4774.

In any life-threatening emergency, dialing 911 from any campus phone puts you in direct contact with the campus police dispatcher. Follow their instructions and stay on the line with them until instructed to hang up. At your earliest opportunity, contact your supervisor or the IR&T Administrative Office by calling 278-6862 to report the nature of the emergency that occurred.

Substance abuse/Smoking/Health concerns

The university is a drug-free and smoke-free workplace. The university also recognizes that alcohol and drug use are a threat to its mission and to members of the university community. The university policy on such issues can be found by referring to the links at the end of this Handbook. All health concerns should be reported immediately to your supervisor.

Harassment/Sexual harassment

Sacramento State is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Amorous relations are discouraged within the workplace, and it is directly against university policy to maintain an amorous relationship between a supervisor and any person they directly supervise. You may review the complete University policy on sexual harassment by referring to the link at the end of this Handbook.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately to your supervisor and/or to the university's Equal Opportunity/Affirmative Action Office (Human Resources) at 278-6907. Employees may raise concerns and make reports without fear of reprisal. Any supervisor who becomes aware of possible harassment must promptly advise their supervisor who will handle the matter in a timely and confidential manner.

Employment references

If future employers, landlords or credit providers want to verify your university employment, they should contact the Sacramento State Payroll Office by calling 278-6211. The Payroll Office is the only campus department authorized to verify employment status and history. If you want a letter of reference or recommendation from your supervisor, please feel free to request it directly from them.

Change of address

It is important to maintain your current address with various campus departments. As a IR&T student assistant you will need to notify at least the following departments of any change in address: IR&T Administrative Office (AIRC 3010), Admissions and Records (LSN-Lobby) and Payroll (SAC-161).

Process for problem resolution

Our goal is to resolve any problems or complaints at the earliest possible moment. If you have any concerns regarding your employment, discuss the situation with your supervisor first. If you are not able to resolve the issue at that level, or if your concern involves your supervisor and you have not been able to resolve it directly with them, follow the process below:

1. After an unsuccessful attempt to resolve the issue with your supervisor, contact the manager or staff supervisor responsible for your work area:
 - a. IR&T Labs, FSRC: Arthur Buntin, 278-4388, awbuntin@csus.edu
 - b. Desktop Services, Tech Shop: Scott McGown, 278-5979, mcgowrs@csus.edu
 - c. Service Counter, Help Desk: Louise Scanland, 278-6764, grebitusb@csus.edu
 - d. Machine Room: Director of Operations & Systems Services, 278-7621
 - e. Administrative Office: Rolly Robinson, 278-6607, rollym@csus.edu

In the case of staff supervisors, they may refer you to their manager if they are not able to resolve the issue.

2. If you are not successful in resolving the issue with an IR&T manager, then the manager will arrange an appointment for you to meet with the IR&T Director or Associate Vice President.
3. If unsuccessful at the above level, then you may discuss the issue with the Student Affairs Office (LSN-3008).

Responsibilities of your supervisor

We hope this handbook has given you essential information to make your employment with IR&T smooth and fulfilling. We also want to inform you of your supervisor's responsibilities to you as our employee:

1. To treat you with courtesy and respect at all times and to respond promptly to concerns or problems you may experience during your employment
2. To make reasonable accommodation for any disability as may be required by law
3. To train you in using the appropriate time recording system and in meeting timekeeping requirements so that you will be paid correctly and on time
4. To assign tasks that are appropriate for your skill level and rate of pay
5. To provide training in how to successfully complete your assigned tasks
6. To provide training in safety procedures and how to handle common emergencies
7. To provide training in dealing with difficult customers and/or coworkers
8. To make every effort to give you a fair and complete performance review within one month following the pay period in which you have worked your first 300 hours and if appropriate an annual review with IR&T
9. To follow the general guidelines as published above in rewarding merit salary increases based on your performance review, and availability of funds
10. To give you notice of any promotional opportunities within IR&T

Related Web links:

Admissions & Records:	http://webapps1.csus.edu/admr/content/admission/default.asp
Information Security Practices:	http://www.csus.edu/irt/acs/forms/Information%20Security%20Practices.pdf
IR&T Web Page:	http://www.csus.edu/IRT
Harassment/Sexual Harassment Policy:	http://www.csus.edu/manual/hr/UMS16000.htm
Office of Global Education:	http://www.csus.edu/oge/OGE_Home.htm
Payroll Office:	http://www.csus.edu/hr/payroll/
Public Safety:	http://www.csus.edu/police/
Smoking Policy:	http://www.csus.edu/manual/admin/UMS16050.htm
Student Affairs:	http://www.csus.edu/student/
Substance Abuse Policy:	http://www.csus.edu/manual/student/UMA00550.htm

Acknowledgment

My signature below is my acknowledgment that I have received a copy of the 2007/2008 & 2008/2009 IR&T Student Employment Handbook. I understand that it is my responsibility to read this handbook and if I have any questions or concerns to bring them to the attention of my supervisor.

Printed Name

Signature

Date Signed

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