Student Assistant Handbook

SCF Bradenton
Career Resource Center
Student Services Center
Building 1, Room 207
941-752-5325

SCF Venice
Career Resource Center
Student Services Center
Building 100, Room 162
941-408-1436

email: crc@scf.edu
State College of Florida, Manatee-Sarasota is an equal opportunity and access institution that does not discriminate on the basis of sex, race, religion, age, national origin/ethnicity, color, marital status, disability, genetic information, sexual orientation and any other factor prohibited under applicable federal, state, and local civil rights laws, rules and regulations in any of its educational programs, services or activities, including admission and employment.

rev. 6/12
You have been assigned a position as a student assistant at State College of Florida, Manatee-Sarasota (SCF).

You will be:
- earning money to contribute toward your education
- gaining valuable work experience
- providing necessary services to the College community

Student assistants have always been valuable SCF employees. They provide support services that enable SCF to function more efficiently. Enter almost any department on campus and you will find a student assistant. Your job is an important one and your future coworkers are looking forward to your arrival.

You may be feeling anxious about starting your job as a student assistant with some questions about your responsibilities as an SCF employee. This handbook is designed to answer your questions. If you have questions about any information in this handbook, please ask your supervisor.

The handbook is intended to summarize relevant procedures, not to replace them. Please refer to the corresponding procedure for more information on these topics.

**Welcome!** We hope that working on campus will provide you with the opportunity to learn and to enhance your job skills and your college experience.
SCF Mission
State College of Florida, Manatee-Sarasota (SCF), guided by measurable standards of institutional excellence, provides engaging and accessible learning environments that result in student success and community prosperity.

Accreditation and Governance
State College of Florida, Manatee-Sarasota (SCF) is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate and baccalaureate degrees. An equal access/equal opportunity institution, SCF is governed by the Florida Legislature and by the SCF District Board of Trustees.

Career Resource Center Mission Statement
The mission of the career resource center (CRC) is to serve as the central location for career guidance and employment preparation that will increase the success of students, alumni and employers in reaching their goals by providing current comprehensive resources.

At-Will Employment
Student assistants are at-will employees. They must agree to abide by the policies and procedures of SCF. Their employment is not guaranteed for any particular duration and no cause is required for dismissal or separation.

Job Assignment
When you report to your new position, you will be assigned to a department supervisor. Your supervisor will give you a job description and provide departmental expectations. If you have questions about your responsibilities, discuss them with your supervisor immediately. The CRC authorizes you to work, but does not supervise your duties.

Work Schedule
You will have some flexibility in scheduling your work time around your class schedule. Lunchtime is NOT scheduled as part of your work schedule. If you are working a four (4) - hour shift, you are entitled to a paid 15-minute break. If you are working more than six (6) consecutive hours, you MUST take an unpaid 30-minute break. All changes or adjustments to your work schedule must be approved by your immediate supervisor prior to being implemented. Be sure not to exceed the number of hours per week on your student assistant employment form. **The maximum number of hours a student can work while taking classes is 20 per week.** Student employees are not eligible to work overtime. Students may not begin working before all required employment paperwork is completed and processed by the College.
Attendance & Punctuality
Your job on campus is a real job. Just as you are expected to be on time at a job off campus, you are expected to be on time for work and work at the times you are scheduled. If you cannot come to work due to illness or emergency, CALL YOUR SUPERVISOR! It is important to give as much notice as possible if you cannot come to work. Talk with your supervisor about the possibility of making up time missed for an excused absence. If you wish to change your work schedule from the times agreed upon at the beginning of the term, discuss it with your supervisor. If you wish to stop working, please inform both your supervisor and the CRC. Two weeks notice is preferred.

Job Performance
SCF expects all of its employees to conduct themselves in a mature, responsible and professional manner while at work. You are expected to become familiar with information or materials given to you by your supervisor. Ask questions if you do not completely understand your job responsibilities. Complete job assignments accurately, neatly and promptly. If you have been given several assignments, ask your supervisor to help you prioritize them. If you complete all of your work assignments, ask your supervisor for additional work. *It is not acceptable to do your homework or personal projects while being paid by the College.

Student Assistant and Program Evaluation
As a student assistant, your performance will be evaluated annually in the following areas:

- Work Ethic and Attitude
- Standard of Performance and Productivity
- Skills and Problem Solving
- General Observations Regarding Your Work

The evaluation includes a narrative section where your supervisor can note your strengths, areas that require attention and ideas for improvement. You will have the opportunity to view your job evaluation and discuss it with your supervisor. Your evaluation may be a reference for future employment.

At the time of your evaluation, you will have the opportunity to evaluate your own job skills and provide your ideas regarding the Student Assistant Program in general.

Appearance
It is important to maintain a well-groomed appearance. Your assigned department may have its own dress code. Ask your supervisor to clarify what is acceptable. In general, business casual for students is appropriate and would include khakis and/or jeans, polo or nice t-shirts and modest blouses and shorts. Revealing clothing is not considered appropriate work attire.
Getting Paid
At the end of each work day you should log in to SCFconnect to record the hours you worked. The timesheet is for a two-week period. Your supervisor will approve your timesheet every two weeks and forward the information to the payroll department. Your supervisor will provide detailed instructions. Every other Friday your check will be direct deposited into your bank account or Higher One account. Ask your supervisor for a pay schedule. Your first payment will be by paper check to be picked up in the payroll office.

Your total earnings cannot exceed the amount authorized on your employment form. All wages are subject to federal, state and local income taxes. Questions regarding taxes should be directed to the payroll office.

Office Etiquette
The first impression you make on a visitor to your office will immediately influence the attitude of the guest. Students assigned to front desk positions should greet visitors immediately upon their arrival. Personal conversations and conversations regarding other staff and faculty are prohibited in lobby areas. Be courteous and helpful at all times. Call visitors by name whenever possible and appropriate. At a minimum, titles such as Mr. and Ms. should be used. Listen carefully to questions and give clear, polite and accurate responses. Ensure that the office area is neat and presentable.

Telephone
Follow telephone instructions and procedures given to you by your supervisor. Speak clearly and directly into the phone. Be respectful and helpful to all callers. Have materials ready to take messages and be sure that messages are accurate and complete. Long-distance calls charged to the College without permission are grounds for termination.

Personal Phone Calls & Visitors
Please advise your friends and family that phone calls and visits during work hours are not acceptable. Use of your cell phone and/or texting during work hours is only acceptable for emergency situations.

Confidentiality
Certain information is confidential and should be kept within the department. Personal information about students and staff members is confidential and should not be discussed with anyone outside of the office. Sharing confidential information outside of your immediate work environment will result in dismissal from your position with no opportunity for placement in another student assistant position at SCF. Do not discuss departmental concerns outside of your job area or remove files or materials. All requests for student information should be directed to your supervisor.
Equipment & Supplies
Office equipment and supplies are the property of SCF and are to be used for College business only. All College equipment is to be used to perform your specific job duties. Use of SCF equipment for personal use or for inappropriate activities is grounds for immediate termination. Equipment includes telephones, fax machines, copiers, and computer software and hardware. Use equipment only after you have been given operational instructions. Follow safety precautions when using equipment. Use supplies responsibly. Misuse of SCF’s equipment will result in dismissal from your position. For more information about computers, see Information Systems under Procedures.

Attitude
Practice good manners and professionalism with staff, as well as students and visitors. Always maintain a positive attitude. Respond willingly when asked to perform a task. Follow department policies and procedures. Be open to discussing any job-related problems with your supervisor.

Termination / Resignation
As a student employee, failure to meet your job responsibilities, to abide by department rules or to engage in any behavior described under Behavioral Violations or the Student Code of Conduct (http://www.scf.edu/studentservices/standardsofstudentbehavior.asp) may result in disciplinary action or termination. Depending on the seriousness of the offense, the supervisor will determine the corrective action. The recommended process for corrective action for student employees is: 1) supervisor conveys a verbal warning, 2) supervisor provides a signed, written warning, 3) termination. This process provides you and your supervisor an opportunity to talk about specific problems. Depending on the situation, steps 1, 2 or 3 may be repeated or not followed in sequence. You may discontinue employment at any time without penalty.

A minimum of two weeks written notice to your immediate supervisor is requested.

Specific Behavioral Violations that may be cause for immediate termination are listed below. No set of guidelines can define all possible unprofessional, irresponsible and/or immature behaviors. Those mentioned below should be understood as examples of unacceptable employee behavior rather than an exhaustive list.

- Rude or offensive treatment of co-workers or visitors to the office
- Using offensive/inappropriate language in the office
- Excessive “horseplay,” including loud behavior and inappropriate pranks of any kind
- Excessive and/or repetitive failure to work when you are scheduled or to be on time for your shift without prior supervisor approval
• Written or verbal threats to co-workers, colleagues or visitors
• Falsification of time cards
• Theft
• Harassment of ANY kind
• Drug/alcohol use on campus
• Violation of any POLICY OR PROCEDURE as established in the Student Code of Conduct
  http://www.scf.edu/StudentServices/StandardsofStudentBehavior.asp

Change of Address, Etc.
Be sure to notify educational records
http://scf.edu/StudentServices/EducationalRecords/RegistrarOfficeForms.asp, Payroll, and the CRC if you should change your address, phone number, number of tax exemptions, or the number of classes in which you are enrolled.

Qualifying for On-Campus Student Employment
To be eligible to work, student assistants must be enrolled and attending classes as follows: Fall term = 6+ hours, Spring term = 6+ hours. For Summer, the required hours are: Summer A = 3 hours, Summer B = 3 hours or Summer C = 3 hours. All students who wish to work on campus must be degree-seeking at SCF, maintain a minimum 2.0 SCF total institution GPA and complete the Free Application for Federal Student Aid (FAFSA).

What is a Federal Work Study Student (FWS)?
A FWS student receives money from the federally funded Work Study program. A student’s eligibility to receive FWS funds is determined by the results of the Free Application for Federal Student Aid (FAFSA).

Federal Stafford Loans
Students should be aware that the amount of federal student loan dollars a student is eligible to receive can be directly affected by the amount of Work Study already awarded. For additional information on how Work Study could affect your student loan eligibility, please contact the financial aid office.

Conflict Resolution
Occasionally, conflicts in the workplace may occur. They may include personality conflicts, discrepancies concerning job duties and responsibilities or general office behavior/environment. Should a conflict of any kind occur, contact your immediate supervisor. If the conflict involves your supervisor, please put your concern in writing and schedule a meeting with the CRC director. All discussions are confidential.
Injured on the Job
Report any work-related injuries to your supervisor immediately.

Procedures: The following procedures are summaries only intended for informational purposes. They are not intended to be comprehensive. Please refer to the corresponding procedure number for complete information. Your immediate supervisor will have a copy.

Harassment Prevention / Awareness
SCF is committed to providing an educational and working environment free from sexual harassment as well as harassment based on such factors as race, color, sex, religion, national origin, disability, marital status, veteran status or sexual orientation. SCF strongly disapproves of and will not tolerate harassment by any means. For the purpose of this rule, “harassment” includes, but is not limited to, verbal, physical and visual contact that creates an intimidating, offensive or hostile working or education environment or that interferes with work performance or educational opportunities. Some examples include racial slurs, ethnic jokes, posting of offensive statements, posters or cartoons, or other similar conduct. Sexual harassment includes solicitation of sexual favors, unwelcomed sexual advances, or other verbal, visual or physical conduct of a sexual nature. Violation of this policy will result in dismissal from your position with no opportunity for placement in another student assistant position at SCF.

To complete the training, go to the SCF website at scf.edu and click on Faculty/Staff, then click on Sexual Harassment Prevention/Awareness Training. Take the Student course. When you complete the training, print the certificate of completion and turn it in to the CRC with your other employment forms.

Please refer to Procedure #2.445.00 “Prohibited Harassment” for more information. Your immediate supervisor will have a copy.

Information Systems
The College provides a wide variety of computing and network resources for students and employees that are intended for the legitimate business of the College.

Appropriate use of information resources includes instruction, research, and the official work of the offices, departments, recognized student and campus organizations, and other agencies of the College.

• The computing and network resources of the College may not be used for personal gain or commercial activity.
• No unauthorized software may be loaded on SCF computer equipment and no unauthorized computer equipment may be used at SCF's facilities.
• Access to the Internet and e-mail is College property and is, thus, subject to all requirements regarding use of College property or equipment.
• The College website is an official publication of the College and as such, the College reserves the right to control published content and links.
• The College website shall be subject to the same requirements as all other College publications, including, but not limited to, the laws, rules and regulations regarding copyright, license, and confidentiality of student and employee records.
• It is impossible to ensure the confidentiality of any electronic message stored or communicated through SCF computing facilities. Moreover, the courts have ruled that email is public record. Keep this in mind when you create and send email.
• Misuse of SCF's equipment will result in dismissal from your position with no opportunity for placement in another student assistant position at SCF.

For more information on the use of SCF’s information systems, please refer to Procedure #2.60.01, available from your immediate supervisor or you may call the Help Desk at x65357.