**your department logo here**

**student employee guidelines**

**for Student Employment**

**Updated Fall 2017**

Each student employee of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will be expected to abide by the following set of standards, policies, and procedures. In addition to the general standards for all student employees, it is expected that all department standards, policies, and procedures are followed. Thank you for your cooperation. We hope you enjoy your employment with the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**General responsibilities and expectations**

**Job Responsibilities**

Each area within the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_department has its own set of responsibilities. Make sure that you understand and meet all requirements. Each employee is to remain in his or her work station unless specifically asked by a coordinator/ supervisor or building manager to help in another part of the facility.

**Student Status**

The student employee must be currently enrolled at least ½ time and be in good standing at Creighton University.

**Work Assignments**

The employee must work the number of hours agreed upon with their supervisor/coordinator. Employment periods for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ may include days, evenings and weekend hours with holidays and University breaks being filled as needed. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ recognizes three general work periods: fall semester, spring semester, and summer term.

**Department Assignments**

Each employee will be assigned a primary department in which to work. Current employees may be given the opportunity to cross-train for other areas in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Employees can approach their supervisor about this opportunity or may be asked if they are interested in an opportunity like this. Either way, the employee must notify their supervisor if they are interested in cross-training.

**Behavioral Expectations**

Project a positive attitude at all times. Address all students, guests and customers in a courteous, helpful manner. Know the answers to questions. If you do not know the answer, direct the guest to a person who may be able to help, or take a message and see that the guest receives a reply. In other words, help each person, whether one is a coworker or a customer. Take pride in being a service-oriented employee. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_should present the friendliest atmosphere on campus.

**Performance coaching process**

If a student is not performing his/her job duties in an acceptable manner, including adherence to job schedule, that student should be coached about expected improvements. If improvements are not made within a reasonable period of time, the student’s employment may be terminated.

The steps of progressive discipline are\*:

1. Verbal warning.

2. Formal written warning.

3. Termination in writing.

\*The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_also reserve the right to accelerate discipline based upon the severity of the circumstances, ie: Theft, assault, misrepresenting hours on timesheets.

**Resignation**

If for any reason you decide to resign your position, the department requests two weeks’ notice.

**Accident/Injury**

If an employee sustains an injury while on duty, it is mandatory that a HR 24 Incident Report be completed. Immediately after the incident, notify a coordinator/supervisor or building manager and ask for help in securing and completing the HR-24 form and in obtaining medical aid. Forms are available at <http://www.creighton.edu/finance/riskmanagement/forms/index.php>. After the HR24 Incident Report is completed, turn it in to your supervisor or building manager as soon as possible.

**Compensation & Schedule Information**

**Pay Scale**

All student employees’ salaries will be based on the foundations established by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or as directed through the Federal Work Study program if applicable. Student employment jobs are not eligible for benefits such as sick time, vacation time, tuition remission or health insurance.

**Pay Period Schedule/Pay Days**

Hourly employees: Pay day occurs biweekly, every other Friday. Time submissions are due on MyHR on alternate Fridays.

**Rest/Meal Break Policy**

Depending on the number of hours an employee will be working, a rest/meal break may be appropriate. Breaks must be cleared with a coordinator/supervisor or building manager so that a replacement can be found to cover the area. Rest breaks are taken on the clock and are limited to 15 minutes. Meal breaks are to be taken off the clock and are limited to 30 minutes. All breaks will be taken at the convenience of the building operations. If you are taking a meal while on the clock, then you need to be prepared to help a client or a fellow employee at the time, when needed. One’s cooperation is appreciated.

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| --- | --- | --- |
| **Number of Hours Worked** | **Rest Break** | **Meal Break** |
| 4-6 hours | Yes – one 15 minute on clock | Not Applicable |
| 6+ hours | Yes – two 15 minute on clock | Yes – one 30 minute off clock |

**Overtime**

The work week runs from Saturday morning through Friday night. **Overtime (over 40 hours in one week) is not allowed.** If you have more than one job on campus, remember that you are limited to no more than 29 hours per week, all jobs combined.

**Substitution Policy**

Student staff wishing to trade a shift must follow this procedure:

* 1. Student Staff 1 who needs to trade a shift emails the request to that department list serve
  2. Once Student Staff 2 accepts the trade, Student Staff 1 sends an email to the supervisor and cc Student Staff 2 that the shift trade was accepted
  3. Student Staff 2 is now responsible to take the shift
  4. The primary supervisor is then responsible for updating the schedule for their records

**Punctuality/Unexcused Absences**

Tardiness and absenteeism will not be tolerated. Excessive tardiness and absenteeism will result in disciplinary action.

**sign in and out procedures:**

**Students are to sign in and out in clock time hours on a date specific platform that the department will provide.**

**If a timeclock is used:** Employees must clock themselves in and out for every shift. Under no circumstances will an employee clock in or out for another employee.

**Time Adjustment Form**

If an employee forgets to clock in or out or a mistake is made, notify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as soon as possible.

**Training Sessions and Regular Meetings**

Attendance to designated training sessions and regular departmental meetings is mandatory. The employee will be paid for these sessions.

**General Guidelines**

**Dress Code**

If you are issued departmental attire, you are required to wear these items during assigned work shifts. Torn clothing, t-shirts (unless Creighton University affiliated), tank tops, gym shorts or extremely short shorts, dilapidated jeans, bare torsos, or bare feet will not be acceptable. No hats may be worn unless they have been issued by the employee’s department. All attire must be clean and unwrinkled. Rule of thumb: if you think there may be a question about the appropriateness of the article of clothing, do not wear it.

**Study Guidelines**

Employment does not include time for study. Your priority is your work. However, light studying may be allowed by your coordinator/supervisor if and when studying does not conflict with your job responsibilities. It is never a standard part of your job situation and must never interfere with your job assignments.

**Phone and Technology Equipment Policy**

Unauthorized use of personal cell phones is prohibited. Personal cell phones are to remain out of sight while on the clock.

Business telephones are for business use only. Personal affairs should be handled at times other than while at work.

Do not download any programs onto the building’s computers. Other technology equipment shall not be used while on duty.

**Name Tags**

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ dept. may issue either a badge displaying the employee’s name or a name plate to be displayed on a desktop. If issued one or the other, it must be displayed while the employee is on duty.

**Work Area Restrictions**

No customers or off-duty employees are allowed to occupy “Employee Only” areas. “Employee Only” areas include, but are not limited to: Information Desk, Welcome Centers, freight elevators, back hallways, back docks, and any other non-public areas.

**Smoking Policy**

Creighton University is dedicated to providing a healthy, comfortable, and productive working and living environment for our faculty , staff, and students as well as our visitors, patients, alumni, and friends. All Creighton buildings and property, including the Skutt and Harper Centers, are tobacco-free. Thank you for not using tobacco products.

**Refreshments on Duty**

Drink items should not be in sight (be discreet), and food (meals) should not be consumed while on duty. Exceptions may be made in special circumstances with approval of supervisor.