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Rev October, 2009
Student Employment Office Mission Statement

The purpose of the Student Employment Office at Our Lady of the Lake University is:

To provide employment and related services to students and on-campus departments and offices that allow students the opportunity to earn money while gaining work experience and enhance the University’s workforce as related to the University’s strategic goal 1 to strengthen the University as a community.

General Information

The Office of Financial Aid awards Work-Study to students who meet certain criteria and Student Employment is a work program available to students who do not qualify for Work-Study. The Work-Study/Student Employment programs enable undergraduate and all international students enrolled for twelve hours or more and graduate students who are enrolled for minimally nine hours to obtain earnings from employment to help finance their education and aim to provide students with valuable work experience.

As student employees, students become involved with the workings of the University, develop personal and social skills, and develop responsible work behavior. In keeping with the University’s mission of providing education to develop the person as a whole, as supervisors of student employees we have the opportunity to provide learning experiences outside the classroom. In addition, the University relies heavily on the services of student employees and their skills and abilities to keep the various departments running smoothly. Student employees perform all work on campus with the exception of student employees in community service positions and other approved specific positions on campus.

The Student Employment Office (SEO) has put together the following information, guidelines, procedures, and policies to inform and assist department supervisors with the process of employing and supervising students under the Work-Study and Student Employment programs, hereafter called student employees. Department supervisors must adhere to the guidelines, procedures, and policies when recruiting, interviewing, hiring, and supervising student employees. Student employees may be removed from a department when the department supervisor fails to abide with the guidelines, policies, and procedures set forth. A department supervisor must notify the SEO immediately if responsibility as a supervisor changes.
The SEO hopes this manual helps to simplify your job as a supervisor of student employees by giving you a better understanding of how the Work-Study/Student Employment programs work. Updated forms referred to in this manual are available at the Student Employment Office. SEO greatly appreciates the cooperation of department supervisors and welcomes suggestions for improvement in our student employment services. If you have any additional questions, please contact the Manager of Student Employment at extension 2700.

## Allocation/Maintaining Records

Each department is allocated an amount for student employees (Work-Study/Student Employment Allocation) that may be used effective the first payday in June (Summer 1) and ending the last payday in May (Spring) of the following year. Memos notifying departments of their allocation for the new fiscal year will be distributed the last week of April. Departments may hire any combination of Work-Study and/or Student Employment students during the year, use any portion of its allocation during the summer, and choose how many students and how many hours each student may work, **not to exceed the total department allocation for the fiscal year**. Estimate, dollar-wise, how many students and the number of hours per student you can hire within your department’s allocation.

**Department supervisors** must maintain accurate records of hours worked, budget, and monitor the balance remaining for student employees in their area to ensure their department does not exceed the total department allocation. **Work-Study student employees must not work over their Work-Study award.**

At the request of the department supervisor, the Manager of Student Employment may assist in verifying allocation balances. Here are some examples of projecting usage of allocation:

### Example 1

<table>
<thead>
<tr>
<th>Department Allocation</th>
<th>$8,000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUMMER</strong> – 1 student at 12 hours per week (*approximately 12 weeks) at $7.25 per hour (student’s current pay rate may vary)</td>
<td>$1044.00</td>
</tr>
<tr>
<td><strong>FALL</strong> – 2 students at 12 hours per week (*approximately 18 weeks, up to finals) at $7.25 per hour (student’s current pay rate may vary)</td>
<td>3,132.00</td>
</tr>
<tr>
<td><strong>SPRING</strong> – 2 students at 12 hours per week (*approximately 20 weeks, up to finals) at $7.25 per hour (student’s current pay rate may vary)</td>
<td>3,480.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,656.00</td>
</tr>
<tr>
<td><strong>Balance</strong></td>
<td><strong>$344.00</strong></td>
</tr>
</tbody>
</table>
**Example 2**

<table>
<thead>
<tr>
<th>Department Allocation</th>
<th>$9,000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FALL</strong> – 3 students at 12 hours per week (*16 weeks) at $7.25 per hour (student’s current pay rate may vary)</td>
<td>4,176.00</td>
</tr>
<tr>
<td><strong>SPRING</strong> -- 3 students at 12 hours per week (*16 weeks) at $7.25 per hour (student’s current pay rate may vary)</td>
<td>4,176.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>8,352.00</td>
</tr>
<tr>
<td><strong>Balance</strong></td>
<td>$648.00</td>
</tr>
</tbody>
</table>

*The number of weeks used in calculating a student’s work period may be determined by the supervisor.

**Inter-Departmental Adjustments/Increase to Department Allocation**

Transfer of allocation funds within the departments, on a **temporary basis**, is permitted with an agreement between the supervisors. For example, the Assessment Center (AC) is given extra testing dates, but the AC student employees have worked all their hours and the AC has used up its allocation. The AC may receive funding transferred from the Library’s allocation, if the library supervisor agrees and the Library has funding available. Department supervisors use the Inter-Departmental Adjustment form, found in the Student Employment Office or under Outlook’s Public Folders.

**Permanent transfers require** the division administrator’s support, approval and signature (President, Executive Vice President, and Vice Presidents). The department supervisor must submit to the division administrator the request for a permanent transfer in writing along with a completed Inter-Departmental Adjustment form. The form must include justification for the permanent increase request. If approved, the administrator will sign the form and forward the approved request to the Student Employment Office for recording.

Requests for an **increase** in allocation must be supported by the administrator of the division and submitted to the SEO in writing. The SEO will submit written requests for an **increase** in allocation to the President’s Council. If approved, the Student Employment Office will send notification to the administrator and department supervisor.

**Job Descriptions**

A master listing of all Work-Study/Student Employment job descriptions is maintained in the Student Employment Office. Supervisors may view or request a copy of the current job description on file for their area by contacting the SEO.
Departments may create a new position and job description and/or make revisions to current job descriptions. The funding for the new job created must still be budgeted within the allocation for the department. Job descriptions must contain the following information:

**Department:** The name of the employing unit.

**Job Title:** The title of a position accurately describes the position. The same title should also be entered on the hiring agreement.

**Hourly Pay Rate:** The Student Employment Office will assign a pay rate in accordance with the Work-Study/Student Employment salary matrix.

**Job Description/Duties:** Give a brief, specific, and concise description of the position to include the duties and tasks the student employee is expected to perform.

**Required Knowledge, Skills, and/or Abilities:** Students use the information on the job description to pre-screen themselves to see if they qualify for a position. List all the minimum qualifications, i.e., specific knowledge, skills, and/or abilities an applicant must possess for the position and base your hiring decision on how closely the applicant meets these requirements. The required knowledge, skills, and/or abilities will determine the pay rate in accordance with the Work-Study/Student Employment salary matrix.

**Preferred Major:** If your department prefers only students in a specific major, list the major.

**Hours per Week:** Indicate the number of hours you expect the student employee to work each week. You may indicate an approximate number of hours or an anticipated range.

**Supervisor/Contact:** The name of the supervisor interested students should contact to inquire about the position and set up an appointment for an interview.

**Location:** Where is position located?

**Phone and Extension:** Exact extension students should call to connect with the interviewing and hiring supervisor.

Job descriptions should contain as much information necessary to give student applicants an overview of what the job involves and requires. Any new and/or revised job descriptions should be sent to the SEO for recording.

### Advertising Vacant Positions

Our Lady of the Lake University’s employment policy is to provide equal employment opportunity to all qualified applicants and employees without regard to race, color, religion, gender, age, national origin, veteran status, or disability. **All vacant positions must be advertised to allow students seeking employment equal opportunity.** The
SEO assists departments with advertising vacant positions and referring students for the vacant Work-Study and/or Student Employment positions. The office advertises vacant positions on the:

- University’s website ([www.ollusa.edu](http://www.ollusa.edu))
  Click Student Life → Student Employment → Job Opportunities
- University’s Outlook e-mail system
  Select Public Folders → All Public Folders → Public Information → Student Job Opportunities
- SEO bulletin board located in the Walter Center building, ground floor hallway
- Student Employment Office Job Opportunities binder

Departments submit the Student Job Vacancy Advertisement Notice, with the title of the available position, the number of vacant positions available, and/or any changes to the job description. In addition, the SEO sends out a notice/reminder to department supervisors, prior to the beginning of each semester, requesting notification of positions available that need to be advertised.

Students will contact the department directly to inquire about a vacant position advertised. Once a vacant position has been filled, the department supervisor should notify the SEO as soon as possible. The SEO then removes the job notice from the postings. **It is extremely important that the SEO be notified when the position has been filled so that the position may be removed from the listings.** This courtesy will prevent interested students from contacting departments about a position that is no longer available.

### Student Job Search Process

Handouts detailing procedures for students to follow in their search for a job are available in the SEO. Students seeking employment follow the job search process procedures listed below before they attend a job interview. The job search process requests students—

- Come by the Student Employment Office.
- Complete an application for employment.
- Receive a handout with the job search process, an agreement form (hiring form), and a Class/Work Schedule form.
- Check out the listings of Job Opportunities.
- Jot down the supervisor’s name and extension number for the position/positions they are interested in.
- Contact the department supervisor to set up an appointment for an interview.
- Attend the interview.
- Have the supervisor sign the agreement once he/she has obtained a position.
- Return to the Student Employment Office with all copies of the signed agreement form to complete the remaining paperwork and for enrollment to the biometric time clock system.
Once the agreement has been processed and the student is entered into the system for pay, the student is enrolled into the biometric time clock system.

The Manager of Student Employment gives final approval for a student to begin working.

The SEO will forward the student and supervisor’s copy of the agreement to the department supervisor.

### Interviewing Process

The Student Employment Office does not place students in jobs; instead, it refers students for positions and provides detailed guidelines for students to assist them in the job search process. **It is the student’s responsibility to make the initial contact for the interview.** The experience and skills acquired by the students when going through the job search process—browsing through the listings of available jobs, choosing potential positions, contacting supervisors to set up an appointment for an interview, and the interviewing process—will prove to be beneficial to students when they seek employment elsewhere in the future.

Walk-ins or students calling inquiring about an advertised vacant position in a department and wanting to schedule an interview, must be directed to the SEO first to complete an Application for Student Employment and obtain an employment agreement form. **A student must never be interviewed without an application. If the student does not present an application at the beginning of the interview, request the student report to the SEO before you interview him/her.** The information on the completed application is tailored to provide supervisors with pertinent information, such as work experience and available work hours, which will assist supervisors in the selection of the best candidate for the position. The interview process should be an informative session that allows a supervisor the opportunity to gather information about the applicant and allows an applicant to receive a brief overview of the job. Enough information should be exchanged so that by the end of the interview, a supervisor may be able to make the decision if the applicant is qualified for the position and the applicant would know if he/she really wants the position.

When applicable, if the available position in your department requires specific work hour’s availability, and the applicant you select to hire has not provided you with a class/work schedule, let the applicant know that you will hire him/her as long as the available work hours meet the needs of your department. It’s best not to sign an employment agreement until you have reviewed an application and the class/work schedule for an applicant.

Here are a few tips to help supervisors prepare for an interview:

- Prepare a list of interview questions before the interview. Write down questions focusing on the job duties and the applicant’s skills and experience. *(Asking questions about race, age, marital status, number of children, religion, or any other subject that could be perceived as discriminatory is prohibited in accordance with EEOC Interviewing Guidelines.)* Sample interview questions:
1. What skills and experience have you obtained that will help you in this position?
2. What do you consider your strengths; what do you consider your weaknesses?
3. Why are you interested in this position?

- Before you begin asking the applicant questions—introduce yourself and the department you’re in—and provide a brief description of what the job involves.
- Be sure to ask the **same questions** in the same manner **to all** applicants interviewed.
- After the interview, let the applicant know when they can expect to hear of your decision.
- After the interview, make notes and rate the applicant in accordance to what the job requires. **It is important that you do this immediately after the interview to avoid trying to remember important details later when trying to make a selection.**
- Hiring decisions should be based upon the potential employee’s knowledge, skills, and abilities to perform the duties on the job description.
- When a selection has been made, notify the selected applicant and, **out of courtesy and to promote good hiring practices**, contact applicants not selected to inform them of the outcome so they may continue the job search process.

**Hiring/Paperwork Process**

Once a student has been selected and accepts a position, the supervisor completes and signs the “**TO BE COMPLETED BY SUPERVISOR**” section and the student completes and signs the “**TO BE COMPLETED BY STUDENT**” section of the appropriate agreement form. If the student does not have an agreement form for the supervisor to sign, the supervisor must send the student to the SEO to obtain one.

Effective August 6, 2005, student employees will be punching in and out when reporting to and out of work. Student employees cannot be paid if the employee has not been entered in the system for pay and enrolled into the automated time clock system to be able to punch in and out. A student employee is not enrolled into the system for pay unless all paperwork is complete.

The student (not the supervisor) returns all copies of the agreement form to the SEO and completes all other paperwork required (W-4, I-9, Data Sheet). At that time the student is given a payroll schedule and a **Student EMPLOYMENT Handbook**. Incomplete paperwork will delay processing of the agreement and time clock enrollment.

**STUDENTS ARE NOT CONSIDERED PLACED AND SUPERVISORS MUST NOT ALLOW STUDENTS TO BEGIN WORKING UNTIL ALL NECESSARY PAPERWORK HAS BEEN COMPLETED, SIGNED, TURNED IN TO THE SEO AND STUDENT HAS BEEN ENROLLED ON THE TIME CLOCK SYSTEM. ALLOW 2 TO 3 DAYS FOR PROCESSING OF PAPERWORK AND ENROLLMENT TO TIME CLOCK. THE MANAGER OF STUDENT**
EMPLOYMENT GIVES FINAL APPROVAL FOR STUDENTS TO BEGIN WORK.

Nepotism

The University’s policy for the employment of relatives is the same for student employees as it is for staff and faculty.

“The University may employ persons related by family or marriage, provided such individuals meet regular University employment standards. However, faculty or staff members shall not initiate, participate in or exercise any influence over departmental or institutional decisions involving a direct benefit to a member related by family or marriage. Such benefits include initial appointment, retention, promotion, tenure, salary, leave of absence, and grievance adjustment. Additionally, no supervisor, staff or faculty, can directly or indirectly, supervise persons related by family or marriage, either to the supervisor or to another employee in the office or department (Effective May, 2003). In situations where a conflict of interest might occur under normal operating procedures, the responsibility for the decision will pass to the Director of Human Resources.

For purposes of this policy, persons related by family or marriage are defined as a spouse, parent, child, individual for whom a faculty or staff member has been assigned legal responsibility in a guardianship capacity, sibling, grandparent, grandchild, aunt, uncle, niece, nephew and in-laws.”

A department may NOT hire a student employee if that student employee will, at any time, be supervised OR have his or her time card approved by a relative as defined above.

Work Agreements

Student employees are hired on a temporary basis. In general, the Work-Study Employment Agreement and the Student Employment Referral Card/Agreement forms are valid for the period specified on the agreements or when the student employee completes the hours written on the agreement, whichever comes first; and as long as:

- the student employee remains in the same department,
- work performance is satisfactory,
- student remains eligible,
- departmental student employee allocation is available, and
- the supervisor approves continued employment.

When at least one of the above does not apply, the student employee may be terminated immediately.

Work Schedule/Earnings
Work schedules should be discussed and arranged at the beginning of each semester and flexibility of changing the work schedule should be made clear to the student employee at that time. The student and the supervisor should develop a mutually agreeable work schedule. The number of hours a student works per week is typically based on the following considerations:

- the student’s class schedule (Students must never be scheduled to work during class time.)
- the department’s staffing needs and allocation
- the student’s award amount (for a student employed under Work-Study)

Typically 10-15 hours of work per week should not affect a student’s class load through the semester and for students under Work-Study, ensures they do not exceed their total work-study award. STUDENT EMPLOYEES MUST NEVER WORK OVER 40 HOURS PER WEEK. In the event a student employee works over 40 hours a week, the overtime pay will be paid through the department’s regular salary budget.

The department supervisor and the student employee share in the responsibility of monitoring the time and hours worked, maintaining a balance of the hours remaining, and making sure punch in and punch out times are validated. Supervisors and student employees should print a copy of the time card for each pay period to use for maintaining current balances. Students under the Work-Study program must not work over their Work-Study award.

### International Students

**International students** are limited to working on campus 20 hours per week while school is in session, per United States Citizenship and Immigration Services (USCIS) regulations. During vacation periods (intersession, spring break, and summer), if the student is eligible, not attending summer, maximester, or tri classes, and intends to register for courses for the next semester, an international student may work, up to, but not more than forty (40) hours per week.

### Salary/Salary Increases

All student employee positions are hourly positions. Students are paid for actual hours worked. The Student Employment Office sets salaries in accordance with the following President’s Council approved salary matrix. These guidelines apply to all Work-Study and Student Employment positions.

<table>
<thead>
<tr>
<th>Position</th>
<th>Hourly Pay Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>General positions to include General Office Assistant, Library Aide, Teacher’s Aide, Office Assistant, Accounting Clerk, etc.</td>
<td>$7.25</td>
</tr>
<tr>
<td>Special Expertise/Technical or Shift Differential (Examples: programming; web designing;)</td>
<td>$7.40</td>
</tr>
</tbody>
</table>
certification in First Aid, CPR, and Lifeguard; shift differential paid to students working a standard workweek, Saturday through Friday, between the hours of 8:00 p.m. to 6:00 a.m. and only if one-half of their shift is these hours.)

Manager/Supervisor
(Supervises one or more student employees.)

$7.55

All student employees and work study students completing one or more years’ of service in the same department on or before the Fall 2008 semester (with the exception of summer semesters) will receive a merit increase of 15 cents, at the supervisor’s discretion and with completed evaluation.* (cap of forty-five cents with continued department employment).

*evaluation forms to be turned into the Student Employment Office for student’s file.

To promote a fair review of pay rate increase requests from supervisors, the salary committee was formed to create guidelines, monitor requests, and review increase justification memos/letters from supervisors. The committee consists of the Manager of Student Employment, Financial Aid Director or a FA rep, two to three staff members, and a non-voting student. The committee will review requests for pay rate increases to positions that may not fall within the matrix above. Supervisors must forward any other pay rate increase requests (i.e., promotion, new position), in writing, to the Student Employment Office. A job description must be presented with new position requests.

**Orientation/Training/Supervisor Responsibilities**

Employment is another form of education for students, and as supervisors, we have the potential to provide a wide array of learning experiences for students. In addition to the list of Supervisor’s Role in Helping Students Succeed in their Employment in this manual on page 24, in order to foster a sense of belonging, encourage growth and development, and create a unified work environment, supervisors are expected to do the following:

- Create a training, policy, and procedures handbook specifically for the department for student employees. Include introduction to staff, work space, scheduling work hours, dress code, attendance expectations, telephone etiquette, who to report to in the absence of the immediate supervisor, punch in and punch out time procedures, etc.
- Communicate the office’s goals and expectations at the beginning of employment.
- Train student employees in the skills for the tasks they are expected to perform. Do not assume that the student will “figure it out” or “learn the ropes.”
- Give students’ academics first priority and allow flexibility during exams. However, require students to give adequate notice of planned absences or schedule changes. If the position will not allow for any adjustments, inform students before hiring.
- Provide constructive feedback when a student’s job performance does or does not meet your expectations.
- When correcting an employee, do so privately and in a civil manner with respect. Do not humiliate them by reprimanding them in front of other employees or the...
public. Remember they are your co-workers. In short, follow the golden rule; treat them the way you would like to be treated if you were in their place.

- Model positive work habits they will follow, such as efficiency, ethics, teamwork, punctuality, dependability, cooperation, honesty, positive attitude, etc.

Supervisors are encouraged to use the **Student Employee Training Guide** found at the end of this manual. Feel free to add, delete, and adjust the checklist to meet the needs of your department/office.

**Confidentiality Agreement**

All student employees read and sign a confidentiality agreement form. This Agreement is made between the student employee and **Our Lady of the Lake University**. The employee’s signature signifies that the employee understands and agrees to the terms and conditions of the agreement as stated below.

In the regular course of business at Our Lady of the Lake University, the Employee will likely encounter confidential information. (Confidential Information is any information of any kind, nature, or description concerning any matters affecting or relating to the business or operations of Our Lady of the Lake University. This includes, but is not limited to, physical and data files, the information to be contained therein, personal information regarding employees, students, other customers, or vendors, financial information, passwords/codes, and other related information disclosed or submitted orally, in writing, or by any medium.) Regarding Confidential Information, the Employee agrees as follows:

- **The Employee will hold the Confidential Information received from Our Lady of the Lake University in strict confidence and shall exercise a reasonable degree of care to prevent disclosure to others.**

- **The Employee will not disclose or divulge either directly or indirectly the Confidential Information to others unless first authorized to do so in writing by Our Lady of the Lake University.**

- **The Employee will not reproduce the Confidential Information nor use this information commercially or for any purpose other than the performance of his/her duties for Our Lady of the Lake University.**

- **The University reserves the right to take disciplinary action, including termination of employment, or legal action for violations of this agreement.**

A student employee is urged to consult his/her supervisor if he/she has any questions regarding this confidentiality agreement.

**Breaks**
The University does not have a set policy for rest or lunch breaks. It is left up to the department supervisor’s discretion. However, to be fair, a supervisor may use the following to determine when to give a rest or lunch break:

- Students who work two (2) hours or less do not receive a break.
- Students who work from two (2) to four (4) hours may take one fifteen (15) minute **PAID** break.
- Students working for an extended number of hours, over four (4) hours and less than eight (8) may take one thirty (30) minute **UNPAID** lunch period **away from the work area**. The lunch period must be taken at least one hour or more before the end of the student’s work time. This avoids student employees from trying to use their lunch period as leaving early from their shift. A student employee must punch out for lunch and punch in when returning to work.
- Fifteen (15) minute breaks and thirty (30) minute lunch periods may not be combined.

Remember that breaks and lunch periods, like for the staff, may help student employees work more efficiently, since they’ll return to the job refreshed. This is the general idea of a break or lunch period.

**Dress Code**

As with staff, the University does not have a set dress code. However, as representatives of the University, student employees are expected to be neat and well groomed while working. A student employee’s department supervisor may require a dress code due to the duties performed in the position and/or the services they provide. For example, students employed as a tutor in the Center for Service Learning and Volunteerism must project a professional and positive image and comply with a strict dress code due to working with elementary students, their parents, teachers and outside visitors.

If your department has a dress code, include the requirement on the job description for the positions in your department and inform students applying for the position in advance. Student employees are expected to adhere to a department’s dress code when applicable.

**Biometric Time Clock System**

Develop a work schedule for all student employees and enter it into the Stromberg software. Ensure all students employees punch in and out of the Stromberg automated time collection system as is necessary to document their hours worked. Review the recorded time periodically during a pay period so that corrections or missed punches can be made before the Payroll Office deadline. Approve recorded time by the Payroll Office deadline. If you will not be available to approve the time by the deadline due to absence, make arrangements for the alternate Supervisor to approve the time for you.

Supervisors who submit hours worked are responsible for the timeliness, completeness, and accuracy of the time submitted. The following is an excerpt of

Rev October, 2009
the University Policy Manual applicable to changes supervisors may make to a student’s time:

GROUP I
The following University rules must be adhered to by all staff employees. Violation of any one of these rules will be cause for immediate discharge:

5. Changing or otherwise falsifying or forging any University records, permits, time cards, or time sheets, licenses, certificates, passes, badges, or the approving signature thereon.

Please refer to the complete University Policy Manual for further understanding.

In cases where a student has been hired by the Human Resources Department for a temporary part-time staff position (Ex: telemarketer, phonathon, tutor, etc.), the student employee must report hours worked for the staff position on a paper time card and submit it to the Payroll Office on the due date. Students employed in both, a Work-Study or Student Employment position and a staff position must use the time clock for the Work-Study or Student Employment position only.

**e-Kiosk**

Student employees may use the following web address to gain access to the e-Access Employee Kiosk program.

[http://timeclockapp/ekiosk](http://timeclockapp/ekiosk)

**Stromberg e-Access Kiosk**

User Name

Password

Login

The program enables student employees to view their own schedules and time card information.

As a security measure, access is password protected allowing employees to only view their own personal records. To gain access, use your current email login for both, the User Name and Password. Be sure to change your password on the first use. Should you have problems accessing e-Kiosk or forget your password, come by the Student Employment Office.

To maintain data integrity and accuracy, the screens displayed are for informational purposes. Therefore, the employee information may only be viewed and is unavailable for editing.
The program opens to display Schedule information for the currently logged on employee. You may view the type of information displayed in this screen by making a selection from the drop-down list on the upper left hand side and then clicking the Go button.

**Stromberg**

**E-Access Kiosk**

**E-Access Employee Kiosk** enables employees to view information on the following:

- **Schedules** - View current work schedule or click on previous to view previous work schedules.
- **Time Card History** - View current time card or click on Pay Period dates to view previous time cards. Print time cards to keep track of the total hours worked. Students employed through the Work-Study program must not work over their award and students under Student Employment must have supervisor approval to work over the hours entered by the supervisor on the original agreement. Student employees should use the INDIVIDUAL Student Employee Earnings Record form forwarded to them at the beginning of employment to maintain balance of hours.
- **Exception History** - View the work schedule entered by your supervisor as compared to the actual time worked.
- **Employee Benefits** – Students are not eligible for paid sick leave, vacation days or any holidays. Student employees are covered under Workman’s Compensation for injuries incurred while on the job.

Click **Profile** to change the password.

Be sure to click the **Log Off** button when exiting the program.

**Payroll**

All student employees will be paid on a bi-weekly basis in accordance with the Work-Study/Student Employment Bi-Weekly Payroll Schedule, with possible exceptions during holiday or break periods. It is imperative that students be paid in accordance with the published payroll schedule.

**Supervisors are responsible for monitoring time cards on the e-Supervisor automated payroll system to make sure student employees in their area are punching in and out during work hours. The department’s alternate supervisor should be monitoring the student employees’ punch in and out time in the absence of the immediate supervisor.**

**Direct Deposit**
Student employees as well as all OLLU employees are required to enroll in direct deposit or obtain a payroll card (see below).

**Direct Deposit Enrollment Procedures**

- Complete the Direct Deposit Authorization Agreement form (available in the Student Employment Office).
- All persons authorized to sign on the account must sign the agreement.
- Attach a voided check from your checkbook or a pre-printed deposit slip from the savings account, depending on whether you want your net pay deposited to your checking or savings account.
- Students may select direct deposit to one financial institution only.
- Submit the form to the Student Employment Office.
- The completed Direct Deposit Authorization Agreement and attachment must be received in the Student Employment Office preferably one week prior to the end of a pay period.

**Check Stubs**

Check stubs may be delivered to your department. Stubs will be held for two weeks from payday. Check stubs not picked up after two weeks may be destroyed. Go Green and sign up for check stub viewing through Web Advisor.

**Change in Direct Deposit**

- Students who close their bank account must notify the Payroll Office immediately to stop direct deposit.
- Complete the bottom section of the Direct Deposit Authorization Agreement form and return form to the Student Employment Office.
- Students will be responsible for any fees incurred if a check is deposited into a closed account.
- Should a check be submitted to a closed account, replacement funds will not be provided to the student until OLLU receives the funds back from the student’s bank.

**Payroll Cards**

If you would prefer to use a payroll card (like a debit card) please complete an application at CHXSTUB.com. You can complete this application online. A payroll card (issued through MasterCard) will be provided to you within 5 to 7 days. You would then need to complete a direct deposit authorization form in the Student Employment Office on campus.
Taxes

All wages paid to student employees by Our Lady of the Lake University, including those that are earned through the Work-Study program, are subject to federal income taxes (FWHS) and must be reported. Social security taxes (FICA) are not deducted while students are enrolled for at least half-time or more credits. Federal law requires that Social Security taxes be withheld during the summer if student employees are not enrolled for classes at OLLU.

Paychecks

If for some unforeseen reason you happen to receive a check (versus Direct Deposit or Payroll Card), paychecks not picked up within 10 days of payday may be applied to students’ accounts. At the end of the semester or during holiday periods or breaks, students may provide a self-addressed stamped envelope to the Student Employment Office and request their checks be mailed. Paychecks will be mailed out provided the student’s account has a zero or credit balance.

Benefits Information

Student employees are covered by Texas Workers Compensation if injuries are incurred while on the job. Students must immediately report injuries to their immediate supervisor, see the nurse practitioner if needed (UWAC, room 112), file a report with the campus police and report injury to the Human Resources department.

Sexual Harassment Policy

1. **STATEMENT OF POLICY:** Our Lady of the Lake University is fully committed to providing educational and working environments for students, faculty and staff that are free from sexual harassment and sexual misconduct. The University prohibits any form of sexual harassment or sexual misconduct by any employee, student, guest, or vendor.

2. **WHAT IS SEXUAL HARASSMENT?** Sexual Harassment is:

   a) Any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature, where submission to such conduct is made explicitly or implicitly a term or condition of employment, or
   b) Submission to or rejection of such conduct is used as the basis for employment decisions, or
   c) Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or
   d) Such conduct creates an intimidating and pervasive hostile work environment.”

3. **SEXUAL HARASSMENT CAN TAKE MANY FORMS:**
a) **Verbal**, i.e., using words that are offensive, inappropriate sexual innuendos, calling one gorgeous or honey, comments about a person’s body, sexual jokes, and similar verbal forms.

b) **Non-verbal**, i.e., displaying sexually suggestive pictures, making physical sexual gestures, looking a person up and down, staring, and similar non-verbal forms.

c) **Physical**, i.e., touching, hugging, kissing, grabbing, accidentally bumping, stalking, following, and similar physical forms.

4. **RESPONDING TO SEXUAL HARASSMENT**: If you believe that you or any other employee has been sexually harassed, you should:

   a) Tell the offender that the conduct is offensive and should stop. The offender may not be aware that the conduct is offensive and would be willing to change.

   b) Report the incident immediately to the Director of Human Resources at (210) 431-2610, or write the Director of Human Resources at 411 S. W. 24th St., San Antonio, TX 78207.

5. **WHAT THE UNIVERSITY WILL DO**: The University will investigate the incident promptly and thoroughly. To the extent possible, the complaint will be kept confidential. If it is determined that sexual harassment has taken place, appropriate corrective action will be taken, which, among other options, may include termination of employment of the offender.

6. **NO RETALIATION**: Under no circumstances will anyone be retaliated against for complaining, for filing charges, for testifying, or participating in any manner in any proceeding, investigation, or hearing, in good faith. Additionally, the alleged harasser upon being notified of the complaint is not to discuss the incident with the complainant.

7. **OPEN DOOR POLICY**: If you have any questions about this policy, or what may be sexual harassment or sexual misconduct, please call the Director of Human Resources. The complete Sexual Harassment Policy is posted on UNet, and Outlook/Public Folders in University Policies and Staff Handbooks.

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**Employment Change Notification Forms (resignation, termination, etc.)**

If a student resigns, graduates, withdraws or is withdrawn for academic, financial or social reasons, or is terminated from a position, a Change Notification form must be submitted to the SEO along with a copy of the student’s final time card.

Student employees leaving the department to seek employment in another department must return to the Student Employment Office to complete an Employment Change Notification form and obtain a new agreement form. To establish continued eligibility, Work-Study students must apply and qualify each semester for Work-Study at the Office of Financial Aid before they pick up an agreement form and students under the Student Employment program must renew their agreement at the beginning of each semester.
Students resigning or terminated from a position in one department and obtaining employment in another department may report to work in the new department at the beginning of a pay period. Students may not be working in two departments within the same pay period. The final paycheck must be processed for the old department before a student may begin employment in a new department. No exceptions.

**Transferring From Work-Study to Student Employment (WS to SEO)**

The supervisor will be notified that your student has reached his/her allocated WS amount, and the Student Employment Office will automatically switch from WS to SE, as needed. The process is as follows:

- The supervisor will refer the student to the Student Employment Office on the day the student completes **the total work-study hours awarded for the semester**.

- The student’s paperwork for transfer to Student Employment will be processed after the student’s final Work-Study time card submitted for pay has been processed.

- When applicable, the SEO will transfer students back to Work-Study at the beginning of the following regular academic semester.

*Students employed at the Center for Service Learning and Volunteerism department in the Work-Study Community Service positions off-campus must be eligible for Federal Work Study since we have to spend 7% minimally on community service.*

**Summer Employment**

There is no employment available under Work-Study during the summer. Students working during the summer are employed under Student Employment.

To be eligible for employment during the summer students must be pre-registered for the fall semester, and have attended the previous Spring semester, scheduled to graduate in August, or enrolled for summer classes. The following table illustrates the eligibility requirements for student employment during the summer.

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**Personnel and Payroll Records**

An official personnel file on each student employee is maintained in the Student Employment Office. This file contains the application form, data sheet, work agreement and pertinent job-related correspondence concerning that employee. In addition, employment eligibility forms and salary change forms are placed in the file. The Payroll Office maintains payroll records on all student employees. Security of the information contained in these files is strictly enforced.

**Employment Verification/Reference Checks**

Except for employees of Human Resources, Student Employment, or Payroll offices, employees are not authorized to provide reference on a current or previous employee to any entity outside the University. Other than as a verification of employment, information concerning the employment status or compensation level of an employee will not be released without the written permission of the employee.

Departments must forward any employment verification and/or reference requests pertaining to a previous or current student employee to the Student Employment Office.

**Student Grievance/Complaints Procedures**

Supervisors should make an attempt to resolve job-related problems with their students. However, if the problem(s) cannot be resolved, students should contact the Student Employment Office for assistance. The Manager of Student Employment will contact the supervisor in an attempt to resolve the problem informally. If the problem is not resolved through informal attempts, a formal complaint procedure is available.

Formal complaints should be given to the Manager of Student Employment in writing within 10 days of discovering the action or condition. The Manager of Student Employment will discuss the complaint with the student’s supervisor. The Manager of Student Employment’s written decision will be made within 10 working days and is final.

The Manager of Student Employment will direct complaints and grievances of a serious and/or unjust nature to the Human Resources Office. The Human Resources Office, in turn, will notify the administrator of the division in which the student works. The complaint from the student must be in writing, and it will be at the administrator’s discretion to act on the student’s complaint/grievance or to designate someone else to respond to the student in writing within 10 days. The decision of the administrator or his/her designee is final.

*Appropriate adjustment of the timetable defined in this process may be necessary due to University holidays, employee vacation days or other authorized absences.*

**Disciplinary Procedures/Termination**
It is the responsibility of the supervisor to:

- Ensure that the standards of performance and duties are clearly communicated to the student employee at the beginning of employment by providing an employment orientation to the department explaining the tasks to be performed and attendance requirements;
- Discuss work performance problems/difficulties with student employees and seek constructive ways of addressing and improving them;
- Address performance and disciplinary problems in a consistent and timely manner and with due respect to the student employee.

To promote fairness and consistency throughout the University, in connection with acceptable standards of work performance and conduct on the job, the University has established reasonable employer expectations/student responsibilities (listed below). When any of these expectations or responsibilities is violated, corrective action may be initiated by the supervisor to bring the student employee’s job performance and/or conduct up to the expected level.

When job performance or conduct is unsatisfactory, the supervisor will counsel the student. Students will be given the opportunity to correct the performance or behavior. If improvement is not made within the time period set by the supervisor, the supervisor will give the student employee a final warning.

Supervisors may terminate a student employee if unsatisfactory conduct or poor job performance continues. Student employees may be terminated immediately due to theft, violation of the confidentiality agreement, physical abuse of others, falsification of records or due to a valid reason unrelated to job performance such as budget constraints or completion of Work-Study award. It is highly recommended the supervisor notify the student employee of the termination in person.

### University E-Mail and Computer Use Policy

The purpose of this policy is to maximize the benefits of the University’s computer and communication resources and to minimize potential liability.

All systems users are obligated to use computer and communication systems resources responsibly, professionally, ethically, and lawfully.

Systems users are given access to the University computer network to assist in performing their jobs and studies. They should not have an expectation of privacy in anything created, stored, sent, or received on University-owned computer and communication systems. The computer and communication systems belong to the University and are to be used for University purposes. Without prior notice, the University may review any material created, stored, sent or received on its network or through its Internet connections to any other computer network.
Use of computer and communication resources for any of these activities is strictly prohibited:

a. Sending, receiving, downloading, displaying, printing, or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory or otherwise unlawful.

b. Intentionally disseminating or storing destructive programs such as viruses or self-replicating code.

c. Obtaining unauthorized system access.

d. For staff, faculty and student employees, spending excessive amounts of non-work related time in: web browsing or shopping, playing games, engaging in online chat groups, or using resources for other non-work related activities. Supervisors and Deans are responsible for defining “excessive” use.

e. Using, sharing or copying software in violation of a license agreement or copyright.

f. Personal commercial purposes or personal financial gain.

g. Violating any state, federal, or international law.

Supervisors, Directors and Deans are responsible for enforcing this policy. In some cases, the Vice President for LITS may allow specific policy exceptions for pre-approved and controlled academic research.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination or expulsion and civil and criminal liability.

Additional policy statements regarding other technology issues are available on the Campus Technology web page at http://www.ollusa.edu, Academics, Campus Technology under the left-side “ITS Policies” link.

**List of Employer Expectations/Student Responsibilities**

Although student employees are students first, they still have certain responsibilities to the University as student employees. The following are expected of all student employees:

- Students are expected to be punctual, reliable and perform work in a satisfactory manner.

- Students are not permitted to read, do homework or engage in any other personal activities during the hours of employment.
• Students are expected to dress appropriately for the department in which they work. It is up to the discretion of the department supervisor to decide what is appropriate.

• Students are expected to keep personal calls to a minimum.

• If students are unable to work due to an illness, injury or other commitment, students are expected to contact the supervisor within 15 minutes of the scheduled time to report to work. If possible, students should let the supervisor know in advance that they will not be in.

• Students are expected to maintain their schoolwork. Most term papers and examinations are assigned well in advance. It is the student’s responsibility to manage time wisely to avoid having to rearrange their work schedules.

• SEMESTER SCHEDULES DO DIFFER FROM THE NORMAL WORK SCHEDULE. Students are expected to work when classes are not in session, unless prior arrangements have been made with the supervisor.

• Students are expected to comply with all federal, state and local laws.

• Working under the influence of alcohol or controlled substances is not permitted.

• Falsification of time card or attempts to falsify time card is grounds for immediate dismissal.

• Theft of items or misuse of equipment or facilities is grounds for immediate dismissal and possible prosecution.

• Students are expected to treat sensitive and confidential information with utmost respect and privacy and must not discuss it outside of the department.

• Students are expected to notify their supervisor at least two weeks in advance if they plan to leave a job.

Your department may have procedures and/or other expectations your student employees should adhere to. Please clarify these procedures and expectations at the beginning of the student’s employment.

**Supervisor’s Role in Helping Students Succeed in their Employment**

Department supervisors should provide an orientation to their new employees at the beginning of employment to inform them of the department’s purpose, structure, and organization, to provide the specifics of the job, and to review office rules and regulations. Here are ten strategies for supervisors to help their student employees succeed.
Be an example:
Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which students can learn.

Be flexible:
Understand that student employees are students first, and employees second. Though it is important to have high standards on the job, it is also important to be flexible in order to accommodate academic obligations when necessary.

Communicate Expectations:
Communicate the job standards, requirements, and expectations to your student employees. One should not assume these are self-evident to the student, even though they may seem obvious to you.

Give Feedback Frequently:
Provide consistent and appropriate feedback to your student employees. Student employees, like all employees, benefit from feedback in job performance, providing it is communicated with a positive spirit and the goal of helping the student to succeed.

Be Fair:
Supervisors who are too lenient or view students as children are not doing students any favors. Student jobs are “real jobs.” Treat student employees as you would like to be treated in a similar situation.

Train, Train, Train:
Take the time to train your students in important work skills, attitudes, and habits such as time management, phone skills, quality service practices, and handling difficult situations.

Be a Team Player:
As the team leader, develop and nurture the unique contributions of each team member. Take a global perspective.

Give Recognition:
When you see a student “going the extra mile,” acknowledge and inform this in front of other staff and peers. People need to feel appreciated.

Share the Vision:
Have regular staff meetings with your student employees and inform them how their work fits into a larger purpose of the department and the institution.

Be an Educator:
To the degree that we each contribute to the lives of others, we are all educators. Do your part in helping to produce Our Lady of the Lake graduates that are quality employees.
Employment of Students in Staff Positions

Student employees applying for non-Work-Study and non-Student Employment positions on campus through the Human Resources Office must be aware of the following guidelines:

1. A full time staff employee is not eligible for either work-study or student employment.

2. Undergraduate students taking twelve or more hours may be eligible for either student employment or work-study employment. Graduate students are eligible to work on campus if enrolled for minimally nine hours.

3. International students – undergraduate or graduate – may be eligible for student employment. International students – undergraduate or graduate – are not eligible for work-study employment.

4. A student with “student employment” can also work as a part time or half time regular staff employee. However, the total hours for the two positions combined, can never exceed 40 hours per week. Overtime is NOT permitted for a student employed in a student employment position.

5. A student who is in a “work-study” position cannot work in a non-temporary regular staff position. The total hours per week for a work-study student can never exceed 40 hours. Overtime is NOT permitted for a student employed in a work-study position.

6. A work-study student can apply for a temporary staff position. A temporary staff position may last for the academic year, from September through May. A work-study student in a temporary staff position must submit separate time cards for each position and will be taxed on the income from the staff position.

7. If a “work-study student” wants to apply for a non-temporary regular staff position, the student is to be referred to Financial Aid.

8. If a “student employee” wants to apply for a non-temporary regular staff position, the student is to be referred to the Student Employment Office.

9. A student who is in both a part time staff position and a student employment position will have the income combined from both positions and taxed at the staff position rate.

10. A “Notice,” will be posted in the Human Resources Office which states:

   “STUDENTS: If you have a Work-Study or Student Employment position, please let us know before completing an Application for Employment. Thank you.”

Rev October, 2009
Students employed under the Work-Study/Student Employment programs seeking and/or obtaining employment in a non-Work-Study/Student Employment staff position through the University’s Human Resources department must notify the Student Employment Office PRIOR to beginning employment in the staff position. Time clock enrollment and/or tax withholding status may change at these times.

**Student Employee Training Guide**

Although some new employees bring with them work experience, the success of any new student employee depends on how well they adjust to their new employment. Providing an orientation to welcome and introduce new student employees to the full-time staff (and others), as well as the department, is strongly encouraged. It puts students at ease with their new surroundings and gives the supervisor an opportunity to give them a brief overview of the department’s purpose and organization. Providing training to perform tasks specific to the hiring department will allow students to understand their specific duties/responsibilities, what is expected of them, and is a good time to go over office rules and regulations. Supervisors must ensure that student employees have a clear understanding of their duties and responsibilities prior to beginning work. Hiring a student is a responsibility that requires planning by the supervisor.

The following information on customer service and telephone etiquette may be used to train student employees. To make sure all students employed in your department are given the same orientation and training, supervisors may print copies and use the Student Employee Orientation/Training Checklist included to check off when each topic has been covered with each employee. Feel free to add, delete, and adjust the checklist to meet the needs of your department/office.
OUR LADY OF THE LAKE UNIVERSITY
Department
STUDENT EMPLOYEE ORIENTATION/TRAINING CHECKLIST

Department’s purpose and organization: _______________________

Immediate Supervisor: ________________________________
Alternate Supervisor: ________________________________

Duties/Responsibilities: (Go over the duties on the job description.): ________

Rules and Regulations:
- computer and office equipment usage policies
- dress code, if any
- confidentiality policy (statement to sign, if applicable)
- visitor’s policy (Can friends stop by to chat?)
- How to schedule time off.
- Who to call if ill.
- Making up work hours.
- Attendance
- terms for termination
- food policy

Tour:
- bathrooms
- mail room
- where to put coats and books
- where supplies are kept
- offices in the area
- introduce to full time faculty/staff in the office
- fax machine
- copy machine

Phones:
- phone etiquette (greeting)
- how to transfer calls
- taking accurate messages
- important or most commonly used numbers/extensions
- phone use (personal use)

Computers:
- logging on and off
- what programs are used
- University’s Computer Use Policy

Office Procedures/Etiquette:
- opening and closing of office
- relaying information to co-workers
- customer service and communication skills
- filing system
- receiving, opening, and distribution of mail
- emergency procedures (fire alarms, first aid kit, fire extinguisher, and evacuation routes and procedures)

Time Clock:
- punching in and out
- time clock location
- payroll schedule
- where to pick up paycheck
Customer Service

As student employees you work in a partnership with faculty, administrators, and full-time staff to help the University run effectively on a day-to-day basis. You serve as representatives of the University whenever you assist and interact with a variety of customers. Good customer service is the key to satisfying our customer’s needs.

Here are some helpful tips to providing good customer service.

- Have a cheerful, positive manner. Greetings should be friendly and enthusiastic.
- Be a good listener. Listening involves giving 100% attention to your customer; do not cut them off in the middle of a sentence.
- Show a sincere desire to help.
- Be knowledgeable. Try to learn everything you can about the department you work for.
- Provide clear and complete information to your customers.
- Take the time to be accurate. If you don’t know the answer to a question, simply say, “I’m not sure, but I will try to find out for you.”
- Customers are our first priority. If you’re working on something and customers walk in, stop what you’re doing and address their needs. If you are on the telephone, acknowledge them with a simple gesture and let them know you’ll be right with them or gesture them to a waiting area.
- If a customer is upset, let the person vent. The more you find out about the customer’s situation, the better you will be able to find out how to help him/her. Be relaxed and remember to stay in control of the situation, no matter how upset the customer may be.
- Care, really care about the customer and remember to smile. A smile is the best thing we can do to turn a negative interaction into a positive one.

Taking Care of Dissatisfied or Angry Customers

Have you ever gone somewhere and sought services and received the worst possible treatment imaginable? You dealt with rudeness, wrong information, being overlooked, and ended up leaving and promising you would never return. Frustrating, isn’t it. Poor customer service will always drive customers away. The key to good customer service is to treat customers the way we would like to be treated, in a courteous and efficient manner and with a helpful attitude. Who is a customer? Anyone who seeks assistance or information from you is a customer. From the students who seek guidance in the Financial Aid Office to a supervisor who asks his employee to pick up the mail. We’re all customers and deal with customers on a daily basis. Taking the time to assist customers in a knowledgeable, helpful and efficient manner produces a happy and satisfied customer.

What can you do to make angry customers happy again and stay loyal customers? Follow these nine steps, developed by customer service pros:
1. **Tell yourself, “This is my job and I’m a professional. This is what I was hired for.”** The customer is not mad at you personally. Look beyond the anger to determine the hard facts you need to help resolve the situation.

2. **Listen without interruption.** Sometimes the best way to defuse someone’s anger is just to listen. It’s the customer who has a problem, not you. Let the customer vent and then listen for the information that will help you solve the problem. An angry customer will usually respond well if you show that you really care about the problem.

3. **Acknowledge their anger.** Let the customer know you accept and understand their anger. Say something like “I don’t blame you for being angry; if that happened to me, I’d be angry too.” When the customer knows you accept their anger, emotions will begin to cool down.

4. **Tell them you will make the effort to fix the problem.** Once you determine the anger is subsiding, give them your pledge that you will try to fix the problem.

5. **Ask the customer what will make them happy.** The customer will feel validated when you ask them directly and openly what they need from you in order to be satisfied. Ask, “what can I do to fix this for you?”

6. **Make sure you understand their request.** Once you’ve asked the right questions, work out a solution that is mutually agreeable with both you and the customer. To make sure, repeat back to the customer what is it you’ve agreed to.

7. **Thank the customer.** Let them know you appreciate their candor and their business. Even though it might seem a little strange to be thanking someone after they’ve just blown up at you, keep in mind that they’ve just given you the information you need to keep them as a customer.

8. **Deliver your promise.** It’s critical that you give the customer exactly what you told them you would give them. You must deliver and it must be on time.

9. **Contract the customer you’ve delivered.** Do a follow-up with the customer to make sure the promise was delivered. Effective follow-up also means fixing the problem internally. Find out what caused the problem in the first place and then make sure it doesn’t happen to other customers.

Remember, taking care of your angry customers means first finding out why they’re angry and then disarming the anger.

**Telephone Guidelines and Tips**

Effective phone skills are an important contribution to any organization. As a student worker of OLLU, it is your responsibility to provide good customer service to customers who visit your office and customers who wish to conduct business over the telephone. From the minute you pick up the telephone, the quality of service you provide represents...
both yourself and OLLU. Take pride in providing the highest customer service to every customer. The following guidelines will assist you in developing effective telephone skills.

- **Greeting the caller:**

  Effective telephone greetings have three parts:

  1. **Greet the caller:** “Good Morning!”
  2. **Identify the organization and/or department and yourself:** “Student Employment, this is Mary Jones.”
  3. **Identify the caller’s need by asking how you may help them:** "How may I help you?" Next be prepared to listen and to write down the caller’s name, reason for calling, and with whom they would like to speak to. If you cannot help the caller, you will need to put the caller on hold, transfer the call, or take a message.

- **Putting the caller on Hold:**

  1. Prepare the caller to be placed on hold. Always ask the caller’s permission to be placed on hold.
  2. Provide them with the benefits of being placed on hold when possible, let them know the estimated time they will hold.
  3. Wait for the caller’s response. If they do not give you permission, do not place them on hold.
  4. Say “One moment please, and I will check to see if Mrs. Mendoza is available to take your call. May I place you on hold?” Or “May I place you on hold while I get that information for you?”
  5. After having the caller on hold, make sure to thank them for holding before you continue.
  6. Remember, you don’t like to wait either. Say “Thank you for holding, Mr. Jones. Your student account balance is $12.50. Is there anything else that I can help you with?”

- **Transferring calls:**

  1. Inform the caller he/she will be transferred and offer the correct telephone number to the office to which you are transferring them. In case the transfer is unsuccessful, the caller can call direct.
  2. Before you transfer the caller, say “Mr. Heinz, I am going to transfer your call to Ms. Campbell at ext. 2700.” Or say, “Hello Mr. Heinz, thank you for holding. I am going to transfer your call to Ms. Campbell. Should we get disconnected, her extension is 2700. One moment please.”
  3. Thank the customer for calling.

- **Taking a message:**

  1. If you are taking a message for someone, be sure to obtain the correct information.
2. Take the caller’s first and last name with the correct spelling. Never demand anything from the customer. Instead say “May I have your name?” Once you have a name, use it. (Ask the caller to spell the name for you if you are not familiar with it. “Would you spell your last name for me please?”)

3. Ask for company or department name.

4. Ask for caller’s telephone number. Always repeat it back to the caller to make sure that you have recorded it correctly. Don’t forget to obtain the area code if it is a long distance number.

5. Take and write a detailed message. If the caller does not know why they are calling, ask, “May I tell her what this is in reference to, or will Ms. Campbell know?” If they choose not to leave a message, just indicate this on the phone message pad for Ms. Campbell. (Ex. Mr. Heinz did not wish to leave a message.)

6. Record your name, the date and time on the message.

**End your telephone conversation:**

1. Let the caller know that you have recorded their information and that you will get it to the proper authority. “Say, “Thank you, Mr. Heinz. I will ask Ms. Campbell to return your call when she returns to the office.” Or, “Thank you, Ms. Tyson. I will see that Ms. Campbell receives your message.”

2. Take the telephone message to its proper location within the office so that Ms. Campbell will find it upon her return.

**Additional Phone Tips**

1. Put a smile in your voice. Sit up straight, take a deep breath, and smile when you answer the phone, your voice will sound pleasant even if you don’t feel pleasant.


3. Let the customer talk. Do not interrupt.

4. Emotional callers have a reason for calling. Listen to their concerns, empathize with them and get them the assistance they need.

5. Direct rude callers to your supervisor in a polite, understanding and kind manner.

6. Give the caller your undivided attention.

7. Answer the call in less than 3 rings.

8. Do not keep callers on hold for more than a few seconds. Request a number that they can be reached at and offer to have someone return their call if you know that you will be gone a few minutes.

9. Place the caller on hold before talking to someone else in the office. Do not place your hand over the receiver to block out background noise.

10. Do not tell the customer “I don’t know.” It’s far better to say “I will find out.”