

Student Employee Handbook

FALL 2017

**Welcome!**

Congratulations on being selected as a student employee and welcome! University departments rely on student workers to assist in their operations. As a student employee, your job provides you with excellent work experience and it may also provide you with an invaluable recommendation for your next job.

The Retention Committee developed the following guidelines to help you achieve success in your campus job.

# Office Etiquette and Behavior

Conversations, discussions and comments made within the department are to remain in the department. Avoid public criticism of others in your department or other departments. If you have a problem with a fellow worker, speak to your supervisor.

# Greeting Visitors

Greet visitors in a friendly manner, (“Hello, I’m \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. May I help you?”) Be helpful, courteous and professional.

Avoid giving students and visitors the “runaround.” If you don’t know, ask. Refer to the last pages of the Student Employee Handbook to assist you in giving out accurate information.

If you cannot answer a question, please ask your supervisor or a fellow worker. Avoid giving out incorrect information.

Let your supervisor handle any sticky situations.

# You and Your Work Station

* Make a good first impression.

* Avoid annoying habits.

* Be considerate of others by keeping your work area neat.

* Check with your supervisor to see if you can eat and then eat in designated area.

* Check with supervisor for visitors, cell phones, and homework policy.
* When in doubt, check with your supervisor for his/her policies

# Telephone Etiquette

Telephone manners are very important.

Answer the phone immediately by identifying yourself and the department using

the greeting recommended by your supervisor.

Your voice over the phone is often the first impression a person receives of you

and the University.

Speak slowly and clearly into the mouthpiece. Do not chew gum, eat or drink

while talking on the telephone.

Be polite. Let your voice communicate that you are capable and interested in

the caller. Be a good listener.

Remain calm during the conversation, even if the person on the other end is not.

Refer problems to your supervisor. Avoid becoming confrontational.

End the conversation with a courteous comment such as “Thank you or Good-

bye.”

# Taking Messages and Personal Calls

Write neatly when taking phone messages. All messages should be readable with first and last name, phone number with area code, date, time and brief reason for calling. It is all right to ask them to repeat if you do not understand.

Deliver message according to supervisor’s method.

Personal phone calls should be avoided or limited while at work.

**We Appreciate You!**

Remember your job is important and your supervisor is depending on you. Offices on campus could not operate without the help of student employees

# Things to Remember About Your Student Aid Job

The department must have your assignment slip before you begin working:

Initial yearly assignment, Break assignment & Increases

or decreases in assigned hours

You must be enrolled at least ½ time (6 hours for summer and 6 hours for fall) in order to work. If you cease at least ½ time enrollment at any point during the semester, you must not report to work.

You must have paid your tuition or be on tuition deferment in order to work.

You will be paid bi-weekly—same as the administrative assistant schedule.

You must enter time worked through the Student Workers Time Entry in ULink.

If you are on the Federal Work Study Program, you must complete a FAFSA each Spring for the following Fall, Spring and Summer. Suggested deadline is May 1st.

If you are a Federal Work Study Student Employee, you must maintain Financial Aid Satisfactory Progress Standards to remain eligible to work. If you are on financial aid suspension, you are not allowed to report for work.

Read and sign the Statement of Understanding, Confidentiality and Conditions of Employment annually.

**Student Employment**

**Statement of Understanding Confidentiality and Conditions of Employment**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CLID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As part of your job in this department, you will access confidential information about students at the University of Louisiana at Lafayette. Please read the following statements as they regard confidentiality and employment standards of the University of Louisiana at Lafayette. All statements must be read and each box initialed.

I understand that all information gained from student files (office of computer generated) or heard in the course of my employment, is strictly confidential and as such, is not to be shared with anyone other than those authorized to receive this information. In addition, no files or copies of records will leave this office without approval. Files will not be left unattended in public areas for others to view. \_\_\_\_\_\_\_\_\_\_

I acknowledge that the use of the University computer is strictly for the purposes of conducting business in the office and not for personal use. \_\_\_\_\_\_\_\_\_

I agree that the computer password that is provided to me is not to be used outside the department and is not to be shared with anyone other than those authorize. \_\_\_\_\_\_\_\_\_\_\_

I understand that violation of confidentiality is illegal and as such is a breach of ethics and is subject to termination of employment at the University of Louisiana at Lafayette. I further acknowledge that any legal or other punitive measures taken by subjects who may be affected by a breach of confidentiality for which I am responsible is my own responsibility. \_\_\_\_\_\_\_\_\_\_\_

I understand that any fraudulent time sheet report subjects me to university disciplinary action and/or termination of student employment. \_\_\_\_\_\_\_\_\_\_

My initials and signature indicate I agree and understand the conditions of my University of Louisiana aft Lafayette employment. I further understand that any violation of these conditions shall be just cause for immediate termination of my employment.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Supervisor’s Signature Date

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| **Where to go for...**    **Appeals:**  Academic Suspension Appeal - the student’s academic dean  Financial Aid Appeal - Academic Success Center, Lee 115  Tuition Fee Appeal - Office of the Registrar - Martin 171    **Cashier’s Center:** Student Union , room 135    **Change of Major:** If student has less than 59 hours or has more than 60 hours and less than a 2.0  gpa - Academic Success Center, Lee 115. If a student has more than 60 hours &  a 2.0 gpa or better- Dean’s Office of new major.    **Dropping a class:** If student has less than 59 hours or has more than 60 hours and less than a 2.0  gpa - Academic Success Center, Lee 115**.** If a student has more than 60 hours &  a 2.00 gpa or better- Dean’s Office.    **Email/Password:** Help Desk, Stephens Hall    **Housing:** Buchanan Hall 2nd Floor    **Cajun Card/Student I.D.:** Student Union, room 134    **Late Schedule Adjustments (LSA):** Originates in the department of the class in which a student wants to enroll    **Overrides:** Originates in the department of the class in which a student wants to enroll    **Parking & Transit:** 619 McKinley Suite 100    **Resignation**: If student has less than 59 hours or has more than 60 hours and less than a 2.0 gpa  - Academic Success Center, Lee 115**.** If a student has more than 60 hours & a 2.0  gpa or better- Dean’s Office .    **Telephone procedures** - http://helpdesk.louisiana.edu/sites/helpdesk/files/ouitel.pdf    **Transcripts (UL)**: Office of the Registrar, Martin 171 |

**Information Contact List** *Have All Your Questions Answered!*

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| For Information About | Contact | Number |
| Admissions  (Receipt of Transcripts) | **Connie Thibodeaux**  Admissions | 482-1325  Foster 109 |
| Advising Questions | **Francine Prudhomme** or  **Pennie Babin**  Academic Success Center | 482-5432  Lee 115  482-6836  Lee 114 |
| Athletic Advising | **Christy Alford**  Student Athlete Center | 482-1044  Agnes Edwards formerly Conference Center 133 |
| Career Counseling | **Lauren Landry**  Major & Career Exploration | 482-5431  Agnes Edwards formerly Conference Center 104A |
| Counseling | **Brian Frederick**  Counseling and Testing | 482-6480  Saucier Wellness Center |
| Cross- Enrollment | **Kara Viator**  Registrar | 482-6293  Martin 171 |
| Disability Services | **Carol Landry**  Office of Disability Services | 482-5252  Conference Center |
| Emergency Services | **University Police** | 482-6447  Bittle Hall |
| Financial Assistance | **Cindy Perez**, Financial Aid  **Adele Bulliard**, Scholarships | 482-6497, Foster 106  482-6515, Martin 260 |
| Freshman Math | **Jimmy Kimball**  Math Department | 482-5290  Maxim Doucet 213 |
| Honors Courses and Program | **Julia Frederick**  Honors Program | 482-6700  Judice 206 |
| Housing | **Jules Breaux**  Student Housing | 482-6471  Buchanan Hall, 2nd floor |
| ESOL | **Denise Marceaux**  ESOL Coordinator | 482-6811  Griffin 405 |
| Job Placement | **Kimberly Billeaudeau**  Career Services | 482-1444  Conference Center 104 |
| Orientation | **Lauren Sarver**  Orientation Program | 482-1391  Buchannan 311 |
| Transferring to UL Lafayette | **Lana Rodriguez**  Academic Success Center | 482-2059  Lee 115 |
| Tutoring and Academic Support | **Jami Rush**  The Learning Center | 482-6509  Lee 204A |
| UNIV 100 | **Clay Weill**, First-Year Experience  **Dana Bekurs,** First Year Programs | 482-1594, Lee 106B  482-5424, Lee 106F |

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**Academic Directory**

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| **Academic Success Center** | **Location** | **Phone** |
| **Assistant Director**  **The Learning Center** | LEE 114  LEE 209 | 26836  26583 |
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| **Office of the First-Year Experience** | **Location** | **Phone** |
| **DIRECTOR** | LEE 106 | 26599 |
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| **University College** | **Location** | **Phone** |
| **General Studies** | DECL 104 | 26829 |
| **College of the Arts** | **Location** | **Phone** |
| **DEAN**  **School of Architecture and Design**  **School of Music and Performing Arts**  **Visual Arts** | JLF 205  JLF 129  ANGELLE 120  JLF 310 | 26224  21341  26016  26056 |
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| **B. I. Moody III College of Business**  **Administration** | **Location** | **Phone** |
| **DEAN**  **Associate Dean for Executive & Graduate**  **Programs, MBA Director**  **Accounting**  **Economics/Finance**  **Management**  **Marketing and Hospitality** | MOODY 226  MOODY 328  MOODY 335  MOODY 326  MOODY 243  MOODY 332 | 26491  26119  26218  26662  26087  26347 |
| **College of Education** | **Location** | **Phone** |
| **DEAN**  **Student Services**  **Curriculum and Instruction**  **Education Foundation & Leadership**  **Kinesiology**  **Teacher Clinical Experiences** | MDD 114  MDD 105  MDD 301  PICARD 257  BOUR 123B  SOULIER | 26678  21241  26405  26680  26615  262-1067 |
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| **College of Engineering** | **Location** | **Phone** |
| **Dean**  **Civil Engineering**  . **Chemical Engineering**  **Electrical Engineering**  **Industrial Technology**  **Mechanical Engineering**  **Petroleum Engineering** | MDSN 107  MDSN 260  MDSN 217A  MDSN 248B  CLR 255  CLR 320  MDSN 126 | 26658  25847  26562  26568  26968  26517  26555 |
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| **College of Liberal Arts** | **Location** | **Phone** |
| **Dean**  **Communication**  **Communicative Disorders**  **Criminal Justice**  **English**  **History/Geography/Philosophy**  **Humanities**  **Modern Languages**  **Moving Image Art**  **Political Science**  **Psychology**  **Sociology/Anthropology**  **Child & Family Studies** | HLG 101  BURKE 101A  BURKE 236  MOUTON 101  HLG 221  HLG 554  HLG 261  HLG 453  HLG 138  MO 112  GIRARD 213  MOUTON 220  CLR 348 | 26219  26102  26727  26540  26910  26900  25456  26811  29006  26171  26597  26044  21232 |
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| **Honors** | **Location** | **Phone** |
| **Director** | J. RICKELS 205 | 26700 |
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| **College of Nursing & Allied Health Professions** | **Location** | **Phone** |
| **Dean**  **Department of Allied Health**  **Pre-Dental Hygiene Advisor**  **Dietetics**  **BSN**  **Continuing Nursing Ed.**  **MSN**  **Nursing**  **RN to BSN On-Line Program**  **Student Services**  **Health Information Management** | VLW 202  VLW 207B  LEE 204A  HH 117  VLW 201  VLW 330  VLW 307  VLW 302-D  VLW 216-D  VLW 254  VLW 207-B | 26808  25901  26509  26577  25613  26882  26501  26511  22988  851-5604  25901 |
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| **Ray P. Authement College of Sciences** | **Location** | **Phone** |
| **DEAN**  **Biology**  **Chemistry**  **Computing and Informatics, School of CMPS**  **INFX**  **Geosciences, School of Geology**  **Environmental Science**  **Mathematics**  **Military Science Program/ROTC**  **Physics** | OLVR 201  BLD 108  MY 202  OLVR 222-C  OLVR 307  HH 329  HH 323  MDD 217  BRS 103 | 29013  25228  26734  26608  26338  25353  26647  25172  262-3358  26691 |