

The University of Louisiana at Lafayette



Student Aide Handbook

Fall 2010

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Office Etiquette for Student Workers at The University of Louisiana at Lafayette

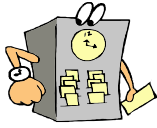
- ☉ Office
- ☉ Dress
- ☉ Computer Use
- ☉ Driving



Welcome!

Congratulations on being selected as a student worker and welcome! Our departments rely on student workers to assist in their operations. As a student aide, your job provides you with excellent work experience. 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.



Reporting to Work

- Work out a schedule with your supervisor. Your supervisor will ask you to sign a **Confidentiality Form** found on page 15 of the Student Aide Handbook.
- You will be provided a sign-in sheet to record the hours you work. You should sign-in when you arrive and sign-out when you leave. Work only the hours you are assigned.
- Any changes in your schedule must be approved by your supervisor ahead of time. Call your supervisor to let her/him know if you can't come in or will be late.
- If you must leave while at work, let your supervisor know you are leaving and when you will return. Let your supervisor know the status of any unfinished work.
- Remember, your job is important and your supervisor is depending on you!

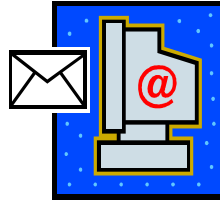
Appearance



- Often you are the first person a visitor encounters. In fact, you are a diplomat for the university. Always dress appropriately for greeting visitors in an office atmosphere.
- The following are examples of inappropriate clothing: short skirts and short shorts, tops with your mid-drift showing, low cut tops, and t-shirts with obscenity. Professional appearance and good grooming are mandatory.

Computer Use

- Check with your supervisor on computer use during work hours. Internet usage should be limited to specific research requested by supervisor.
- The Integrated Student Information System (ISIS) is for office use only. Use the **ISIS Quick Reference** on page 12.
- Avoid leaving transcripts, social security numbers, and other personal information out in open areas. Student information cannot be given to anyone but the student with his/her picture ID.
- Games should not be played on the job. Downloading or accessing pornography is prohibited.



Driving

- If you are assigned office errands that require driving, you must attend a driver training class on campus. Your supervisor will contact the appropriate person to set up attendance at a training session. Driving for the office is not permitted without attendance at one of these driver training sessions.



Office Atmosphere

- Always be polite and helpful
- Be a Team Player
- Take Pride in your work
- Be Flexible - Everyone's job is important
- Observe policies of your assigned department

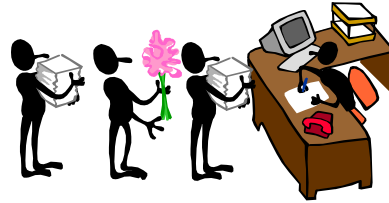


Greeting Visitors

- 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 following pages in the Student Aide Handbook to assist you in giving out accurate information:
 - Where to go for....(page 11)
 - Key Contacts on Campus (page 13)
 - Academic Directory (page 14)
- 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.

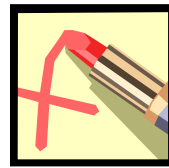
Office Etiquette and Behavior

- 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.



You and Your Work Station

- Make a good first impression.
- Avoid annoying habits.
- Be considerate of others by keeping your work area neat.
- Only eat in designated areas.
- Check with your supervisor for his/her policies on visitors, cell phones, lunch breaks, and homework.



Telephone Etiquette

- Telephone manners are very important.
- Answer the phone 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.



Telephone Etiquette

- 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 Phone 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.
- Deliver messages according to supervisor's method for delivering messages.
- 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 workers.



Things to remember about your Student Aide 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 $\frac{1}{2}$ time (3 hours for summer and 6 hours for fall) in order to work. If you cease at least $\frac{1}{2}$ 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 on the around the 15th of each month. If the 15th is on a weekend, you will be paid the last working day, usually the Friday.

- You must sign the payroll voucher and the check voucher for each payroll.

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

- If you are a Federal Work Study Student Aide, 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.

Where to go for ...

Appeals:

Academic Suspension Appeals – Academic Success Center - **Lee 115**

Financial Aid Appeals – student tab on ULink

Tuition Fee Appeals - Registrars Office – **Martin Hall 171**

Moodle account - Stephens Hall Help Desk

Change of Major: Junior Division - **Lee 115**

Upper Division - **Dean's Office of the new major**

Dropping a class:

Junior Division - **Lee 115**

Upper Division - **Dean's Office**

Email account - Stephens Hall Help Desk

I.D. - Student Union – Cajun Card Office Student Union

Parking & Transit - Olivier Hall

Late Schedule Adjustments (LSA): Originates in the department of the class in which a student wants to enroll

Newspapers (Schedule of Classes) – purchased at University Bookstore also available on ULink

Overrides: Originates in the department of the class in which a student wants to enroll

Resignation: Junior Division, Lee 115

Upper Division, Academic Dean

Telephone procedures - Blue Key

Transcripts (ULL): Registrars Office – **Martin Hall 171**

ISIS Quick Reference

If you want to know a student's ...	Go to ...	
Address	gp persadrm	HO (grades) LO (other mailings) PA (parents)
Advisor	ah termsumm	Upper Division
Application	ad aplnlist	Admitted? Folder has been printed? 1000's - Fall 2000's - Spring 3000's - Summer
Class Schedule	rg reginq	Only good for the 1 st 4 days of a regular semester
GPA (Cumulative & Adjusted)	ah termsumm	
Holds	gp pershold	Affects registration, etc.?
Major	ah termmajr	Upper Division
Soc. Sec. #	gp name	T = term A = address
Test Scores (ACT, SAT, TOEFL)	ad testlist	“ L ” breaks down scores
Transcripts	ah tranauth	Advanced Placement - Appears after 14 th day of classes
Withdraw	rg termwthd	

Key Contacts on Campus

For Information About	Contact	At
Admissions (Receipt of Transcripts)	Admissions	482-5696, Martin 336
Advising Questions	Francine Prudhomme Junior Division	482-5432, Lee 115
Athletic Advising	Christy Alford Student Athlete Center	482-1044 Conference Center 133
Career Counseling	Lucy Gammon Career Counseling Center	482-5431, Lee 110
Career Services/ Job Placement	Kimberly Billeaudeau Career Services	482-1444 Conference Center 104
Counseling	Brian Frederick Counseling and Testing	482-6480 Olivier Hall 212
Cross Enrollment Information	Kathy Lewis Registrar	482-6287, Martin 133
Disabled Student Services	Carol Landry Services for Students with Disabilities	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
First-Year Writing	Clancy Ratliff, English	482-5501, Griffin 214
Freshman Math	Donna Fatheree, Mathematics	482-6542, Maxim Doucet 213A
Honors Courses and Program	Julia Frederick, Honors Program	482-6700, Judice 206
Housing	Dawn Miller Housing	482-6471, Student Union 240
International Student Services	Rose Honegger Office of International Affairs	482-6819, 413 Brook St.
Off Campus and Evening Courses	Amanda Doyle University College	482-1308, Martin 168
Orientation	Paul Eaton	482-1391, Lee 106
Transferring to UL Lafayette	Lana Rodriguez Junior Division	482-2059, Lee 115
Transcripts	Cindy Menard Registrar's Office	482-6299, Martin 171
Tutoring and Academic Support	Carol Henauw The Learning Center Colin Higgins The Writing Center	482-6583, Lee 209 482-6856, Griffin 107
Upper Division Verification	Sapha Richard, Acad. Success	482-5688, Lee 115

ACADEMIC DIRECTORY		
Arts	JL Fletcher 202	482-6224
Performing Arts	McLaurin 109	482-6357
School of Architecture and Design	JL Fletcher 127	482-6225
School of Music	Angelle 120	482-6016
Visual Arts	JL Fletcher 310	482-6056
B.I. Moody III College of Business Administration	Moody 226	482-6205
Accounting	Moody 335	482-6218
Business Systems, Analysis, and Technology	Moody 244	482-6655
Economics/Finance	Moody 326	482-6662
Management	Moody 236	482-6087
Marketing/Legal Studies/Hospitality Management	Moody 332	482-6347
Engineering	Madison 106	482-6685
Chemical Engineering	Madison 218A	482-6562
Civil Engineering	Madison 254D	482-6511
Electrical and Computer Engineering	Madison 248B	482-6568
Industrial Technology	Clyde Rougeau 255	482-6968
Mechanical Engineering	Clyde Rougeau 248	482-6517
Petroleum Engineering	Madison 126	482-6555
General Studies	Declouet 104	482-6829
Liberal Arts	Martin 246	482-6221
Communication	B 101A	482-6103
Communicative Disorders	B 236	482-6721
Criminal Justice	Mouton 101	482-6540
English	HL Griffin 221	482-6906
History/Geography	HL Griffin 554	482-6800
Modern Language	HL Griffin 453	482-6811
Philosophy	HL Griffin 560	482-5401
Political Science	Mouton 112	482-6171
Psychology	OKA 193A	482-6597
Sociology/Anthropology/Child and Family Studies	Mouton 220	482-6044
Nursing (Deans Office)	VL Wharton 201	482-5604
Nursing (Majors)	VL Wharton 204	482-5611
Dental Hygiene	Lee 110	482-5431
Dietetics	Hamilton 117	482-6577
Sciences	Martin 219	482-6986
Biology	Billeaud 108	482-6748
Chemistry	Montgomery 202	482-6734
Computer Science	ACTR 222-B	482-6768
Geology	Madison 224B	482-6468
Health Information Management	VL Wharton 501	482-5901
Mathematics	Maxim Doucet 217	482-5172
Physics	Broussard 103	482-6691
Renewable Resources	Hamilton 123	482-6581

University of Louisiana at Lafayette
Student Employment Academic Year _____

Statement of Understanding, Confidentiality and Conditions of Employment

Name _____ **Security Number** _____

As part of your job in the _____ department, you will have access to 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 blank initialed.**

- I understand that all information gained from student files (office or computer generated) or heard in the course of my employment, is strictly confidential and as such, is not 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 computers 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 authorized. _____
- 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. _____

I reviewed the Student Aide Handbook on _____.

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

Student Employee Signature

Date

Supervisor Signature

Date