

# The University of Louisiana at Lafayette



## Student Aid Handbook

Spring 2013

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## 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 aid, 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.

### 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 work, 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 following pages in the Student Aid Handbook to assist you in giving out accurate information:

Where to go for ... (page 5)

Key Contacts on Campus (page 7)

Academic Directory (page 8)

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.
- 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.
- 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.
- Deliver message 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 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  $\frac{1}{2}$  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 15<sup>th</sup> of each month. If the 15<sup>th</sup> 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 1<sup>st</sup>. The award year begins with Spring Break.

If you are a Federal Work Study Student Aid, 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 Appeal - the student's academic dean  
Admissions Exceptions Appeal - Academic Success Center, Lee 115  
Financial Aid Appeal - Academic Success Center, Lee 115  
Tuition Fee Appeal - Office of the Registrar - Martin 171

**Cashier's Office:** Lafayette Hall

**Change of Major:** Junior Division - Academic Success Center, Lee 115  
Upper Division - Dean's Office of the new major

**Dropping a class:** Junior Division - Academic Success Center, Lee 115  
Upper Division - Dean's Office

**Email/Password:** Help Desk, Stephens Hall

**Housing:** 705 Taft Street

**I.D.:** Vermillion Hall

**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:** Vermillion Hall

**Resignation:** Junior Division - Academic Success Center, Lee 115  
Upper Division - Academic Dean

**Telephone procedures** - [Blue Key](#)

**Transcripts (ULL):** Office of the Registrar, Martin 171

## ISIS Quick Reference

If you want to know a student's ...	Go to ...	
Address	gp persadrm	HO, LO (for mailing), PA
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 <sup>st</sup> 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 - only after the 14 <sup>th</sup> day
Withdraw	rg termwthd	



## Key Contacts on Campus

For Information About	Contact	At
Admissions (Receipt of Transcripts)	Admissions	482-5696 Foster
Advising Questions	Francine Prudhomme Academic Success Center	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 Ok Allen 212
Cross Enrollment Information	Amanda Henderson Office of the Registrar	482-6293 Martin 133
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	Ross Chiquet, Mathematics	482-6542 M.Doucet 213A
Honors Courses and Program	Julia Frederick, Honors Program	482-6700 Judice 206
Housing	Dawn Miller, Housing	482-6471 705 Taft Street
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
Disabled Student Services	Carol Landry Office of Disability Services	482-5252 126 Conference Center
Orientation	Lauren Sarver	482-1391 Lee 106
Reentry to UL Lafayette	Melissa Martin Academic Success Center	482-5434 Lee 115
Transferring to UL Lafayette	Lana Rodriguez Academic Success Center	482-2059 Lee 115
Transcripts	Cindy Menard Office of the Registrar	482-6299 Martin 171
Tutoring and Academic Support	Matt Mattox The Learning Center Denise Rogers The Writing Center	482-6583 Lee 209 482-5497 Griffin 107
Upper Division Verification	Sapha Richard Academic Success Center	482-5688 Lee 115

<b>Academic Directory</b>		
<b>College of the Arts</b> School of Architecture & Design School of Music and Performing Arts Visual Arts	<b>JL Fletcher 202</b> JLF 128 ANG 120 JLF 310	482-6224 482-6225 482-6016 482-6056
<b>B. I. Moody III, College of Business</b> Accounting Economics/Finance Management Marketing and Hospitality	<b>MX 226</b> MX 335C MX 326 MX 238 MX 332	482-6491 482-6388 482-6662 482-6087 482-6347
<b>College of Education</b> Curriculum & Instruction Education, Foundation & Leadership Kinesiology	<b>Maxim Doucet 114</b> MDD 301 Picard 257 BOUR 124 B	482-6678 482-6718 482-6680 182-6615
<b>College of Engineering</b> Chemical Engineering Civil Engineering Electrical Engineering Industrial Technology Mechanical Engineering Petroleum Engineering	<b>Madison 106</b> MDSN 217A MDSN 260 MDSN 248B CLR 255 CLR 248 MDSN 126	482-6685 482-6562 482-6847 482-6568 482-6968 482-6517 482-6555
<b>College of General Studies</b>	<b>Declouet 104</b>	482-6829
<b>College of Liberal Arts</b> Communications Communicative Disorders Criminal Justice English History/Geography Modern Language Political Science Psychology Sociology/Anthropology	<b>Martin 246</b> B 101 B 236 MO 104 HLG 221 HLG 554 HLG 453 MO 112 G 213 MO 220	482-6219 482-6103 482-6721 482-6540 482-6906 482-6900 482-6811 482-6171 482-6597 482-6044
<b>College of Nursing</b> Dietetics Health Information Management Nursing	<b>VL Wharton 202</b> HH 117 VLW 501 VLW 203	482-6808 482-6577 482-5901 482-5611
<b>Ray P. Authement College of Sciences</b> Biology Chemistry Computing and Informatics Geosciences Mathematics Physics	<b>Martin 219</b> BLD 108 MY 202 OLVR 222B HH 326 MDD 217 BRS 103	482-6986 482-6748 482-6734 482-6768 482-6468 482-5172 482-6691

University of Louisiana at Lafayette  
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 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 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 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 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. \_\_\_\_\_

I viewed the Student Worker Power Point Training on \_\_\_\_\_.

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