

Career And Student Employment Services

Student Employee Department Expectations and Procedures

1. General standard expectations

- 1.1. Be physically present in a way that you can immediately engage with people entering the space in which you work, and contacting you via phone call, email, or Teams message at the start of their work shift all the way until the end of their work shift.
- 1.2. Have Teams, relevant Outlook email(s), and additional relevant computer programs (ex – Handshake, Student Success Hub) readily accessible.
- 1.3. Keep shared and common workspaces neat, clean, and sanitized.
A demeanor that reflects the mission and values of the office is crucial to the office and must be present in interactions with students, employers, other student employees, staff, visitors, and supervisors. Student employees are representatives of the department, and interactions with others should help achieve the department's goals.

2. Work Schedules and Absences

- 2.1. All assigned work schedules will be posted to the Shifts app in Microsoft Teams.
- 2.2. Employees can clock in up to 15 minutes before an assigned work shift starts and clock out up to 15 minutes after an assigned work shift ends so they have time to prepare to execute their responsibilities and clean up afterwards. Employees should be present, ready to begin their work, by the start of their scheduled work time. Employees should continue to be present and working until the end of their scheduled work time.
- 2.3. Employees are responsible for assigned work shifts as posted.
 - 2.3.1. Employees may request to “Swap” shifts (give up a shift to another employee in exchange for one of their shifts) or “Offer” shifts (give up a shift to another employee with no exchange). The original assigned employee remains responsible for the work shift until all approvals have been completed and the work shift is no longer assigned to them. The new employee is then responsible for the shift as if originally assigned.
- 2.4. If an employee needs to miss a scheduled work shift, they must post a request for “Time Off” as soon as possible to alert their supervisor of the absence. Employees can request “Sick Time”, “Academic Conflict”, or “Personal Reason” when making the request – notes are not required but appreciated.
 - 2.4.1. Sick Time requests will count as paid time in accordance with the “WMU Sick Leave Policy for Student Employees, Graduate Assistants (non-teaching only), and WMU Temporary Employees”.
 - 2.4.2. Approval of a time-off “Academic Conflict”, “Personal Reason” and “Sick Time” that exceeds an employee's earned sick time, is an

acknowledgment of the missed shift and does not remove accountability for failing to meet the expectation.

3. Taking breaks

- 3.1. Employees are entitled to take breaks as outlined below. Supervisors may or schedule breaks or allow for flexible breaks based on work requirements.
- 3.2. One 15-minute break when working more than 3 but less than 5 continuous hours. Two 15-minute breaks when working 5 or more hours, with one break during the first half of the workday and one during the second half of the workday. These breaks are paid.
- 3.3. Additionally, one lunch period of at least 30 minutes when working 6 or more continuous hours. Lunch schedules may vary by position and can be adjusted to meet departmental needs. A lunch period of 30 minutes or more is non-paid time.
- 3.4. Breaks should be taken away from the Career and Student Employment Services work spaces, especially when that space is a public facing space.
- 3.5. Breaks are not cumulative – employees may not “bank” unused breaks to take later or in combination with other breaks or lunch periods.

4. Dress code

- 4.1. No employees shall wear articles of clothing branded with another university’s name, logo, mascot, or combination thereof.
- 4.2. Any required work apparel will be provided by the department.

5. Computer and cell phone usage

- 5.1. The office computers should be used mainly for office duties, but employees are allowed to use them for limited personal reasons. Be sure to remove all personal materials and documents from the computer before the end of shift.
- 5.2. If at any time personal use becomes a distraction, the supervisor may ask the student employee to discontinue using the computer for personal reasons.
- 5.3. At no time should a guest be allowed to use an office computer, with the exception of the computers set up specifically for visitor use.
- 5.4. The printers should not be used for personal reasons unless explicit permission is given.
- 5.5. Personal cell phones use should be kept to a minimum and when done should be focused on communication not entertainment. Personal phone calls when necessary should be taken away from any public work spaces.

6. Confidentiality

- 6.1. Employees should not release any information to non-departmental staff unless they have prior permission/training to do so. If someone is asking for information and the employee is not sure whether to provide said information, the employee should forward the request to an appropriate staff member or their supervisor.

7. Hours allotted to work

- 7.1. Employees will be informed of the average projected hours per week they are expected to work in their offer letter. The employee's supervisor may change their work hours at their discretion, but the employee will be notified ahead of time.

8. Visitors to office

- 8.1. If a personal visitor stops by to see an employee, the employee should keep the conversation short, and should keep visits to a minimum.
- 8.2. Public spaces should always have at least one employee present when open. If the employee needs to leave, even for short periods, they need to find another employee to staff the space while they are away or seek supervisor approval.
- 8.3. Visitors should not be left in an office alone, behind an office desk, or allowed to see confidential material. University staff needing access to a space to perform their required job functions may be left alone in spaces.

9. Studying

- 9.1. Employees may study or read when all office duties are completed. However, the student employee must ask their supervisor if there are additional tasks to complete during the shift before starting to study.
- 9.2. There should be no expectation to work on homework during a shift.

10. Equity across positions.

- 10.1. Each position in this department has different position-specific expectations. We subscribe to a philosophy of equity for all employees, not always equality, ensuring each employee has what they need to be successful to achieve the expectations. Differences in expectations should always be able to be supported with work-related justifications.

11. Onboarding and training

- 11.1. New and returning employees will participate in staff onboarding when they first start, at the start of a new semester, and/or when significant number of similar employees are hired. Onboarding will provide an understanding of the department and department-wide expectations.
- 11.2. Each supervisor will provide additional onboarding, as well as on-going training on position specific tasks and expectations that are needed for the specific position as a whole.
- 11.3. Each supervisor will provide additional information and training on the procedures required to complete any tasks required by your specific role.

12. Assistance and Support

- 12.1. Employees are expected to ask their direct supervisor or appropriate departmental expert whenever there is something they are unsure of.

13. Accountability for meeting expectations

- 13.1. The department operates within the framework of progressive accountability. The purpose of progressive accountability is to allow employees opportunities to understand and meet expectations by changing behaviors.
- 13.2. When an employee fails to meet an expectation the first time, their supervisor will meet with them to review the expectation and ensure the employee has everything they need in order to meet the expectation going forward. This conversation will be followed up by an e-mail detailing any information/resources that were not known (or noting nothing additional was needed to clarify the expectation was needed). This e-mail will be included in the employee's file.
- 13.3. If an employee fails to meet an expectation for a second time, their supervisor will meet with them to review the expectation again and ensure the employee has everything they need in order to meet the expectation going forward and that they are receiving a warning for failing to meet an expectation for a second time. This conversation will be followed up by an e-mail that contains a warning, and explanation that continued failure to meet the expectation will result in loss of hours or termination and detailing any information/resources that were not known (or noting nothing additional was needed to clarify the expectation was needed). This e-mail will be included in the employee's file.
- 13.4. If an employee fails to meet an expectation for a third time they may be terminated or have their hours reduced. This decision will be made in consultation with the supervisor's manager.
- 13.5. If an employee receives a third warning for failing to meet an expectation, they may be terminated or have their hours reduced. This decision will be made in consultation with the supervisor's manager.
- 13.6. Warnings will be removed from an employee's files after 9 months.

14. Employee Records

- 14.1. Each employee will have a record kept of their employment with the department kept in a secure location.
- 14.2. Employee supervisors and their managers will have access to an employee's file.
- 14.3. Employee files will contain at a minimum hiring information, accountability information, and information related to their departure from the department.
- 14.4. Employment records will be kept for at least three years after their last date of employment.