Student Worker and Graduate Assistant

Policy & Information Manual

University Computing Support Services & STEP

TABLE OF CONTENTS

INTRODUCTION

The goal of this manual is to explain the Policies and Procedures for student aids (**SA's**) and graduate assistants (**GA's**) assigned to work in Open-Use STEP Labs, Print Service Areas (**PSA**), and the Office of STEP Support **(OSS.)**

The general term "student worker" applies to all students working for the Student Technology Enhancement Program (**STEP**). Any differences in policies for student aids and graduate assistants are specifically identified. It is your responsibility to read this manual, become familiar with the contents, and follow the guidelines and policies. It is essential that you read and understand the contents of both the policy manual and the procedures manuals specific to the open use STEP labs and PSAs. If you have any questions about the contents of these manuals, please talk to your supervisor or direct your questions to the STEP coordinator at **step@ louisiana.edu**.

Our main goal is to serve the computing needs for campus users. Campus users are faculty, staff, and students. Our goal is to provide the best service possible. Our main jobs are to provide print requests and to provide assistance when appropriate.

GENERAL INFORMATION

GA's are required to work beginning the day each semester officially begins and until the day each semester officially ends. GA's are required to work 20 hours per week. SA's report to your Supervisor on the first day of class or the first day your assignment begins. SA's must have a current assignment (pink) slip from the Financial Aid Office to be eligible to work.

You might need your current UL CajunCard to access the PSA where you are assigned to work.

You will be required to watch training videos and complete a quiz on the information covered. Every person who receives an account must agree to abide by the policies related to computer usage at the University. As a student worker, it is your responsibility to abide by all the policies related to computer usage at the University.

If there is a problem with any equipment (system, printer, alarm), report the problem using the form located on the Help Desk website. **Do not** attempt to repair any equipment on your own.

TECHNICAL ASSISTANCE FOR USERS

Consulting Services

The Help Desk (Stephens 110, 2-HELP, helpdesk@louisiana.edu) is intended to be the main source of technical assistance for users during normal University hours. The Help Desk has reference materials, online tools, and staff they can call on to find a solution. However, many users will assume the Printout Services Staff are trained to provide consulting services, and expect you to provide technical assistance. If you do not know an answer, it is far wiser to say: "*I'm sorry, I don't know the answer; but, I'd be happy to find out or find someone who can assist you.*" You may also want to show the user the Help Desk web site with its links to various helpful documents.

JOB RESPONSIBILITIES

WORKLOAD

There are usually several student workers in a workspace at the same time. Work together as a team and talk to each other about sharing duties fairly. NO ONE PERSON SHOULD EVER DO ALL THE WORK.
The number of student workers scheduled at any one time may fluctuate according to anticipated activity level in the workspace, as well as by the workers' class schedules. Sometimes, it will be necessary to perform additional tasks according to the level of priority. You will be evaluated on how well you work with others and how fairly you share the workload.

Refer to Appendix I at the end of this document to locate expected job duties.

EXPECTATIONS

We expect you to continue learning about your workspace and all aspects of your job so you can provide better assistance to users. If you do not know the answer to a question, we expect you to refer the user to another worker who does know the answer. We expect you to defer to expertise before seniority. In other words, if a new worker knows more about word processing than a worker who has been working several semesters, let the person with the expertise help the user.

PRINTOUT SERVICES AREA GUIDLEINES

- Be prompt and polite when assisting users. If a user becomes upset and treats you rudely, do not treat them rudely in response.
- Never leave the workspace unattended during hours of operation. If you must leave, you should be back in 10 minutes or less. At least one person must remain in the lab when the workspace is open for business.
- Keep your personal information up-to-date (an address, phone number or class schedule changes).
- Only STEP Support employees should enter the Printout Services Area.
- Limit visitors, and the amount of time spent visiting, to a minimum. Visitors include student workers assigned to other areas in STEP Support, as well as nonworkers. Remember to keep the noise level down.
- You should NOT enter the PSA when NOT on duty.

- Workspaces contain expensive computer equipment; therefore, no food or drink is allowed in the STEP labs or PSA's.

- Workstations in the STEP labs and PSA's are for business use to facilitate printer control and student worker timekeeping. Do not use it for personal work.
- You may study while on duty, but you are NOT allowed to sleep while on duty. Keep in mind that work comes first.
- Please put things back where they belong. If it needs to be thrown away, throw it away.
- If you see that the desks have trash, please pick it up. If the chairs are strewn across the room, please put them back in order.

ATTENDANCE

Sign-on and sign-off each time you work. Your sign-on and sign-off times determine the number of hours worked. If the system is down, message a STEP Student Manager. Failure to sign-on or off will result in time not being recorded (docked). Signing on fifteen or more minutes after you are scheduled to work is considered late. If you must be late, notify a STEP Student Manager as soon as possible. You are not allowed to work late to make up for arriving late without prior approval. All make up time **must** be approved by a STEP Student Manager. You will only be paid for scheduled hours. You may work no more or no fewer than your scheduled hours without a STEP Student Manager's approval. For example, if you come in early, do not assume that you can leave early. You are allowed to sign-on to duty up to 15 minutes early. If you have a class, do not schedule your availability up to the very last minute. Take into account your transit to class when filling in your availability.

Once you sign-on, stay in your assigned workspace, visible and awake. If you leave your workspace, inform your co-workers of where you are going (i.e.; to the rest-room or to grab a snack). Your co-workers should know where you are. If you must leave your workspace for any other reason, get approval from your supervisor and sign-off. You **must** sign-off if: (1) you are going to be gone for more than 10 minutes; (2) you need to tend to personal business; or (3) you leave the building. Remember to sign-on when you return. If you leave the building, remember to sign-on when you return.

Do not sign-on someone who is not at work or sign-off someone who is not at work. For example, if another worker calls you and wants you to sign him/her on because he/she is going to be late to work, **do not** do it. If you do sign him/her on, both you and the person you are signing on will be terminated because you are both being dishonest about the hours worked by the absent worker. This would also imply that you have shared a password, which is not allowed.

Shift Policies

Swap Shift Policy

1. Report the absence to a STEP Student Manager on Sling

2. Using Sling, find a person to cover your shift. You can find student schedules on Sling.

3. Have the person you're swapping with message the STEP Student Manager to confirm that they will cover your shift. This must be done at least one day prior to the shift that is to be swapped.

You can not work more than 20 hours per week. You will not be approved if the shift goes over this 20 hour mark.

Missed Shift Policy

- In the event you cannot find anyone to cover your shift it is important that the Student Manager be notified at least one week in advance, so that they can accommodate your absence.

- You may not post available shifts on Sling the day of your absence. If an emergency arises, you must message the Student Manager directly via Sling.

- All make up time must be approved by a STEP Student Manager.

- All make up time must take place within the same pay period as the missed hours. You may not work over 20 hours during the next period to make up.

Clock-In Policy

If you forget to clock-in or clock-out contact the Student Manger. The third time this occurs, the employee may receive a strike for failure to follow time entry policy.

Ultimately, you are responsible for your shift. We must see due diligence on your part to have the shift covered. By following the steps above, you will have fulfilled your obligation. Failure to follow these steps will count as a strike.

SIGNING ON & OFF

1. Sign-on/off each time you work. You must be at a designated PSA computer to sign-on. You will see an option on your Dashboard when you sign in to Sling.
2. If you have any issues clocking in or out, notify a STEP Student Manager via Sling messaging immediately. If you have any issues with the designated PSA computers in general, you are expected to have the Sling app on your smartphone to notify a STEP Student Manager immediately.
3. Sign-off when you leave your shift. You must be at a designated PSA computer to sign-off. You will see an option on your Dashboard when you are signed in to Sling.

PERMANENT SCHEDULE

A permanent work schedule is created each semester. Once this schedule is prepared, it will not be changed, except in extreme circumstances, and only with approval from a STEP Student Manager.

Do not schedule a presentation, project, study group, or any other meeting during your work hours. If there is no alternative time, it is your responsibility to swap hours with another worker, with the approval of the STEP Student Manager and following the shift swapping policy stated above.

If you have an off campus job and the off campus job hours conflict with your University work, it is your responsibility to switch hours with another worker, with

the approval of the STEP Student Manager and following the shift swapping policy stated above.

SCHEDULING

If you must make permanent changes in your schedule, speak to the STEP Student Manager as soon as possible. A copy of the current schedule is always available on Sling.

GA's are assigned to STEP Support work 20 hours per week. Student aids may work the full number of hours per week specified by the Financial Aid Office. Student aids cannot be paid for more than their assigned hours. Special schedules for finals, intersession breaks, and summer semester will be implemented.

If your replacement hasn't arrived, notify the STEP Student Manager at least 15 minutes before the end of your shift.

EVALUATIONS

Each student worker will be evaluated at the end of each semester to determine continued service. Information from the GA evaluation helps in determining the renewal of assistantships. You are welcome to discuss your evaluation with your supervisor. All evaluations are confidential. You will be evaluated on your work ethic, performance, attendance, and general compatibility with the STEP program.

Work Ethic – Work ethic describes how willing you are to perform your job duties as well as go above and beyond when asked. An example of this is frequently picking up shifts that need covered, moving locations when requested, and providing adequate availability.

Performance – Performance describes your ability to do the job. This includes always providing quality customer service to the students using the labs. Even if your station is experiencing technological difficulties, you must show the students that you care. Make sure quality doesn't take a hit during high traffic times.

Attendance – Your attendance will play a large part in your evaluation. You should show up for your shifts on time and work your entire shift.

STEP Compatibility – Your ability to work well with others – coworkers and students alike – plays a key role in your ability to perform this job. You should be able and willing to learn the basics of technology on campus which you will interact with on a daily basis for this job. For example, a student may have issues with printing a certain type of document.

Remember: You are more than just a worker. You are the face of our organization and university. Things like cursing loud behind the table, taking personal phone calls, and providing poor customer service looks bad on all of us.

PAYROLL

DIRECT DEPOSIT

The STEP Managers request that you set up direct deposit with the Cashiers Office. The instructions are at:

https://bursar.louisiana.edu/direct-deposit-refunds/direct-deposit

GRADUATE ASSISTANTS

GA's receive a tuition waiver and/or monthly stipend. GA's are paid on the last work day of the month. Each month you will need to sign the payroll voucher located in the Office of STEP Support (OSS) in FGM 313.

STUDENT AIDS

Student worker pay amounts are determined by the number of hours worked from the time keeping program. It is your responsibility to log your time by signing on and off the system properly. When the system is down, message a STEP Student Manager on Sling about those hours you worked. You will not be paid for hours worked that are not recorded.

Student aid hours are determined by a STEP Student Manager. SA's are required to complete their time sheet for the current pay period within Ulink. When you log into your account, go to the Time Entry tab, then click "Enter time worked through Banner." This must be submitted by the time a STEP Student Manager announces – this is usually by noon every other Thursday. If there are any issues, do not hesitate to message a STEP Student Manager.

PAY SCHEDULE

You will find the pay schedule here for hourly workers. The due dates listed for Time Sheets are when the STEP Student Managers need to have them turned in. In general the STEP Student Manager will require student workers to submit hours before this due date in order to provide enough time to put everything through.

POLICIES

STATEMENT OF CONFIDENTIALITY

You will be asked to sign the following:

As a student employee in STEP Support, 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.

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 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 use of the University computers is strictly for purposes of conducting business in ISM or for student course work.

I agree that a computer password provided to me by ISM Support is not to be shared with anyone.

I understand that violation of confidentiality is illegal, and as such is a breach of ethics and 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 or lose my graduate assistantship, whichever is applicable.

SEXUAL HARASSMENT POLICY

It is the policy of the University of Louisiana at Lafayette that no member of the academic community may sexually harass another. For detailed information on the University's sexual harassment policy, refer to the web document "Policy on Prohibited Sexual Conduct" on the university's website. If you encounter a

situation that you think might be sexual harassment, you should discuss it with your supervisor or follow the procedure outlined in the sexual harassment policy. All other Student Policies may be found on the Student Affairs page.

PERSONAL LAPTOP USE POLICY

The University of Louisiana at Lafayette provides wireless ethernet connections in support of the University's educational mission. Use of this network is a privilege, and as such it is the responsibility of each student to use it in compliance with all University, City, Parish, State and Federal regulations.

STEP assumes **no** responsibility for loss or damage to personal laptop computers or peripheral equipment.

Use of personal laptop computers is allowed in the Printout Services Area (PSA), but remember your job is your top priority. Also note that laptop and peripheral equipment must not interfere with PSA personnel to move about the PSA and must not create a hazard in the workplace [i.e.: the power cord, etc. must not be lying across the floor; the counter-top space must be available for printouts; and, chairs must not block necessary pathways in the PSA].

When using personal laptop computers while on duty, you may use headphones to keep the noise level to a minimum, but you must leave one ear uncovered so that you can hear your coworkers and customers.

APPEARANCE

As student workers in the Printout Services Areas, you will interact closely with each other and with customers, cleanliness and hygiene are important! Cleanliness is the state of being physically clean, while hygiene relates to the science of health and the prevention of disease. The average individual hesitates to interact with persons that appear dirty.

Personal Cleanliness and Hygiene

Bathing daily is essential to personal cleanliness. Teeth and gums should be brushed daily. Use of a deodorant or an antiperspirant is recommended.

Apparel & Accessories

It is recommended that a STEP employee wears clothes that are clean and in good repair. For example, torn and/or dirty clothing is inappropriate due to the fact that you will be representing the STEP department on campus. Additionally, messages on clothing and nonstandard accessories can be problematic. Please be aware of the Student Code of Conduct.

When dressing for work, wear clothing that are clean and modest. Clothing should fit comfortably, as bending and light lifting are common in the PSA.

Accessories

Shoes are required! Dress shoes are not necessary for work; clean tennis or athletic shoes are acceptable. Some sandals are okay. In order to reduce the chance of injury in the workplace, jewelry that hangs or dangles loosely should be avoided.

If you supervisor deems your appearance is inappropriate, it will be recorded for review by a STEP Student Manager on your evaluation.

MISCELLANEOUS RULES

Keep in mind that you represent STEP when you are working in the PSA. Keeping the area tidy helps improve the campus perception of the Office of STEP Support.

Cleanliness in the Work Place

Some simple cleaners are available in the Printout Services Areas. Please keep the labs reasonably clean. For example, if something spills, clean it up.

Microwave Oven Use Rules (Conference Center Only)

Make sure that when you use the microwave that you clean your mess if needed.

Refrigerator Use Rules (Conference Center Only)

1. You may put a drink in the refrigerator.
2. Use only what is yours.

Recycling

Recycle glass and plastic bottles and aluminum cans. RINSE both bottles and cans before placing in the recycling bins. Also remove caps from bottles.

Deliveries

Do **not** accept or sign for deliveries other than those addressed to the appropriate person/ department/room #.
Deliveries expected at the CCTR are for Xerox supplies. The PSA supervisor will inform student workers of expected deliveries.

APPENDICES

APPENDIX A	ACCESS, CONTACT INFORMATION, CHAIN OF COMMAND & SUPPORT PERSONNEL
APPENDIX B	PROCEDURE FOR SUBMITTING SYSTEM PROBLEMS OR CHANGES
APPENDIX C	PAPER CUT
APPENDIX D	LOST AND FOUND PROCEDURE
APPENDIX E	EMERGENCY SITUATIONS
APPENDIX F	HURRICANE INFO
APPENDIX G	EVACUATION PROCEDURE
APPENDIX H	DISCIPLINARY ACTIONS
APPENDIX I	JOB DUTIES
APPENDIX J	SLING

Appendix A

ACCESS

1. You must use your current UL CajunCard for access to certain PSAs and labs.

CONTACT INFORMATION

The emergency information telephone number is 482-2222		
337-288-6520	Keith Guillory keith@louisiana.edu	
337-482-6539	CCTR PSA	This line gets to PSA info line first. It is for the general public. Give out to anyone who is asking for number here.
337-851-6539	CCTR PSA	This line gets directly to PSA. It is for you & family members to use Do not give out to anyone other than family members who may need to reach you.

Communication should take place on Sling the majority of the time. If you feel it necessary, the Office of STEP Support can be reached by email at step@louisiana.edu.

CHAIN OF COMMAND

The *STEP Manager* is overall the head of the Office of STEP Support and the STEP labs.

In addition, there is a *full time employee* (FTE) that reports directly to the STEP manager. This FTE conducts day-to-day observations regarding the labs and will report any student employees that are in violation of policies. A GA will be assigned to assist this FTE with responsibilities.

The *STEP Student Managers* are student workers chosen for managerial positions in the Office of STEP Support. Currently, STEP Student Managers are in charge of STEP lab management including but not limited to:

- Hiring & Disciplinary Reviews
- Scheduling student workers in the labs
- Payroll

STEP Student Managers can be identified on Sling.

Student Workers comprise of GAs and SAs working for STEP in the STEP labs, the Office of STEP Support, and campus departments. No GA currently working in the labs has authority to discipline or order SAs working in the labs.

If you have any questions, suggestions, complaints, or need to talk to someone about a problem, message a STEP Student Manager.

SUPPORT PERSONNEL

The Help Desk assists faculty, staff, and students who use computers for academic pursuits.

The University Police provide for the general safety of faculty, staff, students, alumni, and visitors to the University. The Police Department also acts as a liaison to academic and support departments before and after normal hours of operation.

Appendix B

PROCEDURE FOR SYSTEM PROBLEMS OR CHANGES

If you or a student come across unsolvable issues with a computer, notify the OSS Tech team in the appropriate channel on Sling. It is the Tech team's responsibility to troubleshoot any issues and submit tickets with the Help Desk if necessary.

PROCEDURE FOR PRINTER PROBLEMS OR CHANGES

There are a number of videos on the OSS Employee Moodle page discussing the instructions on how to change consumable parts.

Instructions appear on the printer screens describing how to fix paper jams and related issues.

If the issues are still unresolved, call the number on the side of the printer. If a printer maintenance worker needs to come work on the printer report this in the appropriate channel in Sling.

Appendix C

PAPER CUT

We do not fill out printing refund requests for the user. They must do it themselves. The instructions are below:

1. Click "Details" that is present in the green box in the upper right corner of the screen. This will take the user to PaperCut.
2. On the left-hand side of the website, have them click "Recent Print Jobs." This will show all their recent print jobs.
3. Have the user find which print job they need a refund for, then have them click "Request Re- fund" in the Status column.
4. There will be a form, which they need to fill out the reason for their request. Once it is filled out, they hit "Send," and their refund should come in about a week.

Users might need to add more money to their printing account. They must have money on their Cajun Card before they can do this. The instructions are below:

1. Click "Details" that is present in the green box in the upper right corner of the screen. This will take the user to PaperCut.
2. On the left-hand side of the website, have them click "Add Credit."
3. The user may then transfer how much money they want to move from their Cajun Card to their printing account. Click "Add value" when complete.

Note: If they add money, it will carry over into the next semester.

Appendix D

LOST AND FOUND PROCEDURE

1. Place the object in a drawer or box.
   - The library STEP lab only keeps USBs. Everything else must be brought to the Circulation desk.
2. When a person seeks a lost item, have him/her describe the lost item, then check to see if the item is in the lost and found box.

Appendix E

EMERGENCY SITUATIONS

Important Numbers

- University Police (on campus) (337) 482-6447
- Local Emergency Response (off campus phone) 911

Critical Injury

- A critical injury is when a person sustains an injury that is likely to cause shock or death. A massive wound (large surface area), a profound puncture (deep penetration of tissue), profuse bleeding, and loss of consciousness are often indicators of a critical injury.
- Immediately call University Police (2-6447) and/or local emergency response (911)
- Do not attempt to move the person
- Do keep the person calm and clear the area of obstacles and people
- If you or someone close by, is certified in first response, apply first aid as trained and appropriate until professionals arrive.

Imminent Danger

- Imminent danger is a situation in which a hazard or threat poses potential immediate harm.
- Hazards include exposed electrical wires, chemical spills, or exploding equipment.
- Respond by safely evacuating the area and contacting University Police (2-6447) for emergency situations of Facilities Management for non-emergency situations (2-6440)

Weapons or Violent Crime

- Possession of a weapon by any person other than a law enforcement officer on campus is illegal and considered an emergency.
- An attack upon a person or property involving weapons or significant physical force (pushing, shoving, hitting, punching, kicking, throwing is a violent crime.

- In either case, appropriate action is to immediately contact University Police (2-6447) and/or local emergency response (911). (Possession of a weapon by someone other than law enforcement is grounds for contacting authorities).
- Do not attempt to intervene in a violent crime or disarm a person in possession of a weapon
- Abandon the area and move to a safe location to wait for law enforcement
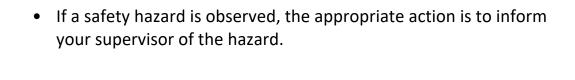
Non-Critical Injury

- A non-critical injury is an injury that is likely to require medical attention but unlikely to result in shock or death. A superficial scrape (small surface area), a shallow puncture (slight penetration of tissue), slight bleeding, or a bump on the head, can be indicators of a non-critical injury.

2-6447

- The appropriate response is to immediately contact University Police (2-6447) and/or local emergency response (911).
- Inform the injured person that help is on the way.
- Do not attempt to move or apply first aid, unless certified in first response.
- Do not detain the injured person, but try to obtain identification.
- Encourage the injured person to remain until help arrives.

Safety Hazard

- A safety hazard is a condition that might cause injury other than critical injury of lead to imminent danger if left unattended.
- If a safety hazard is observed on a weekday (Monday-Friday) during normal hours of operation (7:45 a.m. to 4:30 p.m.), the appropriate response is to contact the PSA Supervisor (2-1090). Outside of normal hours of operation, the appropriate response is to contact University Police (2-6447).
- Safety hazards would include conditions such as water or other liquid on the floor, broken glass, or a broken chair.

- If a safety hazard is observed, the appropriate action is to inform your supervisor of the hazard.

Appendix F

HURRICANE INFO

1. Although hurricanes can be tracked, predicted, and prepared for, they do have a mind of their own. In other words, you really do NOT know exactly when or where they will actually hit land until about 24 hours before, so we all should pay attention to local news (Tv, RADIO, and/ or internet) for both coordinates and information on University closure. Hurricanes also have far reaching effects, so even if it doesn't hit us directly, depending on the width of storm bands, we may get some of its weather (wind and rain). If it looks like it will head toward this area, the University President will announce if and when the University will close. This information will be posted to the UL Lafayette website, and on the hotline (482-2222). Until such time that the University is officially closed, it is open, and you must report for duty. If the President closes the University - we will perform special closing and locking procedures for the duration. We will then need to pay attention again to see when the University will re-open, and report for duty at that time.
2. The University may utilize the Student Union as a shelter for students, depending on each individual storm. Again, pay attention to the local and University news for that information.
3. Local Media

TV	KATC TV 3	Cable 5	Katc.com
TV	KLFY TV 10	Cable 11	Klfy.com
RADIO	KRVS	88.7 FM	Krvs.org

4. National Weather media
   - weather.com
   - noaa.com
   - 162.550 MHz   WXK80   National Weather Radio

You may also call 337-235-211 for current time and temperature and forecast.

Appendix G

EVACUATION PROCEDURE

In the event of a fire alarm or imminent danger, evacuation of the lab may be necessary.

It is important to remain calm when evacuating the lab, to maintain self-control, and to ensure that lab users clearly understand announcements.

NOTE: Student workers do lack the authority to force users from the lab. Do NOT use physical force or verbal threats.

Use the following method for evacuating the lab.

1. Notify Supervisor
   If the Supervisor is not available, notify the Administrative Coordinator (Secretary - Mary Domingue, 2-6402).
2. Notify U.P. - call 911 from any campus telephone.
3. Notify users in lab.
   Announce in a firm tone of voice that it is necessary for all persons in the lab to leave immediately through the nearest accessible exit. Most users will probably depart quickly.
   Assist evacuating mobility impaired users.
   - U.P. will deal with users who failed to exit the lab.
4. After evacuating the lab, leave the area also and remain nearby to offer further assistance.
   - Tell new arrivals that access to the area is off limits at the moment due to an emergency. Try to deter persons from entering the building.
   - Provide information to U.P., emergency personnel, and to the Directors whose offices are in the building.

Appendix H

DISCIPLINARY ACTIONS

The policies set forth in this manual are designed to guide you to be able to conduct yourself in a professional manner while you work with us and after graduation.

Any violation of these policies will result in disciplinary action taken against you. The goal of disciplinary action is to identify a problem, provide corrective measures to eliminate the problem, and provide a mechanism to prevent the recurrence of that problem.

If you are found in violation of these policies you will be counseled by a STEP Student Manager as to what you are doing wrong and, depending, on the nature of the offense and recurrence of the offense, what you can do to fix the problem, and what further action will be taken if the offense is repeated.

Multiple occurrences of any violation will follow the following progression:

First Strike: Verbal Counseling with Student Manager

Second Strike: Written Counseling reported to STEP Manager

Third Strike: Verbal Counseling with STEP Manager

Fourth Strike: Dismissal from employment

If there are policies that you feel are not warranted, might need modification, or violate some protected status according to ADA regulations, you may make your suggestions to a STEP Student Manager. All suggestions will be considered, and you will be notified of the outcome of any decisions made by management regarding your suggestion. Rebuttals must be made in a respectful, professional manner. Threatening or violent behavior will result in immediate termination, and possible criminal charges levied against the offending person.

Appendix I

JOB DUTIES

During each shift, you will be required to perform each of the following tasks:

5. Make sure the light is turned on.
6. Make sure the computers are turned on.
7. Push chairs in.
8. Pick up and discard any trash into the appropriate receptacle.
9. Perform the following tasks as needed:
   - Clean/dust keyboards and mice
   - Clean/dust screens
   - Empty hole puncher
   - Wipe down table tops
   - Recycle old printouts (2 days or older)
   - Place used printer consumable parts in the appropriate areas separate from the new parts

Specific duties for opening shifts:

1. Turn on lights
2. Turn on all computers
3. Turn on all printers

Specific duties for closing shifts:

1. Push in all chairs
2. Clear up all trash
3. Turn off lights
4. Move prints to file bins

Do not turn off printers or computers overnight unless otherwise instructed.

Appendix J

SLING

[Sling](#) is the current (2019) app and website that the STEP Student Manager uses for communication, scheduling, and general employee management.

Communication

STEP requests that you download the accompanying phone app to the Sling website. This keeps you connected with your coworkers and your managers.
All communication takes place on Sling. If you need to contact your coworkers or managers, the most reliable and instantaneous method is through Sling.
There are difference chat groups for specific topics. Please use them at your best discretion.
Be respectable and professional when communicating on Sling.

Note: Messages sent in the "Everyone" group chat tend to get lost. If you have something important to say to a STEP Student Manager, message them directly. For example, if you are not able to make one of your shifts, you need to message the STEP Student Manager directly AND in the group chat to find a replacement.

Scheduling

Your schedule lives on Sling. Any changes to your schedule will be reflected here. You should report your availability on Sling. If you need to request time off, you do so on Sling. Available shifts will be located on Sling.