



USAO Student Advancement Team

HANDBOOK AND WORK AGREEMENT

Welcome to the Student Advancement Team!

We are delighted that you have chosen to work as part of the USAO Advancement team. We are pleased to present the following guidelines for maximizing your experience as a student worker. Employment of our students has always been very important to USAO Advancement. Student employment is a partnership that benefits both you and the department.

Student employment within the Advancement team has three primary purposes:

1. Provide meaningful financial assistance to students.
2. Provide opportunities that enhance the educational program by developing professional skills, responsibilities, habits, attitudes, self-confidence and self-development to aid in students' future success.
3. Increase students' interaction with all staff in USAO Advancement and the customers we serve to help you adjust to university life.

We wish you a very positive experience as a member of the Student Advancement Team at USAO!

Sincerely,

A handwritten signature in black ink that reads "Sid Hudson". The signature is written in a cursive, flowing style.

Sid Hudson

Vice President of University Advancement

Students entering the Student Advancement Team (SAT) are required to uphold all guidelines outlined in this manual and abide by the USAO Student Code of Conduct found in the Student Handbook on the USAO website.

Students bear the responsibility of reviewing the guidelines and becoming acquainted with the duties and responsibilities of the position before accepting an offer of employment. Questions regarding student employment with the SAT should be addressed to the SAT supervisor.

USAO Advancement

Sid Hudson, Vice President for University Advancement; Executive Director, USAO Foundation

- Cynthia Fuston, Administrative Assistant Advancement/Foundation

JP Audas, Director of Development

Amy Goddard, Director of Communications and Marketing

- Chad Eggar, Graphic Designer
- Beckie Brennan, Web Coordinator
- Chris Hartman, Print Services Manager
- David Duncan, Video Production Specialist
- Zachary McGrew, Media Manager
- Tanner Shoemaker, Sports Information Director

Misti McClellan, Director of Alumni and Community Relations; Executive Director, USAO Alumni Association

- Rebekah Willoughby, Alumni and Community Relations Coordinator

Work Schedule

Each student will have a set work schedule to be determined as early in the trimester as possible. SAT employees may work a maximum of 10 hours a week and traditionally have considerable latitude in drawing up their schedules. We understand that you are students first, and we are willing to work around your commitments. However, once you have established your schedule, we expect you to follow it.

The student is responsible for setting their work schedule with the SAT supervisor and bringing to the attention any requests for a change as soon as possible in order to adjust workflow.

Due to the nature of the Advancement office, if the SAT supervisor is working off campus, student employees will need to ask another member of the Advancement team to open the office and then proceed with their work.

Breaks and Holidays

Students may work during semester breaks with the approval of their supervisor and if funding permits. Students are never required to work during breaks or holidays.

Attendance and Punctuality

You are expected to show up to work, ready to work at the beginning of your scheduled shift. Punctuality is expected of all student employees. If you anticipate being late for your scheduled hours, contact the SAT supervisor as soon as possible. Frequent tardiness or absence is unacceptable.

If you know that you are going to have a rough week in classes, talk to the SAT supervisor and negotiate an adjusted work schedule.

Timesheets

Employees are responsible for filling out all necessary paperwork with the Business Office after accepting a position on the team.

Student employees are responsible for recording their work hours, obtaining necessary signatures and turning in their timesheets to the SAT supervisor. **Always remember to write your name on your timesheet and keep track of your hours. You will only be paid for the hours you have completed.** Falsification of the time sheet information is grounds for disciplinary action.

Timesheets are due biweekly on Friday by close of business. Any timesheet turned in after the deadline will be held for processing until the next pay period. Timesheets must

be filled out completed and signed by the student worker and the SAT supervisor before they are processed. Unsigned timesheets will be returned to the SAT supervisor for proper signature to be obtained.

Disciplinary Action

When official disciplinary action against a SAT member becomes necessary, the standard procedure is as follows:

1. Issue a verbal warning
2. If the offense is repeated, file a written warning
3. Responsibilities and/or privileges may be revoked or the employee may be dismissed, depending upon the circumstances.

Particularly serious offenses may merit an immediate written warning or even demotion or dismissal.

Personnel Policies

Discrimination and Harassment

The SAT adheres to University policy regarding discrimination and harassment. More information can be found in the USAO Student Handbook on the USAO website.

Grievance Procedures

Whenever possible, interpersonal problems should be settled informally through open dialogue and honest communication. However, if you have a problem with a colleague and cannot reconcile it individually, see the SAT supervisor. If your grievance is with your supervisor, see the Vice President of University Advancement. If the problem still cannot be resolved, you may follow the formal grievance procedures found in the USAO Student Handbook on the USAO website.

Professional Conduct

Although we are not always working in the public eye, we must still present a professional face behind the scenes at all times. We frequently receive visits from scholars, potential and current donors, alumni and other VIPs.

Many workspaces are within public view; therefore, your conduct, language and clothing should always reflect positively upon you and the University.

University equipment, including computers and printers are not for personal use.

Planned Absences

You must request time off at least one week in advance. Please remember that schoolwork comes before your work here; if you need time off to complete class work, do not be afraid to ask for it as soon as possible.

Unplanned Absences

If you are likely to be more than ten minutes late for work due to illness, or other unavoidable circumstances, you are expected to notify the SAT supervisor. If they are unavailable leave a voice mail or email message.

Confidentiality

As a student employee, you might work with confidential information. That includes, but is not limited to, personal contact information of faculty, staff, donors and alumni as well as personal donor information and financial records. If you are entrusted with information that your supervisor indicates as secure, you CANNOT reveal it to any unauthorized persons. Assume a person is unauthorized unless you know otherwise.

Work Projects and Learning

What do I do today?

SAT members provide support for many, if not all, offices within the Advancement department, therefore work projects and assignments may come from different supervisors.

There should never be a time where you do not have a project or assigned work.

In addition to short-term projects, each employee is empowered to consider ways that they can utilize their passion and create a way to advance the University.

For example, a previous SAT employee developed the Drover Local program. Another has begun working on a way to centralize internship opportunities for students on the campus. Take your ideas to your supervisor FIRST for approval, otherwise you run the risk of wasting time developing something that is already in place.

Career Development and Your Work Experiences at USAO

A liberal arts education from USAO will provide you with the skills that employers are looking for. Your coursework ensures that you are competent in written and oral communications, analysis and critical thinking. However, there are additional ways to develop and strengthen marketable skills while you are on campus.

Student employment can round out your educational experience by providing opportunities to develop and use not only communication and problem-solving skills, but interpersonal, teamwork and computer skills, which are so valued in today's workplace.

In the beginning, the work assignments available to you might not feel directly related to your interests. However, these jobs are essential to keeping USAO running smoothly and every worker is valued as part of the SAT for contributing to the good of the community.

Work Agreement

- I shall read and comply with all of the Student Advancement Team guidelines and policies stated in the SAT Handbook and the USAO Student Handbook.
- I understand that I am limited to a maximum of 10 hours of Student Advancement Team work per week and that I am not required to work during breaks in the USAO academic calendar.
- I understand that it is my responsibility to set my work schedule with the SAT supervisor and notify them of any changes as soon as possible.
- I understand that I must complete all required forms associated with my employment with the Business Office and that all time sheets must be approved and signed biweekly in order to receive compensation.
- I understand that I am expected to treat all information accessible to me in the performance of my duties as confidential information, regardless of its format (e.g. electronic, paper, oral), unless advised otherwise by my supervisor.
- I understand that I am expected to use my SAT hours to perform assigned duties and projects that support USAO Advancement.

I hereby accept the terms of employment as presented by the Student Advancement Team Handbook.

Student Employee Signature

Date

Student Employee Name (Print)

USAO Student ID #