

Student Assistant Employee Handbook



MULTICULTURAL STUDENT LIFE

The MSL Student Employee Handbook is for information purposes only and is not intended to be a legal contract between student employees and the Office of Multicultural Student Life.

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ABOUT THE HANDBOOK

This handbook is provided for the use of the Office of Multicultural Student Life (MSL) student employees as a ready reference and summary of most personnel policies. While MSL believes in the policies described here, the office is not bound by the contents of this handbook. MSL reserves the rights to modify, revoke, suspend, terminate, or change any or all such policies, completely, or in part, at any time, with or without notice. This handbook is a guide and is for information only, so that all student employees may operate as a team with the understanding of general MSL expectations. This handbook is in no way a contract, and is not to be considered as such for any purpose.

MSL MISSION

Multicultural Student Life contributes to an inclusive learning environment by enhancing institutional efforts in retaining and graduating students prepared for a diverse global society. We promote the academic success, equality, and leadership development of students through programs and services that holistically address cultural, educational, and civic growth.

Multicultural Student Life resides in the Frieson Black Cultural Center, which boasts over 13,700 square feet. This facility is conveniently located at 1800 Melrose Avenue. The Frieson Black Cultural Center (FBCC) is a unique landmark structure that opened in June 2002, and features a library, state-of-the-art computer lab, student lounge, gallery, multipurpose rooms, student organizational suite, conference room, tutorial suites, and administration offices. The FBCC is a place to gather, learn, and share ideas and experiences.

General Information

Eligibility and Hours of Work

Only currently enrolled UT Federal Work Study (FWS) students are eligible for employment. The Office of Multicultural Student Life (MSL) recognizes the importance of a student's responsibility to their academic curriculum. All MSL student employees must hold a GPA of 2.5 or higher, for undergraduate students, and 3.0 or better for graduate students when hired, and must maintain at least a 2.5 GPA for undergraduate students and 3.0 for graduate students during their employment with MSL. Students should carry a minimum of six (6) credit hours during employment. It is the responsibility of the student employee to notify the Program Resource Specialist immediately, if they are not enrolled in at least six credit hours.

FWS Student employees may work a maximum of up to twenty hours per week, and a minimum of 10 hours during the fall and spring semesters, dependent of FWS award. No student will be eligible to work for the University of Tennessee more than 20 hours per week during the fall and spring semesters.

Work Schedule

Student assistants are assigned a certain number of hours per week and have a weekly schedule. You are responsible for working those hours. It is important to organize your studying and other activities around your work schedule. *Exams, social events, and other University and personal activities are not considered emergencies and should be planned for in advance.

***Note – this includes other jobs outside of the University. Outside interests that conflict with your MSL work schedule are not considered emergencies. Emergencies are classified as illness, family emergencies, transportation issues, family member illness and/or death, and household emergencies (e.g. flooding, fire.)**

Training

In addition to the MSL Student Orientation and leadership and development workshops, each area of assignment has its own training program. Supervisors will initiate individualized on-the-job training upon employment.

Payroll Procedures

MSL employees record their work time in Multicultural Student Life by signing in and out on an Attendance Log Form. Employees must not sign in until ready to begin actual work, unless otherwise approved. If an employee must leave work during scheduled work hours, they should notify their supervisor, sign out when leaving and sign back in upon return. When an employee forgets to sign in or out, their supervisor (or an MSL staff member who is present and can verify they worked their assigned shift) should be notified immediately.

Payroll is bi-weekly. Students are required to submit their hourly time using the new online system. **Students will enter their hours every work day,** and must submit time BEFORE 10:00 a.m. Monday morning following the close of a payroll period. You will receive an email reminder message 24 hours prior to this deadline.

Time will be approved BEFORE 10:00 a.m. on Tuesday morning following the close of a payroll period. The time submission process is automated and submitting time late will result in a two-week delay in student payment. Per Federal regulations, Work Study students must be paid within 30 days of work, so if time submitted is more than one pay period late, you will not be paid by FWS.

Habitual delinquent timesheets will result in no payment after three instances. It is important to complete your timesheet by the student deadline of 10:00 a.m. on the Monday following

the close of each biweekly payroll period. A primary goal of the Federal Work Study program is teaching appropriate workplace practices, and habitual late submission of timesheets is an unacceptable workplace practice and can jeopardize a student's eligibility for Work Study awarding.

Change of Address or Personal Information

Any change in status, which includes name, address, phone number, additional job etc., should be promptly reported to the Program Resource Specialist. It is advisable that employees periodically review information currently on file.

Attendance

You are expected to be reliable and punctual in attendance. Upon hiring you will be added to the MSL Student Assistant GroupMe. If you need time off, or foresee an absence and/or would like to make up your hours, it is your responsibility to send a message via GroupMe, then complete a "Request to Alter Work Schedule" form (RAWS) and submit it to your supervisor at least 48 hours in advance, copying the co-worker who took your shift. If you are going to be late, contact both the Program Resource Specialist and your supervisor. Excessive absenteeism is defined as a minimum of three (3) instances of unapproved absences during a regular semester period.

1. First offense - verbal counseling and warning that continued excessive absenteeism will lead to subsequent disciplinary action.
2. Second offense - written counseling session and warning that continued excessive absenteeism will lead to termination.
3. Third offense - termination.

No-Call/No-Show

No-Call/No-Show is a situation in which a student misses an entire shift and fails to call in to report the absence. The Program Resource Specialist and your supervisor must be informed of an absence.

Absenteeism

If an employee is absent and does not notify his/her supervisor for three (3) consecutive work days, MSL will assume the employee has abandoned their job and termination papers will be processed accordingly. Any employee who has taken unauthorized leave for three (3) consecutive workdays, even with notice to the MSL, will automatically be deemed to have resigned and termination will be processed.

Performance Evaluations

Employees should meet with supervisors periodically to discuss the performance standards expected of them. Performance evaluations by supervisors are conducted at the end of each semester.

Breaks and Meal Periods

Student employees are allowed a 15-minute break for every four hours worked. Student employees assigned to a work period of more than six (6) hours are entitled to a meal period of at least 30 minutes. Meal periods are not paid time; therefore, students must clock out. Students must notify their respective supervisor before and after each break.

Dress Code

All employees are provided polo shirts and nametags, and MSL requires that all other clothing is neat, clean and in agreement with the dress code. MSL does not permit employees to wear

transparent or revealing clothing, torn clothing, overly tight clothing, pants, and skirts that are particularly short or high cut, nor hats while on the clock. In respect of each individual's culture and wish for expression, piercings are allowed, and head attire, i.e., babushka, hijab, turban, or African head wrap.

Suggested attire

- MSL Polo (issued upon hiring)
- Open Sweaters (to reveal MSL Logo)
- Open Jackets (to reveal MSL Logo)
- Slacks, jeans or khakis
- Knee-length skirts or dresses
- Bermuda-length shorts
- Closed-toe shoes/sandals/sneakers

Clothing to avoid:

- No hats while on the clock
- Athletic/ sweatpants or shorts
- Short shorts, tank tops, miniskirts or short sundresses
- Tight or revealing clothing (i.e. leggings, unless under a knee-length skirt/dress)
- Bare feet or flip-flops/ open-toed shoes/ high heels

MSL reserves the right to request changes in clothing or grooming that may be offensive, distracting, or otherwise inconsistent with the appropriate image of MSL. Employees may be sent home from work, without pay, to change into appropriate attire.

Equal Employment Opportunity

MSL believes that all persons are entitled to equal employment opportunity and does not discriminate against its employees or applicants on the basis of race, color, religion, sex, pregnancy, national origin, age, marital status, physical or mental disability, sexual orientation or any other status protected by law. Equal Employment Opportunities will be extended to all persons in all aspects of the employment relationship. Any employee who needs reasonable accommodation for a disability should submit a request to the MSL Director.

Release of Information

Personnel records are confidential. Nevertheless, MSL is required to comply with valid court orders and government requests directing provision of information from personnel files. This includes work dates, work hours, Department of Human Resource letters, etc. Calls from prospective employers or any other individual for information regarding a current or former employee must be directed to the Program Resource Specialist without any comment to the caller. The Program Resource Specialist will only provide verification of an employee or former employee's job title and employment dates.

Cell Etiquette

Cellular phone usage is not allowed during normal work hours (phone calls – incoming or outgoing, watching movies/videos, playing games, etc.) and phone's ringers should be turned off or set to vibrate.

Downloads

Employees are not allowed to download any kind of media (music, games, apps, movies, etc.) onto any computers in the computer lab or any other computers in the Frieson Black Cultural Center.

Responsibility of student employees

MSL employees are expected to use initiative and good judgment in performing their jobs. Among other things, they are also expected to:

- Report and be ready to work at the scheduled time
- Contact your supervisor immediately after arriving to work
- Attend to assigned duties on the job and refrain from conducting personal business while at work
- Display a positive and cooperative attitude

- Notify supervisor and Program Resource Specialist as soon as possible if an occasional change in work schedule is expected due to projects and exams
- Keep an accurate record of all hours worked by remembering to sign in and out
- Notify the supervisor of any job-related accidents
- Wear attire appropriate for the position employed as identified by the supervisor
- **Please read the Weekly Student Assistant Update emails.** This communication is to ensure you are aware of changes and updates in MSL.

Reasons for possible dismissal

The following represent some areas of job performance failures or policy violations that could lead to job termination:

- Discourteous treatment of the public, students, or other employees
- Racial, ethnic, cultural, or religious intolerance
- Use of abusive/offensive language
- Insubordination

Accommodation Request

NAME: _____ POSITION: _____

LIMITATIONS NEEDING ACCOMMODATION

Describe the nature of any limitations on activities (i.e., walking, seeing, use of hands), abilities, (i.e., speaking, reading), or environment (i.e., sensitivity to light, sound irritants to lungs or skin). Private medical information is not required.

Are these limitations or conditions permanent, chronic or long term? Yes No

Describe any locations you have difficulty accessing and the nature of the difficulty?

What job functions will be affected by your limitations?

Describe how your limitations impact your ability to perform those functions.

Describe any changes in your duties or environment you feel would be beneficial.

Signature

Date

Employee Complaint Form

Name:

Position:

| | |
|---|---------------------|
| Immediate Supervisor: | |
| Department and Location: | |
| The reason for my complaint is as follows: | |
| Dates on or during which problem has occurred: | |
| Efforts I have made to resolve this problem are as follows: | |
| The following individuals are involved or may have information: | |
| Desired resolution: | |
| Date: | Employee Signature: |

RECEIPT OF STUDENT EMPLOYEE HANDBOOK

This is to acknowledge that I have received a copy of the Student Employee Handbook and understand that it contains important information on MSL’s student employment policies and my obligations as an employee. I acknowledge that I am expected to read, understand, and adhere to MSL policies and will familiarize myself with the material in the handbook. I understand that MSL may change, cancel, or add any policies or practices described in the

handbook from time to time at its sole and absolute discretion with or without prior notice. MSL will advise employees of material changes within a reasonable time.

I recognize that employment at MSL is “at will,” which means either MSL or I can terminate my employment at any time with or without cause or notice. MSL retains the right to demote, transfer, change job duties at any time with or without notice and with or without cause at its sole discretion. I acknowledge that no binding MSL representations have been made concerning the length of my employment or limitations, and that there are no other agreements or understandings concerning my employment that are not superseded by this “at will” understanding.

Employee Signature

Date

INFORMATION FOR STUDENT DIRECTORY

FIRST AND LAST NAME _____

MAILING ADDRESS _____

CONTACT PHONE NUMBER _____

MAJOR _____

E-MAIL ADDRESS _____

BIRTHDAY _____

STUDENT ASSISTANT EMPLOYMENT CODE OF CONDUCT

Please be advised that all Student Assistants employed by the Office of Multicultural Student Life are subject to following the University of Tennessee’s general guidelines for staff conduct and behavior.

One responsibility of working in Multicultural Student Life is to protect each individual user’s right to privacy and confidentiality with respect to information sought, consulted or borrowed. Revealing to others what items patrons have acquired or what topics they are researching is a serious matter and may be cause for dismissal.

Likewise, any other records and files which you may view at work are considered confidential and should not be discussed outside of the office.

Other standards are as follows and detailed descriptions can be found at:

https://my.tennessee.edu/portal/page?_pageid=34,140536&_dad=portal&_schema=PORTAL&p_policy=HR0580

Respect for Persons:

Prohibited behaviors:

- a. Disorderly conduct, to include but not limited to, using discriminatory, abusive, or threatening language, fighting, provoking a fight, or attempting bodily harm or injury to another employee or to any other individual, or threatening physical action or injury on university property or during university activities; or other conduct which threatens or endangers the health, safety, or well-being of any person.
- b. Sexual harassment of employees, students, donors, customers, visitors, patients, vendors or any other person on university property or during university activities.

Respect for Property:

The following activities are specifically prohibited:

- a. Willful or negligent damage to university property.
- b. Theft or dishonesty.
- c. Tampering with or wantonly destroying university data, records, or other information, gaining unauthorized access to such information; disclosing confidential information; or otherwise misusing university data or information.
- d. Unauthorized use of university vehicles, mail services, identification and credit cards, telephones, computers, or computer equipment, or other university equipment or materials. Computers and computer accounts are provided to employees to assist them in the performance of their jobs. Employees do not have a right to privacy in anything they create, send or receive on the computer. The university has the right to monitor, for business reasons, any and all aspects of any university computer system, including employee e-mail.
- e. Soliciting, collecting money, or circulating petitions on university property at any time without permission of the chief business officer or designee.

Standards of Safety

The university is committed to maintaining the safety and security of all persons on university property and during university activities and to maintain a safe and healthful working environment. Specific prohibited activities include:

- a. Possession of firearms, explosives, or other lethal materials on university property or during university activities, unless the employee falls within certain categories of employees who must use weapons in the course of their employment (such as police officers, R.O.T.C. personnel, etc.)
- b. Possessing, drinking, or being under the influence of intoxicants on the job; unlawful possession, use or distribution of alcohol on university property or during university activities; illegally using, manufacturing, possessing, distributing, dispensing, or being under the influence of controlled substances on university property or during university activities.
- c. Refusal to obey security officials, Civil Defense personnel, or other proper authorities in emergencies.
- d. Failure to comply with safety rules, regulations or common safety practices.
- e. Failure to report an accident involving on-the-job injury or damage to university property.
- f. Smoking in non-designated areas.

Work Performance

The university expects faculty and staff to make a commitment to quality job performance. Issues of poor performance or misconduct compromise both the employee and the organization. For this reason, the university expects work performance to meet high standards at all times. Prohibited behaviors include:

- a. Insubordination or refusal of an employee to follow instructions or to perform designated work or to comply with directives of authorized university officials.
- b. Failure to wear proper uniform or identification in the prescribed manner as may be required by the university.
- c. Sleeping on the job.
- d. Failure or refusal to maintain or obtain required licensure, certification or registration.
- e. Instigating or participating in deliberate low productivity and/or interfering with another employee's work.

Standards of Attendance

The university depends upon its employees to carry out the work of the institution; therefore, reliable, consistent attendance is an important requirement of all positions. The following behaviors are prohibited:

- a. Unexcused Absence. An absence without proper notification or satisfactory reason is unexcused. An absence for three (3) consecutive days without notification or satisfactory reason is considered a voluntary termination.
- b. Repeated Tardiness. Tardiness is defined as arriving at work past the appointed starting time without supervisory approval.
- c. Failure of employee to report to their work place at the beginning of the work period. Leaving work prior to the end of the work period. Failure to inform the supervisor when leaving the work area.

Should you have any questions, please contact a staff person within the Office of Multicultural Student Life. Please sign and return the bottom of this form stating that you have read and understand this policy.

=====

Student Assistant Name (print): _____

I have received and read, and agree to adhere to the requirements of the Code of Conduct listed above and in the Student Assistant Employee Handbook.

Signature: _____

Date: _____

MULTICULTURAL STUDENT LIFE



Mission:

Multicultural Student Life contributes to an inclusive learning environment by enhancing institutional efforts in retaining and graduating students prepared for a diverse global society. We promote the academic success, equality, and leadership development of students through programs and services that holistically address cultural, educational, and civic growth.

Vision Statement:

The Office of Multicultural Student Life will be a nationally recognized department that innovatively promotes diversity and inclusion to empower all university students in order to impact societal equality throughout the state of Tennessee and across the world.

Values:

- ❖ E - equality and social justice
- ❖ M - motivation
- ❖ P - progressive partnering
- ❖ O - opportunities and dialogue
- ❖ W - welcoming student-focused environment
- ❖ E - ethical leadership
- ❖ R - respect and civility
- ❖ M - mentorship and student success
- ❖ E - excellence in academics
- ❖ N - new and innovative practices
- ❖ T - transformative education