CALIFORNIA STATE UNIVERSITY, LOS ANGELES
Career Development Center

STUDENT EMPLOYEE HANDBOOK

January 2002 **– Revised November 2008**

TABLE OF CONTENTS

I.	Introduction	1
II.	Student Employee Definition	1
III.	Nondiscrimination Policy	1
IV.	Work Schedule	2
V.	Attendance	2
VI.	Eligibility for Employment	2
VII.	Social Security Tax	3
VIII.	Benefits and Hours of Work	3
IX.	Punctuality	3
X.	Rest Periods	3
XI.	Pay Days	3
XII.	Salary Rates	4
XIII.	Salary Increases	4
XIV.	Performance Appraisals	4
XV.	Resignation	4
XVI.	Student/Supervisor Relations	4
XVII.	Use of University Equipment	5
XVIII.	Dress Code/Office Decorum	5
XIX.	Customer Service	6
XX.	Telephone Etiquette	6
IX.	Parking	7
X.	Driving	7
XI.	Staff Training Classes	7
XII.	Safety	7
XIII.	Sexual Harassment	7
XIV.	Procedures	8
XV.	Appeal Procedures	9
XVI.	Escort Services	9
XVII.	Emergencies	9
XVIII.	Injury	9
XIX.	Safety Hazard	10
XX.	Fire Prevention	10
XXI.	Good Work Habits	11
XXII.	Important Contacts(Resources)	12

Introduction

Congratulations and welcome to CSULA. Student employees are an integral part of the university, departments and offices. As a Student Assistant, you are recognized as a very important part of our community and we want to ensure that your work experience as a student employee is a rewarding and positive one. Your work experiences at CSULA will help to prepare you for future career opportunities. You will learn time management, responsibility, gain leadership and earn money to help finance your educational costs. You will also develop strong work habits and job skills and have an excellent resource for future job references. Your supervisor will help to train you for your specific job duties and discuss with you the expectations for your job. The student employment experience will greatly benefit you as you enter the job market. Work experience enables you, to explore career options, discover strengths and weaknesses, likes and dislikes, and to see how your academic learning applies to the world of work.

This handbook provides general student employment information
that will help make the transition to your job easier.

Use your job as both an opportunity to gain marketable skills and to establish a good work record. You have a right and a responsibility to know your job description and to ensure that you are performing the duties as described. You are to treat college employment as a regular job and are expected to conduct yourself in a responsible manner.

We encourage you to ask your supervisor any questions not addressed here. You may also contact the Student Employment Office in the Career Development Center for more information at 323-343-3277.

STUDENT EMPLOYEE DEFINITION

A student employee is a part-time hourly employee who is concurrently enrolled at California State University, Los Angeles with the primary goal of achieving a degree and therefore, must be degree seeking.

Students may not perform any work or subsequently be paid for work performed before all steps in the hiring process have been completed.

NONDISCRIMINATION POLICY

California State University, Los Angeles, affirms its commitment to equality of opportunity for all individuals.

This commitment requires that no discrimination shall occur in any program or activity of the University on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. This policy is in accord with Title VII of the Civil Rights Act of 1964, as amended, Title IX of the Educational Amendments of 1972, as amended, Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Vietnam Era Veterans' Readjustment Act of 1974, and related administrative regulations and executive orders. Inquiries concerning the application of Title IX, Sections 503 and 504, and other nondiscrimination laws may be referred to the Office for Equity and Diversity at (323) 343-3040, the campus office assigned the administrative responsibility of reviewing such matters. Title IX inquiries may also be directed to the Regional Director of the Office for Civil Rights, Region IX, Old Federal Building, 50 United Nations Plaza, Room 239, San Francisco, CA 94102.

WORK SCHEDULE

Your daily work schedule must be approved by your supervisor each quarter. If you are sick or unable to report to work, you must inform your supervisor immediately. Repeated absences or late arrivals are grounds for termination. Planned absences should be arranged in advance and approved by your supervisor

ATTENDANCE

Student employees are limited by Cal State L.A. and The California State University policies to work **a maximum of 20 hours per week while school is in session (all 4 quarters) and no more than 8 hours per day**. The supervisor may request, if necessary, that Student Assistants be allowed to work up to 40 hours per week during **quarter breaks only**. A written request **must** be submitted a week in advance.

Students may hold more than one position on campus as long as the combination from all positions **does not exceed 20 hours per week**, including employment by non-State campus entities, e.g., U-SU and UAS.

ELIGIBILITY FOR EMPLOYMENT

Student employees must have and maintain a minimum GPA of 2.0 **per quarter**, and must be enrolled at least half time during **each** quarter of employment (undergraduate: 6 quarter units, graduate: 4 quarter units). Summer quarter is the **only** quarter a continuous Student Assistant may not be enrolled, provided the minimum unit requirement was met during the Spring quarter and will be met for the Fall quarter. Federal Work-Study student employee must have and maintain an overall GPA of 2.15 and **must** be enrolled in a minimum of 6 units every quarter.

SOCIAL SECURITY TAX

Please be advised that your earnings from this position are not covered under Social Security. Pertinent information is available at www.socialsecurity.gov. You may also call toll free at (800) 772-1213.

BENEFITS AND HOURS OF WORK

Student employees are not eligible for overtime, paid holidays, vacation, sick leave, jury duty, unemployment insurance, medical benefits, or permanent status. They are, however, eligible for worker's compensation. Student employees are paid only for the hours worked and documented on the Student Time Voucher. Hours worked by student employees are normally within the time that the University is open for business.

PUNCTUALITY

Arriving on time for work is very important. The office and your supervisor depend on you to show up on time as scheduled. Begin now in establishing this important work habit.

REST PERIODS

Students working a consecutive 4-hour work period may take one paid 10-minute break. Students working more than 6 consecutive hours (6.1 and above) are required to take an unpaid 30-minute lunch break. Students working less than 4 consecutive hours **are not** entitled to a break. Supervisors may determine when breaks are taken, but they should not be taken at the beginning or end of the work period. Unused breaks are not cumulative or eligible for extra pay. Breaks are to be taken away from the work area. Do not distract co-workers while you are on a break.

PAY DAYS

Paychecks are issued by the Payroll Office and are distributed by your department on the 15th of each month, unless the 15th falls on a holiday. Please refer to the Payroll Calendar for days covered each month in your pay period. You, and your supervisor, must sign your time voucher and it must be submitted by your department attendance clerk to the Payroll Office for Student Assistants or to the Financial Aid Office for Work-Study students by 10:00 am on the assigned due date. Late time voucher submission will result in a delay in receiving your paycheck. Take responsibility in making sure your time voucher is accurate, completed and signed.
Payroll Calendar:
http://www.calstatela.edu/univ/payroll/calendar.htm

SALARY RATES

Your pay rate is determined by your department as specified in the Student Employment Classification and Pay Plan. Your classification depends on the duties and tasks assigned. Your supervisor should inform you of your pay rate and classification at the time of your hiring. Student employees are paid only for the hours worked and documented on the Student Time Voucher.

SALARY INCREASES

Salary increases are normally considered at least once per year and are based on the length of service and work performance or on the assignment of additional or higher level responsibilities. Salary increases may be given after 6 consecutive months of employment. Salary increases are not mandatory and are granted at the discretion of the employer.

PERFORMANCE APPRAISALS

A formal written performance appraisal may be given at any time during your employment as determined by your supervisor. While formal appraisals are required once a year, students should feel free to discuss their performance with their supervisors at any time. Ask your supervisor for periodic evaluations, as evaluations can be educational and helpful in securing future employment.

RESIGNATION

Students should give supervisors at least two weeks' notice when planning to resign. At that time, you might also ask your supervisor for permission to use them as a reference or to request a letter of recommendation for future employment.

STUDENT/SUPERVISOR RELATIONS

The relationship between students and supervisors should be open and honest. Everyone needs to work together to make the University run as smoothly and efficiently as possible, always keeping customer service as the highest priority. Students should feel comfortable discussing any work-related issues with their supervisors. Students are also encouraged to make suggestions which might enhance service to customers.

If there is a time when you and your supervisor do not agree, you are urged to discuss your work-related problem or complaint with your supervisor. Communication with your supervisor is an important job skill and most important in resolving differences.

If discussions with your supervisor have not resolved the issues, you may want to meet with the department chairperson or the Student Employment Coordinator of the Career Development Center. If a solution still has not been reached, a formal grievance procedure is available for the student employee.

USE OF UNIVERSITY EQUIPMENT

University equipment (including telephones, computers, printers, facsimile machines, copiers, keys, uniform, supplies, etc.) should be used only for official University business. Use of State property for personal use is prohibited. Personal use includes homework during working or non-working hours. Such misuse is cause for termination.

Family Educational Rights and Privacy Act (FERPA)

Public Law No. 93-380, Family Educational Rights and Privacy Act of 1974, has set down requirements designed to safeguard student privacy both of access to student records and to the release of such records. Official records are maintained by the Office of the Registrar. Copies of records are provided to the Office of Academic Affairs, other administrative offices, and academic advisors. Official academic records are released upon the student's written request only or, in the case of students who are defined as dependent according to the Internal Revenue Service, their parents. The one exception to this is directory information. Directory information is considered public information and may be released without a student's prior consent. For more information regarding our FERPA policy, please refer to the following;
Website: **http://www.calstatela.edu/its/policies/ferpa/**

DRESS CODE/OFFICE DECORUM

Student employees must dress appropriately for the area in which they work, as determined by the supervisor. Short shorts, ripped jeans, mid-riffs, etc. are not proper attire in any working environment. Student employees are frequently the first contact for customers. In order to create a positive and professional impression, students are encouraged to be neat and clean at all times. Bad habits, such as; visiting with friends while on the job, eating or drinking while working, unnecessary or noisy conversations, cell phone use, tardiness, and repeated absences prevent a student from getting their work done and place unfair burdens on co-workers. Poor habits such as these must be corrected before serious consequences are implemented.

CUSTOMER SERVICE

Cal State L.A. is a customer service organization. Friendliness, pride in work, and cooperation not only keep the customers satisfied, they also make working more enjoyable.

As representatives of Cal State L.A., student employees are expected to be courteous and helpful to all customers. Often customers will have questions for which students do not have the answer. When this occurs, try to direct the customer to the person who does know the answer—a co-worker, supervisor, or director.

Always refer angry or frustrated customers to supervisors or directors. Whenever you feel uncomfortable with a customer or a customer's inquiry, refer the matter to your supervisor. Always remember to:

- Be approachable—let the customer know you are willing to help.
- Express an interest in the customer's problem.
- Listen to the customer—be sure you understand what they need.
- Follow up. Direct the customer to someone who might be able to help or ask the customer to return for more assistance if still not satisfied.

TELEPHONE ETIQUETTE

Most departments on campus have their internal policies regarding telephone etiquette. Check with your supervisor. Proper telephone etiquette is an essential skill. When answering the telephone, remember to:

- Answer promptly and pleasantly
- Identify yourself and your service area
- Listen attentively to the caller
- Use the caller's name if possible
- Thank the caller

When answering the telephone, also be prepared to take a message. When taking a message, be certain to write the following:

- Caller's name (ask for spelling, if necessary)
- Caller's telephone number
- Caller's department or place of business
- Date and time message was taken
- Nature of the call

When transferring a call, let the caller know to whom and to what number they are being transferred.

PARKING

Student employees who wish to park on campus must purchase a student parking permit. Student employees are not eligible to park in faculty/staff spaces.

DRIVING

If your job requires driving a vehicle, you must have a valid driver's license and have taken the State-sponsored Defensive Driving Class. Check with your supervisor about registering for a driving class.

STAFF TRAINING CLASSES

The Office of Environmental Health, Safety, and Risk Management offer numerous free classes each quarter on a variety of job-related topics. Check with your supervisor about registering for these classes.

SAFETY

Safety is a part of everyone's job. In situations where health and safety are concerned, it is always better to be safe than sorry. Safety or security issues should be reported to your supervisor immediately.

Sexual Harassment

California State University, Los Angeles will take to action to prevent and eliminate sexual harassment, as mandated by the Chancellor's Executive Order No. 345. Sexual harassment is conduct subject to disciplinary action, including termination. Sexual harassment includes but is not limited to:

1) Unwanted sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature.

2) Any act which contributes to a workplace or learning environment that is hostile, intimidating, offensive, or adverse to persons because of the sexual nature of the conduct.

3) Conditioning an act, decision, evaluation, or recommendation on the submission to or tolerance of any act of a sexual nature.

Although this policy focuses on the treatment of persons lacking or holding lesser authority by persons possessing greater authority, it does not preclude the possibility that sexual harassment may also be perpetrated by persons lacking or holding lesser authority, e.g., employee, student, or applicant. In determining whether conduct constitutes sexual harassment, the circumstances surrounding the conduct are considered.

The prohibition against sexual harassment applies to all transactions of University business, whether on or off campus.

Individuals with supervisory authority are responsible for reporting a formal complaint about sexual harassment to a designated complaint investigator. Failure to do so may lead to appropriate administrative action.

Specific rules and procedures for reporting charges of sexual harassment and for pursuing available remedies are available in the following locations: Division of Human Resource Management, Office for Equity and Diversity; Office of the Vice President for Student Affairs University Counseling Center; and Women's Resource Center.

The parameters of "sexual harassment" are legally defined by State and Federal statutes and court decisions. While the policy set forth above describes actions which fall generally within the scope of "sexual harassment," all CSU employees and students are required to conduct themselves in a manner that avoids sexual harassment as defined by State and Federal law.

PROCEDURES:
(Sexual Harassment Continued)

1) An individual files a complaint by filling out and providing a complaint form to the Office for Equity and Diversity.

2) Prior to the filing of a complaint, an individual may seek the advice of the Office for Equity; and Diversity in an informal meeting in order to determine the nature of any claim of discriminatory practices and/or harassment or retaliation and to facilitate an expeditious resolution of the complaint

3) The Equity and Diversity Specialist makes contact with the complainant within 24 hours of his/her initial contact and holds an initial meeting with the complainant within seven (7) calendar days.

4) The Equity and Diversity Specialist discusses the complaint with the complainant, recording al appropriate information on the complaint and reviews it with the complainant to ensure accuracy.

5) The Equity and Diversity Specialist discusses the matter with any witnesses, the respondent(s) and all appropriate parties within 21 days of the interview with the complainant; and reviews appropriate records. The Equity and Diversity Specialist determines whether or not the alleged discrimination or harassment has been demonstrated and, if so, discusses the determination as to what, if any, corrective action shall be taken with the Director, Human Resource Management/Equity and Diversity.

6) If the complaint investigation cannot be completed within 30 days, the complainant and respondent(s) will be informed and agreement of an extension of the timelines' will be obtained in writing from all parties:

7) At the end of the investigation and following corrective action, if any, the Equity and Diversity Specialist files all documentation with the Office for Equity and Diversity.

8) If disciplinary action is warranted, the grievance procedure within the appropriate collective bargaining unit or student disciplinary process will be followed.

APPEAL PROCEDURES:

If a complainant is not satisfied with the outcome of the complaint process described above, he/she may file a written appeal with the President or the President's designee within five (5) working days of receipt of the decision from the Equity and Diversity Specialist. The appeal shall outline the basis upon which the complainant believes the appeal should be granted.

The President or the President's designee will acknowledge receipt of the appeal within five (5) working days and will, within twenty (20) working days, provide a written decision to the complainant and respondent. The President's decision will be the final University decision.

ESCORT SERVICES

The Eagle Patrol escort service offers walking escort service. Using this service, particularly when you are going to parking lots, can greatly improve your personal safety. For more information, phone the Department of Public Safety (323) 343-3700. To request an escort, dial extension 3-3700.

EMERGENCIES

To report an emergency on campus anytime, dial 911. The University Police will then determine if further assistance is warranted. The University Police can also be reached by dialing 3-3700.

INJURY

If an injury occurs on campus, call University Police at extension 3-3700 to secure proper medical care and direction. The student’s supervisor should also be notified as quickly as possible. You should not seek medical treatment from your own physician for a work-related injury unless you have made prior arrangements with Human Resource Management and the Environmental Health, Safety, and Risk Management Office.

SAFETY HAZARD

Report safety hazards to the Environmental Health, Safety, and Risk Management Office at extension 3-3531. Spills, overflowing sinks and toilets, loose shelves, broken chairs, etc. should be reported to your supervisor so that Facilities Services may be contacted.

FIRE PREVENTION

Fire extinguishers, fire doors, hoses, and sprinklers are available and vital for fire prevention. Know the location of such equipment in your work area. In case of fire, call 911 **immediately** and then notify your supervisor or director. University Police will contact the fire department.

GOOD WORK HABITS

It is extremely important to develop good work habits from the first day on your job and keep them throughout your working life.

BE DEPENDABLE	Show up for work every working day and be on time.
BE EFFICIENT	Get your work done accurately and promptly. Use your time for working, not for personal business, which includes friends stopping by to socialize.
EXERCISE INITIATIVE	Do what needs to be done without being told. Once you have learned your job and can proceed on your own, do a little more than just what you're asked to do.
BE HONEST	Don't abuse time by arriving late or quitting early. Always be honest no matter what the situation is.
BE CONGENIAL AND COURTEOUS	Do your best to get along with everyone. Be someone with whom others enjoy working. Be pleasant, tactful and considerate.
BE NEAT AND CLEAN	Use good taste in dressing and grooming for work. Neatness also applies to the work itself.
SHOW ENTHUSIASM FOR YOUR WORK	You may not like every task, but emphasize the positive aspects of your job while taking the negative in stride every task is important.
ACCEPT CRITICISM	Be willing to learn and improve from constructive criticism.
STAY IN GOOD HEALTH	Health and safety habits are important for success in your life and on your job. You work best when you feel good and well rested.
FOLLOW DIRECTIONS AND BE WILLING TO LEARN	Be sure you understand directions and follow them in doing your job. If you are given the opportunity to learn new skills, take it. It could mean a promotion for you later.

Resources:

OFFICE	LOCATION	TELEPHONE
Student Employment Office	Career Center Room 40	(323) 343-3277
Financial Aid Office (Work-Study)	Student Affairs Bldg. SA 124	(323) 343-3266
Payroll Services	Administration Bldg. Adm 601	(323) 343-3680
University Police	Building C	(323) 343-3700
Student Health Services	Health Center	(323) 343-3301
Office of Equity & Diversity	Administration Bldg. Adm. 605	(323) 343-3040