

University of St. Thomas

Many UST offices rely upon student workers for various types of assistance. The following listing of expectations of student workers and expectations of on-campus employers are meant to provide standards that serve as a platform for quality administrative support for University offices. These expectations are also meant to help ensure that students are provided experiences and supervision that will facilitate their development as employees while connecting them in a unique way to the University. While these are the generally expected standards for student worker expectations and protocol, some offices may have missions or duties that require the amendment of certain items.

The complete Handbook for Student Employment, with a version for student workers and one for on-campus employers, can be found on the Career Services website, www.stthom.edu/career.

Expectations of Student Workers

Accountability

- Arrive on time, work complete shift.
- Secure approval from supervisor for time off or change in schedule, as far in advance as possible.
- Maintain an accurate record of time worked and submit timesheets as scheduled.
- Complete work assignments and do quality work.
- Ask questions regarding assignments, if not clear.
- Leave progress information for the next worker, or advise supervisor, if an assignment is not completed.
- Take accurate, legible, and complete messages and make sure they are delivered to the appropriate person in a timely fashion.
- See work that needs to be done and volunteer to do it.
- Be able to answer questions from visitors or callers, or know who to go to for help.
- Respect and protect confidential information.
- Dress appropriately for the office/work site--wear designated clothing and/or name badges, if required.
- Maintain a neat work space.
- Take pride in office appearance, and help to maintain it.
- Know who to call and what to do in case of an emergency.
- Follow office and University guidelines.

Interpersonal

- Maintain professional attitude and behavior.
- Be respectful to professional staff and other student workers in the office.
- Speak clearly, and use proper grammar.
- Maintain eye contact with and respectfully engage office visitors; be helpful.
- Keep personal visits and phone calls to a minimum and brief.
- Avoid social networking or distracting entertainment that should not be used while at work (MySpace, Facebook, YouTube, movies, games, MP3 players), unless specifically approved by supervisor when work is complete.
- As an employee of the University, be mindful that your image on social networking sites reflects on the office you represent and UST.

Developmental

- Accept constructive feedback, and be open to becoming a better employee.
- Be willing to learn special skills required for position if needed--for example, First Aid, CPR, specific computer programs.
- Participate in the mandatory Student Worker Training conducted on campus each semester by the Career Services office.
- Learn about the University—administrators, staff, departments and divisions, general campus layout.

All student workers are expected to abide by the UST Code of Student Conduct

Expectations of On-Campus Employers

Supervision

- Provide clear directions for student worker assignments and tasks.
- Provide an appropriate work station and materials to complete tasks.
- Ensure that student workers know who their direct supervisor is, or if they have more than one supervisor, that they understand the protocol for prioritizing work.
- Address issues regarding inappropriate behavior in a timely fashion.
- Provide constructive criticism regarding work product (incomplete tasks, sloppy or inaccurate work).
- Give feedback for a job well done.
- Provide a means to maintain an accurate record of time worked.
- Maintain a record of student worker performance, including any record of reprimands.
- Create a safe environment in which students can work and develop.
- Make sure that student workers know the campus and how to direct people when needed.
- Ensure that student workers know what to do in the case of an emergency.
- Greet student workers daily and show interest in their studies and activities.
- Help student workers become more connected to the campus when the opportunity arises.
- Be sensitive to particularly stressful times during the semester.

Developmental

- Serve as a positive role model.
- Provide training necessary to the job.
- Provide opportunities for student workers to grow in their work.
- Require student workers to participate in Student Worker Training that is offered on campus each semester by the Career Services office.
- Formally evaluate student workers at least once a year.