

Student Affairs (Sample) Student Staff Expectations

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Name _____ Semester/Year _____

Expectations Agreement

- I will notify my supervisor and the scheduler if I have another campus assignment
- I will be on time and engaged every shift
- I will adhere to department guidelines regarding missed shifts/ substitutions and communicate changes with my payroll supervisor
- I will complete my academic responsibilities outside of work to maximize my work experience.
- I will carefully review all training materials and adhere to all USD policies and procedures.
- I will complete all projects on time and in a professional manner.
- I will act professionally with all staff members and be the role model in all situations.
- I pledge to support the USD way by treating everyone with courtesy and compassion so that they feel valued, cared for and respected.
- I will not listen to any personal audio device (music, movies, headphones, etc).
- I will will check my USD email daily for important updates.
- I will never talk on my cell phone without receiving prior permission.
- I will adhere to the dress code required by my department.

I understand if I do not meet the above listed expectations, consequences may include:

- Reduction of work hours
- Immediate termination of employment
- Not being invited back in future semesters

I commit to doing all of the above, my best work and what is right. And I will treat others as I would want to be treated.

Student Employee Signature

Date

Supervisor Signature

Date

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10 Point Motivation System

| Point Value | Outcome/Consequence |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2-3 points | Verbal notification of infraction and option to review expectations & consequences. |
| 4-6 points | Discussion regarding infraction with supervisor/Team Leader including reviewing expectations, consequences and plan to avoid further infractions |
| 6-9 points | Meeting with supervisor/Team Leader to review written warning re: infractions, outline plan to resolve and clarify consequences if objectives agreed upon are not accomplished. |
| 10 points | Job Suspension or Termination |

| Category | Infraction | Points |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Inappropriate Attire | <ul style="list-style-type: none"> • Non closed-toe shoes • Inappropriate clothing (ripped, offensive, low-cut, etc) • Missing lanyard/name card | 2 |
| Misuse of Technology | <ul style="list-style-type: none"> • Inappropriate use of cell phone (e.g. personal use interfering with work) • Listening to headphones/audio • Personal social media use (facebook, twitter, etc.) | 2 |
| Communication | <ul style="list-style-type: none"> • Fails to respond to emails by deadline • Fails to check off staff memos within one week of it being posted | 2 |
| Incomplete Tasks | <ul style="list-style-type: none"> • Hourly • Monthly • Falsification | 2 4 7 |
| Late to Shift/Meeting | <ul style="list-style-type: none"> • More than 5 minutes, less than 10 minutes • More than 11 minutes, less than 30 minutes • More than 30 minutes | 2 3 4 |
| KRONOS Infractions | <ul style="list-style-type: none"> • Over 6 hr max without meal break without notifying supervisor • Failure to notify supervisor of unrecorded time prior to payroll deadline | 4 |
| Missed Staff Meeting | <ul style="list-style-type: none"> • Missed meeting with communication at least 2 hours prior to meeting • Missed meeting without communication at least 2 hours prior to meeting | 3 4 |
| Missed Shift | <ul style="list-style-type: none"> • Missed shift with communication 2 hours prior to shift • Missed shift without communication 2 hours prior to shift | 7 8 |
| Cause for Immediate Job Termination | <ul style="list-style-type: none"> • Falsifying timecard or having someone clock in/out for you (SC) • Sexual misconduct or harassment • Alcohol or drug use at work • Engaging in a physical fight while on the clock | 10 |