



STUDENT EMPLOYMENT HANDBOOK GUIDE

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MESSAGE FROM THE DEAN OF STUDENTS

Welcome to the Division of Student Services & Enrollment Management!

It is my sincere desire that your employment in the Division of Student Services & Enrollment Management (DOSSEM) will enhance your learning and personal development. This manual has been designed to outline some specific guidelines to assist you in better understanding our expectations of you as an integral part of our Department. We hope that your employment with us will assist you with achieving both your academic and professional goals.

Dr. Teresa McKinney

Vice President for Student Services & Enrollment Management

TSU MISSION & VISION STATEMENT

Texas Southern University is a student-centered comprehensive doctoral university committed to ensuring equality, offering innovative programs that are responsive to its urban setting, and transforming diverse students into lifelong learners, engaged citizens, and creative leaders in their local, national, and global communities.

Texas Southern University will become one of the nation's pre-eminent comprehensive metropolitan universities. We will be recognized by the excellence of our programs, the quality of our instruction, our innovative research, and our desire to be a contributing partner to our community, state, nation, and world.

DIVISION OF STUDENT SERVICES & ENROLLMENT MANAGEMENT

MISSION STATEMENT

"We're making a DIFFERENCE in the lives of our students" The division also seeks to prepare its diverse constituencies – men and women of varied ages, cultures and ethnic backgrounds – for their role as creative and productive citizens in the international community. Finally, through regular self-review processes, the division endeavors to respond to the needs of a changing student population. The major responsibility of the Division of Student Services is to maintain a comprehensive education and student support service programs to meet the needs of students. Toward these ends, the division provides oversight and direction for more than 35 university programs and service areas that support Texas Southern University students outside the classroom.

STUDENT EMPLOYMENT

WHAT IS A STUDENT EMPLOYEE?

- A student employee is one who is primarily pursuing an educational goal at Texas Southern University.
- Student employees must be enrolled full-time.
- Student employees are limited to working a maximum of 20 hours per week during the academic year and do not receive sick leave, vacation, holiday pay or any other employee benefits.

WHAT IS THE PURPOSE OF STUDENT EMPLOYMENT?

The purpose of student employment is to allow students the opportunity to gain work experience, develop good work habits and help to finance their educational pursuits while enrolled at the University.

WHAT IS THE FEDERAL WORK-STUDY PROGRAM?

Also known as “Work-Study”, the Federal Work-Study Program is an employment program for some, but not all, financial aid recipients. Through work-study, the federal government pays the wages of students with financial need, allowing them to earn money to help pay education expenses. When you apply for federal financial aid by completing the Free Application for Federal Student Aid (FAFSA), you can indicate on your application that you want work-study assistance. Please be advised that receiving Federal Work-study as part of your financial aid package does not guarantee employment.

Texas Southern University receives an allocation from the federal government each fiscal year which is used in combination with University funds to pay the hourly wages of those student employees with work-study awards. Work-study earnings are not included as “income” on the FAFSA. See the Office of Student Financial Assistance for detailed information about how to report any Work-study earnings on your FAFSA.

STUDENT ELIGIBILITY

Before a student is eligible for Student Employment, the following steps must be completed:

1. Student must complete a free application for Federal Student Aid (FASFA).
 - a. For any questions about the FASFA please contact the Financial Aid Department
2. Undergraduate students must be enrolled in classes for the semester in which they are applying to work. Students must be enrolled in 12 credit hours or more to be eligible for Regular Student Employment or 6 hours or more for Federal Work Study. (all jobs posted

on the human resources job site will indicate if the job is a federal work study job and/or regular student job).

3. Summer employment eligibility differs from that of the regular academic year.

Eligibility does not guarantee a position with either work study program. Students must apply for available jobs on <http://hr.tsu.edu/quick-links/work-at-tsu/> website through the Human Resource department, go through a selection/ interview process, and be selected by hiring manager before receiving a job offer.

All applicants for DOSSEM regular student employment must complete the DOSSEM Application located on Handshake (<http://students.tsu.edu/departments/career-services/handshake/>). A checklist can be found on page six of this document.

WHAT IS THE PURPOSE OF A STUDENT EMPLOYEE HANDBOOK?

The purpose of the Student Employee Handbook is to outline expectations and policies, and to detail office procedure.

For a comprehensive treatment of University employment policies, student employees must refer to the Texas Southern University Human Resources Policy located on the web at:

<http://www.tsu.edu/mapp/human-resources.html>

STUDENT EMPLOYEE EXPECTATIONS & POLICIES

Failure to comply with these rules may result in termination

HOW CAN YOU USE YOUR SUPERVISOR AS A RESOURCE?

Your supervisor should be a key resource person concerning Texas Southern University policies and procedures. If you have any questions about which policy applies to a particular situation, consult your supervisor for clarification. Your progress on the job is one of your supervisor's most important concerns. Never hesitate to ask questions or seek your supervisor's advice and guidance.

In the event that you have questions or concerns that you feel uncomfortable presenting to your direct supervisor, employees may seek guidance from the Office of Human Resources at (713) 313-7521, Hannah Hall Building, 126.

PROFESSIONALISM

As a student employee, you are expected to exhibit a high degree of professionalism while working in the office. Many workspaces are within public view, therefore your conduct should always reflect positively upon you and the University. A student employee performance review will be completed upon the end of the contract.

NON-DISCRIMINATORY CONDUCT

Texas Southern University strives to maintain a work environment free from intimidation, threats (direct or implied) or violent acts. The University will not tolerate intimidating, threatening or hostile behavior of any kind.

DRESS CODE

- The dress and appearance principles of this policy are intended to establish minimum standards for the student workers employed at Texas Southern University in DOSSEM. In addition to these minimum standards, supervisors may authorize more restrictive standards, as deemed appropriate for their office or department.
- Students are required to wear appropriate clothing as set forth in this policy. Inappropriate clothing and appearance at the workplace are disruptive to the work environment and supervisors shall enforce compliance with this policy by those students within their offices or departments.
- Standards of appearance require careful implementation. In all cases, neatness, health and safety, appropriateness, and professionalism shall be observed.

The following minimum standards shall be enforced at Texas Southern University DOSSEM for student workers:

- A. Dress should be suitable for the work environment, present a professional image, should be clean, neat and free of patches and tears.
- B. Skirts and shorts shall be worn at an appropriate and acceptable length for sitting, standing and bending so that undergarments shall not show. No undergarments of any kind should be visible.
- C. The size of the pants shall be appropriate to the student's body size. Pants should not be sagging below the waist at any time while working in an office or department.
- D. Men shall remove their hats when entering the building of the work office or department. No do-rags, scarfs, headgears, head coverings or bandanas shall be worn at any time during work (unless they are for religious purposes).
- E. The following items of clothing are considered inappropriate or unacceptable for any student workers:
 - a. Strapless, halter tops, tube tops, tank tops, see-through garments, or spaghetti straps.
 - b. Bare midriffs.
 - c. Short-shorts (No exposing of any portion of the torso).
 - d. Spandex pants or other tight fitting clothing that expose lower torso.
 - e. Shirts, tops or sweaters unbuttoned below the sternum.
 - f. Emblems, lettering or pictures pertaining to drugs, alcohol, sex, profanity, or discriminatory.
 - g. Flip-flops, slippers or shower shoes.

Penalties for dress code violations:

- First incident: a verbal warning and an official review of the dress code policy.
- Second incident: a written warning.
- Third incident: dismissal from the program.

FOOD IN THE WORKPLACE

- Food in the FRONT office area is absolutely prohibited, unless a student has water or liquid stored in a bottle of some kind.
- If student happens to bring/get lunch they may sit in the outside dining area to eat, but this should not exceed for over 20min max.
- Microwaves are also accessible for student employees who choose to bring their lunch.
- Students can store food in the refrigerator only if food is removed in a timely manner.

OFFICE EQUIPMENT

Phones:

- The phones in the office are for business purposes only.
- Long distance phone calls are NOT allowed.
- Personal phone calls are discouraged during work hours. You may take a message and return the call after work hours.

Copy and Fax Machines:

- Only to be used for business purposes.

Supplies:

- The office supplies are for the office only, excessive use for personal reasons are prohibited.
- Student are responsible for replenishing supplies if necessary unless the equipment is no longer available
- If supplies are no longer in stock it is the student's duty to make the supervisor aware of this problem at any given time.

WORK SCHEDULE

- Students who are employed during the regular academic year (August- May) may not exceed 20 hours per week (Monday-Friday by the payroll calendar). Students who are employed during the summer may work up to 40 hours a week if they are not enrolled in summer classes and **IF and only IF** the department budget will allow it depending on the number of student workers in the division. However, if students are enrolled in summer classes during the same summer session they are employed, they may not exceed 20 hours per week.
- Students are NOT permitted to work during a scheduled class time.
- Students may not work more than 4 hours in a day in the regular academic school year unless you work irregular days that requires you to extend the hour limit to meet the 20-hour limit. For summer sessions students may not work more than 8 hours a day.
- Students are responsible for bringing the attention to the supervisor if there are any requests for a change to their work schedule once the work schedule has been set.

STUDENT RESPONSIBILITIES

Attendance

A student's work schedule should be determined at the beginning of the semester and should not vary unless approved by the supervisor in advanced. It is understood that unforeseen circumstances and emergencies do occur. If you are unable to work at your scheduled time you should notify your supervisor as soon as possible. Excessive absences/tardiness could lead to immediate termination.

Time Sheet Submission

- Each day you report to work you are required to log your attendance hours on the sign in sheet every week that is provided by your supervisor.
- All time sheet submissions MUST be recorded accurately in the appropriate reporting system, which is www.tsu.edu/ in the student portal under the time sheet tab.
- Time sheets must be submitted before the 15th of each month by 10pm.

Visitation

Student workers should NOT have visitors while they are working. If a student employee has the need to visit with someone, the student should make those arrangements around their assigned work schedule to be before or after work hours. In the event a student should need to visit/meet with someone during their scheduled work hours, they should coordinate those arrangements through their immediate supervisor.

Social Media

As a student employee, you are an employee of Texas Southern University. Students should exercise discretion before posting or communicating any derogatory, discriminating, or degrading comments about the area/department a student works for, or of the University in general, as it could result in loss of employment, and possible expulsion from the University.

Student Standards

A student's conduct on the job is to be that of an honest, reliable and helpful employee. Students are expected to abide by their Department's specific standards. It is the responsibility of the student to report to work on time, at the proper place, ready to work. All Departments will have specific regulations covering absences, illness, etc. and students will be expected to abide by these regulations. In general, students should notify their supervisor immediately regarding illness or unusual circumstances. Student employees are compensated only for hours worked.

Professional Development – “LinkedIn Learning”

Student workers are required to watch DOSSEM Student Worker Training Videos. They include courses such as email etiquette, customer service etiquette etc. The link to the training:

https://www.linkedin.com/learninglogin/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fcollections%2F6696162207174053889%3Ftrk%3Dshare_collection_url&account=75089194

LinkedIn Learning is easy to use, accessible 24/7 from any device, and features short programs organized in chapters, typically no longer than 10 minutes. You can log in from anywhere using your TSU credentials.

DISCIPLINARY ACTION

When deemed appropriate by your supervisor, student employee discipline/counseling may occur. For minor infractions, verbal counseling may occur. In the event of continued violations/infractions or serious infractions, written counseling may occur. In some instances, serious infractions can lead to immediate termination.

ENDING EMPLOYMENT

If at any point you choose to terminate your employment, you should notify your supervisor at least two weeks prior to your intended end date.

Texas Southern University retains the right to terminate your employment at any time for any reason not prohibited by law, without prior notice. In the case of serious infractions, you may, for example, be discharged on the first offense. Such serious infractions include, but are not limited to the following:

- Insubordination/Disrespectful behavior.
- Unauthorized possession, use, sale, or purchase of non-prescribed drugs and intoxicants on University premises; working under the influence of alcohol or illegal drugs.
- Fighting or other inappropriate conduct while on the premises.
- Theft.
- Destruction of University property.
- Sleeping on the job.
- Falsification or improper alteration of records, including time cards/sheets and time records.
- Mishandling or careless treatment of University students, staff, or faculty.
- Disclosure or misuse of confidential information.
- Misuse of the University’s electronic information systems.
- Potential Endangerment of other employees with weapons, or abuse of any kind.
- Bullying.

CONFIDENTIALITY AGREEMENT

At times, sensitive information may need to be handled by student employees, therefore all student employees are required to sign and comply with a confidentiality agreement. Please ensure any confidential documents are properly stored prior to leaving your work area.

Often you are required to handle and file other students' personal information that are attendees of Texas Southern University, this requires you to ensure that the unpublished information remains disclosed at all times outside of the work place.

I. CONFIDENTIALITY AND FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal statute that protects the privacy of student "education records." Under FERPA, the term "educational records" includes all Texas Southern University records, files, documents, and other materials which (1) contain information directly related to a student; and (2) are maintained by [Texas Southern University] or by a party acting for [Texas Southern University]." The term "education records" includes but is not limited to grades, midterm progress reports and class schedules. Under FERPA certain information, known as "directory information," may be disclosed by Texas Southern University to outside parties, unless the student has specifically requested that this information not be released. Texas Southern University considers the following to be directory information: name, permanent address, electronic mailing address, telephone listing, verify major field of study (including degree program field, major, minor, year of study and/or class information), awards and honors, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees, the most recent educational agency or institution attended, and similar information. The University is committed to full compliance with FERPA. II. CONFIDENTIALITY AND WORKING AT TEXAS SOUTHERN UNIVERSITY

In light of the nature and goals of the University, during your employment you may become privy to FERPA-protected educational records and directory information, as well as other private student information that may not necessarily be protected by FERPA but nevertheless is of sensitive nature (i.e. financial or family information).

With regards to student educational records, it is critical and essential for you to comply with FERPA and not disclose such records. With regard to student directory information, you should not assume that a student has not objected to the release of that information. Instead, you should not release any directory information. With regard to other student information that may not necessarily be covered by FERPA, you must maintain such information in the strictest of confidence and must not use it outside of the University under any circumstances. Any misuse of FERPA educational records and directory information, or any sensitive student information, will result in your dismissal from your assignment and may result in other University disciplinary actions. III. AGREEMENT

I acknowledge that, as an employee of Texas Southern University, confidential information may be made known to, or learned by, me during the course of my duties via various sources including, but not limited to, educational records, directory information, payroll records, Social Security numbers, and pass codes. I further acknowledge that making this information known or available to others who do not have a legal right thereto may violate the Family Educational Rights and Privacy Act of

1974 (FERPA), as well as the terms of my employment. Therefore, I agree that I will not reveal, make known, or provide access to confidential information except to those having legal or otherwise permissible right thereto. Furthermore, I agree not to access confidential information to which I have designated rights for any reason other than the performance of my duties as a University Student Employee. I understand that failure to comply with the terms or conditions of this agreement shall subject me to discipline in accordance with Texas Southern University's Personnel Policy.

Student Signature

Date

Limitations to Student Employment SINGLE ASSIGNMENTS

Each individual student employee job is referred to as an assignment. A student employee may only work one assignment during a given period. Students are not allowed concurrent assignments/contracts. No exceptions. Those who have a Federal Work Study assignment cannot have any other assignment/contract. A student employee cannot concurrently work in any other capacity at Texas Southern University. In other words, a student employee cannot hold any other type of paid position on campus.

UNEMPLOYMENT BENEFITS

Student employees are not eligible for unemployment benefits. Pursuant to the Texas Unemployment Insurance Act, Section 224, “the term ‘employment’ shall not include service performed in the employ of a school, college or University, by a student who is enrolled and is regularly attending classes at such school, college or University...” For further information on unemployment benefits and eligibility, contact the local Texas Department of Employment Security Office.

JOB DESCRIPTIONS

| | | |
|--|------------------------------------|---|
| Department | | Position Title Undergraduate Student Assistant I |
| Division | | College |
| Reports to: (title) | | FLSA Status: Non-Exempt Security Sensitive Position: YES |
| | DUTIES | |
| | Support office staff. | |
| | Maintains files. | |
| | Answers phone inquiries. | |
| | Greet and assist visitors. | |
| | Performs other duties as assigned. | |
| QUALIFICATIONS | | |
| Must be a current TSU student in good standing with the university. Must maintain at least a 2.0 GPA. Available up to 20 hours per week. Must be reliable. | | |
| KNOWLEDGE/SKILLS/ABILITIES | | |
| Must have the ability to use personal computers and Microsoft Office software such as Word, Excel, Power Point and Access. Must have a positive attitude. Must have knowledge of basic office functions. | | |
| WORK EXPERIENCE | | |
| No experience or previous training. | | |

| | | |
|----------------------------|------------------------------------|---|
| Department | | Position Title Undergraduate Student Assistant II |
| Division | | College |
| Reports to: (title) | | FLSA Status: Non-Exempt Security Sensitive Position: YES |
| | DUTIES | |
| | Support office staff. | |
| | Maintains filing system. | |
| | Answers phone inquiries. | |
| | Greet and assist visitors. | |
| | Create and maintains spreadsheets | |
| | Performs other duties as assigned. | |
| | | |

QUALIFICATIONS

Must be a current TSU student in good academic standing with the university.
 Must maintain at least a 2.0 GPA.
 Available up to 20 hours per week. Must be reliable.
 Student has acquired training or experience in a similar position or majoring in a field (as indicated by the resume or the employment application) similar to the requested assignment.

KNOWLEDGE/SKILLS/ABILITIES

Must have the ability to use personal computers and Microsoft Office software such as Word, Excel, Power Point and Access. Must have a positive attitude. Must have knowledge of basic office functions, hard and soft business skills. Must have the ability to learn new tasks, make sound decisions with the support of the supervisor, determine strategy in next steps and processes, and handle multiple request or assignments effectively.

WORK EXPERIENCE

At least 1 year of related experience required. Previous experience or training in a similar assignment, preferred.

| | |
|----------------------------|---|
| Department | Position Title Undergraduate Student Assistant III |
| Division | College |
| Reports to: (title) | FLSA Status: Non-Exempt Security Sensitive Position: YES |
| | DUTIES |
| | Support office staff. |
| | Maintains filing system. |
| | Answers phone inquiries. |
| | Greet and assist visitors. |
| | Create and maintains spreadsheets |
| | Performs team leadership of other student workers on a project or in an office. |
| | Assist with assignments/projects, developing programs, computer applications, or other technical tasks. |
| | Performs other duties as assigned. |

QUALIFICATIONS

Must be a current TSU student in good academic standing with the university.
 Must maintain at least a 2.0 GPA.
 Available up to 20 hours per week. Must be reliable.
 Student has acquired training or experience in a similar position or majoring in a field similar to the requested assignment.

WORK EXPERIENCE

2-3 years of related experience required. Previous experience or training in a similar assignment, preferred.

| | |
|---|---|
| Department | Position Title Graduate Student Assistant |
| Division | College |
| Reports to: (title) | FLSA Status: Non-Exempt Security Sensitive Position: YES |
| DUTIES | |
| | Performs professional and/or support duties that are related to the assigned department. |
| | Maintains filing system. |
| | Answers phone inquiries. |
| | Greet and assist visitors. |
| | Create and maintains spreadsheets |
| | Performs team leadership of other student workers on a project or in an office. |
| | Assist with assignments/projects, developing programs, computer applications, or other technical tasks. |
| | Performs other duties as assigned. |
| QUALIFICATIONS | |
| <p>Must be a current TSU student in good academic standing with the university. Available up to 28 hours per week. Must be reliable. Requires a Bachelor’s degree (B.A., B.S.) and is majoring in a field (at the graduate level) similar to the requested assignment.</p> | |
| KNOWLEDGE/SKILLS/ABILITIES | |
| <p>Must have the ability to use personal computers and Microsoft Office software such as Word, Excel, Power Point and Access. Must have a positive attitude. Must have knowledge of basic office functions, hard and soft business skills. Must have the ability to learn new tasks, make sound decisions with the support of the supervisor, determine strategy in next steps and processes, and handle multiple request or assignments effectively.</p> | |
| WORK EXPERIENCE | |
| <p>At least 1 year of experience is required. Previous experience or training in a similar assignment preferred.</p> | |
| | |



TEXAS SOUTHERN UNIVERSITY

Division of Student Services
& Enrollment Management

Texas Southern University

Contact Us:

Division of Student Services and Enrollment Management

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Academic Calendar

<http://www.tsu.edu/registrar/academic-calendar/index.html>

The University will be closed in observance of the following Holidays

