Hourly Student Employee Orientation
Congratulations & Welcome to The John Glenn College Family!

- During this presentation you will learn important information pertaining to your employment with the John Glenn College of Public Affairs.

- Please review these materials carefully and fully. If you have questions, please ask your supervisor or Jenna Richey in Human Resources at richey.154@osu.edu.

- Items to be Covered:
  - Checklist
  - General Expectations for student employees
  - Manager Responsibilities to student employees
  - Timekeeping Requirements
  - Call Off Procedures
  - Building & Emergency Preparedness, Procedures & Safety
  - University Policies
    - Student Employment Policy
    - FERPA
    - Institutional Data Policy
    - Personnel Records
    - Work Study
    - Sexual Harassment
New Student Employee Checklist

Before Your 1st Day:

☐ Respond to any emails from the OSU Service Center as soon as possible. This will help to speed up the hire process and allow you to work sooner.
☐ Provide your supervisor with a copy of your class schedule
☐ Reach out to your supervisor or our HR Associate Jenna Richey at richey.154@osu.edu with any questions that you have.
☐ Be on the lookout for the “all clear” email that you will receive from the service center. After this email is received, you may begin working.
☐ Email Jenna Richey at richey.154@osu.edu to obtain the New Student Employee Orientation Checklist.

On Your 1st Day:

☐ Take a tour of Page Hall with your supervisor.
☐ Ask your supervisor to review the Building Emergency Action Plan (BEAP) with you.
☐ Work with IT to gain access to any necessary electronic components that will be needed (i.e., copiers, administrative access, etc.)

After Your 1st Day:

☐ Complete any necessary Buckeye Learn Trainings.
☐ Read through Glenn College and University Policies.
☐ Complete and submit timesheets at eTimesheet.osu.edu.
General Expectations

• Whether you are working in Page Hall, assisting at an event or in attendance at a University function, you are always representing The Ohio State University and The John Glenn College and should conduct yourself professionally.

• Providing the highest level of quality customer service at all times to faculty, staff, and guests of The John Glenn College of Public Affairs and to guests and visitors in Page Hall is the most important component of your employment.

• Hours of Operation
  – The Glenn College is usually open to the public Monday through Friday from 8:00am to 5:00pm.
  – It is closed in accordance with the University holiday schedule, available at http://controller.osu.edu/pay/pay-holidays.shtm.

• Phone and Email Etiquette
  – Please ask your supervisor for guidance on how best to answer phone calls, emails, and other professional communications.
  – If you have a caller with a question that you are unable to answer, take down their name and phone number. Never tell a caller or guest that you can’t help. Offer to return their call once you have an opportunity to ask others for help in finding an answer or solution.

• Unexpected Visitors at Your Door
  – There can be a lot of random foot traffic in the Page Hall. If someone stops and asks you for directions or help, please help them or ask your supervisor if you aren’t able to provide a quick answer for them.
  – Visitors should be directed to sit in a lobby area to wait for scheduled appointments; when this happens, call the person being visited to let him/her know that the guest has arrived and is waiting in the lobby (area).
  – For safety reasons, visitors should not be directed to individuals’ offices directly.
General Expectations

• **Dress Code**
  – Business casual dress is expected
  • Student employees are encouraged to wear dress shirts, polo shirts or something similar that has a collar.
  • Jeans are permitted if they do not have holes and if they are not frayed on the bottoms
  • Short shorts or skirts, T-shirts and shirts that are low-cut or do not completely cover midriffs are not permitted.
  • Clothing with offensive language or pictures is not permitted.
  • Tank tops are acceptable.
  • Hats may not be worn during work shifts.
  • Be mindful of hygiene, cleanliness, and attire; make sure that your appearance is acceptable for all visitors
  • Remember that we often have high-profile special guests and alumni in the college – take advantage of making a professional and positive first impression with people who can help you achieve your career and personal goals!
  • If you have any questions concerning dress code, ask your supervisor for more information.

• **Work Area**
  – Keep your work area tidy and organized as much as possible
  – Shared work space is common for student employees; be mindful and respectful of your colleagues and clean up any messes made quickly and completely
General Expectations

• Break Policy for Student Workers
  – Students are encouraged to eat prior to or after their scheduled working hours.
  – Students are not permitted to take paid breaks. If a student must take a break for more than 5-10 minutes (not including times when they are sent as couriers to other offices on campus), his/her supervisor must approve of the break and the student must “clock out” in the eTimesheet system and “clock in” upon returning.
  – If a student is working a full shift (8 hours straight), an unpaid lunch break should be scheduled in accordance with the rest of the staff (i.e. staggered lunch breaks to provide sufficient coverage).
  – Students are permitted to eat at their workspace provided that it does not interfere with job duties.
  – Students should not leave their designated workspace unattended for an extended period of time (more than 5-10 minutes) without prior approval and should avoid leaving the workspace unattended whenever possible.
  – If a student worker needs to leave a shift early, or for an extended period of time (review session, doctor’s appointment, study group, etc.), s/he must obtain prior approval from her/his supervisor. In the absence of the supervisor, s/he should seek approval from another staff member within the unit.
Manager Responsibilities To Student Employees

• Explain the role and duties of student employees clearly and provide clarification as needed.
• Explain the behavior and work quality expectations and give feedback frequently.
• Provide training in skills and procedures necessary to perform tasks.
• Ensure adequate supervision of student work.
• Keep lines of communication open, clear, and constructive.
• Ensure that students are not scheduled to work during established class times, labs, tests, etc.
• Treat all students in accord with their rights, which are the same as all employees' rights as defined by applicable state, federal, and University regulations.
• Ensure the accuracy and timely approval of student time sheets.
• Managers of Federal Work Study students must comply with the FWS Employer Manual rules at http://sfa.osu.edu/Forms/award/FWS.pdf
Student Performance Evaluation

• Student performance evaluations are done at the end of each semester (see sample below).

• Students who receive a positive evaluation will also receive a 25 cent per hour raise for the following semester.

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Student Employee Performance Evaluation Process

Purpose of this Evaluation:
At the end of each semester, each student’s immediate supervisor/instructor will evaluate the student's performance during the term. These evaluations will become part of the student's personnel file and be used for future employment determinations by the School.

Prompt and specific feedback is one of the most powerful ways to help an employee understand his or her strengths and areas for improvement in order to become more effective in the future. Your comments and feedback on this form are exceptionally important to the development of your supervisee as a student and as a future professional.

Instructions:
1. Please carefully consider the duties performed by the student during the term and his or her level of performance in those duties.
2. Complete one form for each student you supervise.
   • Only comment on behaviors as they relate to performance of the student’s work/duties. Personal and non-work related behaviors or characteristics should not be evaluated or commented upon. Use specific examples as much as possible (i.e. “you met with students regularly after class and answered questions thoroughly”).
   • Provide both appreciative and constructive feedback as much as possible.
3. After the draft form is complete, schedule a meeting with the student to review the evaluation form together.
4. If you are unable to meet with your student supervisee face-to-face, provide the draft evaluation form to him/her via email or another electronic means.
5. Have the student record his/her comments on the form.
6. Both supervisor and supervisee sign the form (a typed name and date can be entered on the form if you are unable to meet face-to-face).
7. Send the signed evaluation forms to Andrea Garringer at Garringer.11@osu.edu.

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Student Employee Evaluation Form

1. Student’s name:
2. Your name:
3. Term/year:
4. Brief description of the student’s duties:
5. Overall performance: (Please type an “X” in front of one of the 5 items below)
   (1) = did not meet requirements
   (2) = marginally or only intermittently met requirements
   (3) = met requirements
   (4) = exceeded requirements
   (5) = exceptionally exceeded requirements
6. Student’s strengths:
7. Areas for improvement:
8. Additional feedback/comments:
9. Student response/comments:

Instructor Signature / Date
Student Signature / Date
Timekeeping (eTimesheet.osu.edu)

- **Your responsibilities**
  - Report hours worked accurately and submit eTimesheets by stated deadlines
  - Intentional falsehood in timekeeping is grounds for immediate termination
    - Use exact arrival and departure times
  - Submit timesheet on weekly basis
  - Lunch or other break periods are not paid and should not be included on timesheets.

- **Steps of Timekeeping**
  1. Go to etimesheet.osu.edu
  2. Login with Ohio State username (last name.#) and password
  3. Select timesheet for the work week/pay period that applies
  4. Enter time worked
  5. Select “Save for Later” each day until your work week is complete
  6. Select “Submit for Approval” after all hours for the week have been accurately reported
    - Timesheet will then be emailed to your supervisor for approval

**Important:** Timesheets must be submitted and approved by 10AM every Monday to avoid delays in pay!

- **Paycheck & Payschedule**
  - The bi-weekly payroll schedule is available at [http://controller.osu.edu/pay/calendars/paydates15-16.pdf](http://controller.osu.edu/pay/calendars/paydates15-16.pdf)
  - You will need to download the DuoMobile app and set up your account to access your paycheck. Visit [https://buckeyepass.osu.edu/](https://buckeyepass.osu.edu/) for full instructions!
Call Off Procedure

• If you are unable to work a scheduled shift because of illness or an emergency, it is your responsibility to call your supervisor as soon as possible (leave a message if there is no answer).
  − If you do not call and notify your supervisor that you will be absent, it is considered a “no call, no show”
  − The student employee will be given a warning for the first “no call, no show”
  − The second “no call, no show” will result in termination unless extenuating circumstances can be shown that prevented the student employee from being able to his/her supervisor as required.
  − Calling off work for 3 or more days in a row due to illness requires a doctor’s note
  − All other time off is up to supervisor discretion

• Time Off
  − We will do our best to accommodate your work schedule changes when you provide adequate notice (at least 24 hours in advance of the start of your shift).
  − If you are requesting time away not related to illness or emergency, please let us have reasonable advance notice. The more lead time you give, the easier it is to accommodate your request.
  − Please remember that your first priority should be success as a student in the university. Work responsibilities are important, however, we are dedicated to your success in the classroom and will be as flexible as possible to ensure that you have adequate time to study and prepare for your courses.
Call Off Procedure

- **Weather/Short Term Closing and Disaster Preparedness**
  - During severe weather, other short-term emergency closings, or disasters, the university may decide to cancel some or all classes, close administrative offices or limit the hours of operation of the university.
  - Only essential services remain open, which include those that
    - provide safety and security
    - prepare and serve meals (Student Life)
    - provide utilities (e.g. light, heat, water, etc.) to university buildings and properties
    - Hospitals
    - law enforcement and public safety
    - snow removal
    - and others services deemed necessary

- **Student employees are not expected to work when the university is closed or when the Glenn College is closed.**
  - As a student employee, unless you are designated as essential and report for work, you will not receive regular base pay under this policy
Building & Emergency Preparedness

• **Keys**
  – Hourly students are not assigned keys. Staff can open doors as needed or provide access to key box keys upon request.

• **Swipe cards**
  – Supervisors should email Glenn-Help@osu.edu to request exterior door and elevator swipe access for students.

• **Immediately inform supervisor of**
  – Emergencies
  – Unusual visitor situations
  – Building repairs needed

• **Fires**
  – Evacuate the building in the event of a fire alarm; meet on the oval across from Page Hall

• **Tornados**
  – Stand in the stairwells if a tornado siren alarms
  – Do not leave the stairwells until 10 minutes after sirens end or until “all clear” from JGC staff

• **First Aid**
  – First aid kits are available on each floor
Student Employment Policy

• Certain restrictions apply to your work hours:
  – Student employees are prohibited from working more than 28 hours/week while enrolled in classes or 38 hrs/week during break periods (working hours are subject to supervisor approval).
  – Work study students may work a maximum of 20 hours per week and must comply with all requirements in the FWS Student Employee Manual at: http://sfa.osu.edu/Forms/award/FWS.pdf
  – International students may only hold appointments up to 50% FTE and may only work up to 20 hours per week except during official school breaks or their authorized annual vacation period. Contact the Office of International Affairs for more information.
  – Student employees may hold multiple appointments across campus. The appointments must be the same status (e.g. exempt, nonexempt) and must not total more than 70% FTE.
  – See the Student Employment Policy at http://hr.osu.edu/public/documents/policy/policy1010.pdf for full details

• Bring concerns about employment to the attention of your supervisor as soon as possible.
  – Notify supervisor if resigning at least 2 weeks in advance.
Federal Work Study Students

• Important Things to Know
  – You cannot work during times you are scheduled to be in class.
  – You can only work a maximum of 20 hours/week while taking classes.
  – You must be enrolled and have your fees paid to qualify for work study funding.
  – You must work for the hours you are paid; you cannot be paid to study.

• Enrollment Requirements
  – You must maintain at least half-time enrollment at Ohio State (6 hours for undergraduates, 4 hours for graduate students).
  – If you graduate, withdraw, are dismissed from the university, or drop below half-time enrollment at any point in the term, you immediately cease to be eligible to work.
  – You must meet the university's Satisfactory Academic Progress standards for financial aid eligibility (SAP).

• Work during Breaks
  – You may be permitted to work more hours during breaks by the FWS Office, if FWS funds are available, and if your employer has work for you to do. Your employer will be notified in advance of each break whether work will be permitted.

• Tips to improve likelihood of getting Work-Study next year:
  – File the FAFSA on-time, and if chosen for verification, submit those items on-time as well.
  – Have an Expected Family Contribution (EFC) low enough to award need-based aid (varies per student).
  – Earn a portion of this year’s work-study award.
  – Meet all federal eligibility criteria to receive federal financial aid.
  – Please remember: February is the priority application date!
FERPA

• The Family Educational Rights and Privacy Act (FERPA) of 1974, as amended, is designed to protect the privacy of education records maintained by educational institutions. It also provides guidelines for appropriately using and releasing student education records.
  – Education records are files, documents and other materials which contain information directly related to a student and are maintained by any employee or agent of the university.

• FERPA allows educational institutions to designate what it considers as directory information. This is information from a student’s educational record that can be given out to third parties without the student’s consent.
  – If the information is not specifically designated as directory information, it cannot be given out to third parties without the student’s consent.

• Parents often request information on their children who are students. If the student is a dependent, both parents are allowed access to the student’s records.
  – In order to provide information to parents, the student must specifically give the university consent.
    OR
  – The parent can provide a tax return or notarized statement to prove dependency.

• Complete FERPA training in Carmen
  – In Carmen.osu.edu, click ‘self-enrollment’
  – Follow JOIN Instructions
  – Complete the training and notify your supervisor
Institutional Data Policy

• Institutional data is defined as: *all data created, collected, maintained, recorded or managed by the university, its staff, and agents working on its behalf.*
  – This includes data used for planning, managing, operating, controlling, or auditing university functions, data used by multiple university units, and data used for university reporting.
  – Consists of data elements: A basic, defined unit of information.
  – Can exist in many different forms (i.e. paper, electronic, spoken, or written).

• Institutional data may have data elements that are classified as *restricted* and therefore require more protection (i.e. SSN).

• University members that violate the Institutional Data Policy may be:
  – Denied access to institutional data resources, and therefore may not be able to perform function at the University
  – Subject to disciplinary action (internal and external); may include dismissal.

• Complete the training in Carmen
  – In Carmen.osu.edu, click ‘self-enrollment’
  – Follow JOIN Instructions
  – Complete the training and notify your supervisor
Personnel Records

• Federal and state laws require that certain information be gathered and maintained in personnel files.

• Access to personnel files is limited to employees who have a legitimate need to know.
  – All other internal requests will be treated as requests for public records.

• See your supervisor or the Administrative Manager in 350Q for more information
Sexual Misconduct, Sexual Harassment & Relationship Violence

• The university maintains an environment for work and study free from sexual misconduct, sexual harassment, and/or relationship violence.

• This policy applies to alleged sexual misconduct in any form (e.g., physical, verbal, visual, online/electronic/social media, etc.).

• Types of sexual misconduct
  – Sexual harassment
    • Can take place between individuals of the same or opposite sex
    • Can occur between any individuals associated with the university
      – Between students
      – Employee with a supervisor
      – Co-workers
      – Faculty members with students
      – Customers, volunteers, contractors, and vendors
      – The following are prohibited
        » Romantic and/or sexual relationships between faculty/staff/graduate associates/undergraduate TAs and students, and between attending physicians and medical residents/interns/fellows
        » Romantic and/or sexual relationships between supervisor and employee
  – Sex- and gender-based discrimination
  – Nonconsensual sexual contact/intercourse
  – Sexual exploitation
  – Relationship violence/assault
  – Stalking
  – Sexual violence
  – Unwelcome requests for sexual favors
  – Other unwelcome physical or verbal conduct of sexual nature
Sexual Misconduct, Sexual Harassment & Relationship Violence

• Alleged sexual misconduct involving any individual covered by university policy is addressed by the Title IX coordinator or deputy coordinator.

• ANY employee who becomes aware of information that would lead a reasonable person to believe that sexual assault may have occurred involving anyone covered under this policy, must report such information immediately.

• There are many ways to report any information regarding sexual misconduct
  – Contact the Title IX coordinator by emailing titleix@osu.edu
  – To report allegations of employee sexual misconduct, contact the deputy Title IX coordinator in the Office of Human Resources by calling 614-292-2800
  – File a Discrimination and Harassment Complaint form
  – Email sexualharassment@osu.edu
  – Contact the deputy Title IX coordinator in the Office of Student Life, Student Conduct Department by calling 614-292-0748 or emailing studentconduct@osu.edu.

• The Sexual Misconduct Policy and Procedures can be found at https://hr.osu.edu/public/documents/policy/policy115.pdf
Social Media

- Be conscious and respectful always!
- Make sure you follow student code of conduct when posting online
- Voice your opinions outside of scope of duties as an employee of the university, not as a representative of the university